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Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) When a customer contacts the Company to report an issue regarding their service address, how does the Company resolve this issue? For example, if a customer contacts the Company to report an outage and is unable because their service address is recorded incorrectly. If the customer later contacts the Company about this issue, how does the Company proceed in resolving the discrepancy?

a. Is there an internal process that flags possible incorrect address?

Response:

Contact Center Representatives ("CSRs") will create an Outage or Non-Outage ticket if the exact address is not known by selecting the nearest address based off the information the customer is providing.

When the precise location is unknown, CSRs will search for the address closest to the reported condition and create the appropriate Outage or Non-Outage ticket. All relevant details provided by the customer are documented on the ticket, including the reported address, and **"**Random Address" is selected.

If a customer advises that their address differs from the address reflected in Eversource's Customer Information System, the CSR will verify the address using the local assessor's database. If additional documentation is required to validate the address, the CSR will request that the customer provide supporting information for verification.

Once the necessary information has been received, the CSR will submit a request to the Billing team to review the documentation, verify the address, and update the customer's address in Eversource's Customer Information System, as appropriate.

a. Beyond the above, Eversource does not have an internal process that flags possible incorrect addresses.