EXCERPT FROM 2021 EVERSOURCE CORPORATE SCORECARD

KEY INITIATIVE: DRIVE ENHANCEMENTS IN RESTORATION EFFICIENCY



Transform Storm Response to Meet Customer & Community Expectations — G

G On Track Y Off Track R At Risk C Complete

G **Drive Enhancements in Restoration Efficiency** W. Schweiger	Recent Activity	Operations (C. Hallstrom/D. Foley): New organizational structures, responsibilities and functions have been storm-tested and fine-tuned based on learnings. Continue to leverage technology to enhance storm management; key successes include new Management Dashboards and interfaces for quicker activation of ARCOS capabilities during ERPs. Planning (A. Khan): 2021 scope complete. All impacted dashboards migrating to PowerBI Premium have been tested. Rollout to Production is targeted for 1/31/2022, once IT establishes the update timing at 15 minutes. Transmission Incident Management Team (W. Quinlan): The Transmission Section of the state IMT organizations has been established, documented, and the new Transmission Section roles in all three states have been assigned. Fleet (S. Driscoll): Storm fleet has been established. Resource Acquisition (C. Hallstrom): Streamlined organization by combining Resource Acquisition and Resource Management groups. Negotiated and signed Right of First Refusal agreements with Holland, Sparks, Forbes Bros, Haugland Line, Collective Storm Services, Hawkeye and MTV. Have leveraged agreements to obtain thousands of crews in advance of 2021 storms. Have also contracted with Randstad to manage hiring of retiree resources for damage assessment. Emergency Response Plan (C. Hallstrom/R. Tobin): Successfully developed, trained, and launched new Municipal Hub. More than 120 communities across CT have used it, and feedback has been positive. Updated ERP to better align Storm organizations with Blue Sky organization, as well as to incorporate 12 PURA orders stemming from their review process. New structure enhances process ownership, and revised action plans provide more granular detail in layman's terms. Changes have been successfully tested via internal tabletop drills as well as GRIDEX VI. ARCOS Scalability (A. Khan): Post Henri, additional scope was added to the initiative to evaluate enhancements with crew acquisition. In CT, a new Resource Section Chief has been added to the IMT which will now oversee Resource Acq, Resource Mgt and Resource Rpting. This initiative has implemented a new org structure, resolved some staffing gaps and identified resources with continued gaps, has implemented training and process improvements. These improvements identified thus far were tested during the October Nor'easter with successful results, with the goal to address resource gaps that would allow scalability for large events. These efforts will continue in a continual improvement effort, with all 2021 planned activities completed.