Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Christopher Colorio, Lavelle A. Freeman and Elli Ntakou
Request from: UCONN

Question:

(Critical Facility Reliability and Performance Incentive Mechanisms) Refer to the response to UCONN-020 and Exhibit CLP-ELP-1 at pp. 103-117.

a. Please state how Eversource designates a hospital or other essential facility as a Critical Facility;
b. Please state the number of accounts designated as Critical Facilities;
c. On an anonymized aggregate basis, provide the frequency and duration of outages for these designated accounts between 2023-2025 compared with systemwide frequency and duration of outages; and
d. Please explain how the proposed Performance Incentive Mechanisms will help prevent service interruptions at Critical Facilities and what restoration data will be reported to PURA during the proposed plan.

Response:

a. Critical facilities are defined in the Connecticut ESF-12 Annex, as follows:
Critical Facility – a building or structure where loss of utility services may interrupt functions considered essential for the delivery of vital services and the life safety of the community. They usually include emergency response facilities (fire, police, rescue, emergency operations centers), hospitals, licensed convalescent homes, facilities designated as emergency shelters, water supply and waste water treatment as provided by the CT Department of Health (DPH) and Department of Energy and Environmental Protection (DEEP), communications facilities (E911 and Public Safety Answering Points), and any other assets pre-identified or identified at the time of the emergency as needed to be of critical importance for the protection of the health and safety of the population.

b. There are currently 1,491 accounts designated as “Town Critical Facilities”.

c. The table below provides a comparison of SAIDI, SAIFI, and CAIDI system-wide versus performance for the Town Critical Facility (TCF) population. To calculate the TCF metrics, the total customers impacted and total customer minutes were calculated for TCF accounts and divided by the total TCF population. Performance is on par with or better than statewide performance.

		IEEE Non-Storm			**IEEE All In**		
Population	YEAR	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI
System	2023	76	0.67	114	182	0.82	222
	2024	77	0.65	119	152	0.83	182
	2025	85	0.69	125	208	0.92	227
TCF	2023	59	0.57	103	182	0.85	215
	2024	64	0.55	117	142	0.78	183
	2025	65	0.60	108	184	0.95	194

d. As noted in several prior responses, PIMs are intended to provide performance incentives and accountability; however, PIMs alone do not directly cause reductions in service interruptions, whether in frequency or duration, nor do they impact any particular customer group independently of the Company's broader operational and investment activities. As the Company continues to invest in the system to improve reliability and resiliency for all customers, service quality for Critical Facilities in impacted areas will also improve. During the PBR term, if accepted, the Company will continue to provide previously required outage and restoration reporting. Reporting of PIMs will depend on acceptance of the PBR proposal and requirements from PURA.