Date Filed: September 15, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(CUSTOMER SERVICE QA SCORECARD) Please provide all customer service quality assurance scorecards completed from January 1, 2025, through December 31, 2025.

Response:

Please refer to OCC-451, Attachment 1 CONFIDENTIAL, which provides an extract of all customer service Quality Assurance Program scorecards completed for both internal and external resources from January 1, 2025, through December 31, 2025.

The Company also provides two samples of Quality Assurance Program scorecards to aid in understanding the provided export and help to visualize the experience of call scorers and Customer Service Representatives ("CSRs") receiving feedback. The form is contained within the telephony platform, utilized by the employees who provide feedback on the calls, and upon completion, provided to the CSRs for viewing. Due to the large quantity of data required, this view of the scorecards could not be provided for every evaluation.

- OCC-451, Attachment 2 CONFIDENTIAL, is the scorecard for the internal Quality Assurance Program.

- OCC-451, Attachment 3 CONFIDENTIAL, is the scorecard for the external Quality Assurance Program.

Alorica, the Company's external Credit and Collections vendor, transitioned to the Company's Quality Assurance platform effective May 2025. Accordingly, the scorecard format for January through April 2025 differs from the format used beginning in May 2025. This data can be found on tab two of OCC-451, Attachment 1 CONFIDENTIAL.

The internal Quality Assurance Program focuses on actionable feedback for CSRs, providing feedback phrases, "Matches Expectations," "Exceeds expectations," and "Falls Short of Expectations," instead of providing an 'evaluation score,' thus this column is blank in OCC-451, Attachment 1 CONFIDENTIAL. The internal program does assign a score through its reporting system, as reported in EOE-117[i], to aid in CSR development over time. For the external Quality Assurance Program, numerical scores are contained in the platform and thus are provided.

Prior Referenced Response:

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[i] EOE-117 Question:
(CUSTOMER CALLS-REVIEW) Provide an unlocked Excel spreadsheet detailing the customer calls that the Company has reviewed from January 1, 2025, through December 31, 2025. As part of the information, please provide available details including, but not limited to the CSR, the call date/time, the call type, the review date, internal or external CSR, and the review results.

EOE-117 Response:

The Company provides the excel spreadsheet EOE-117, Attachment 1 CONFIDENTIAL, containing details of reviewed calls for both external and internal Customer Service Representative ("CSRs"). The spreadsheet includes approximately 15,100 total entries.

The spreadsheet contains the following details:
a) Contact ID
b) CSR name
c) Call date
d) Call type
e) Call reviewed date
f) Evaluation score
g) CSR – External/Internal

The Company also clarifies the score format for external and internal CSR evaluation scores differ. External CSR evaluation scores are reflected as a percentage, with each call utilizing a 0 to 100% scoring scale.

In contrast, internal CSR scores are based on a categorization methodology rather than a percentage-based scoring system. The score scale is 1 through 5, with 5 being the top score. The CSR score is generated by scoring four categories and calculating the average of the four categories. Each category can receive either a 1 (falls short of expectations,) a 3 (meets expectations,) or a 5 (exceeds expectations). These category scores are averaged to create an overall score, as shared in the spreadsheet.

Both external and internal CSRs are scored on an average of four (4) calls per month. It is important to note that these calls are not strictly for CL&P customers, as CSRs are also trained to support customers across other operating companies.