Date Filed: October 08, 2026

Witness: Craig Dikeman, Ronald S. Smith, Matthew J. Correia, and Justin M. Pelkowski
Request from: ALLCO

Question:

Identify every change to the procurement organization's practices, documentation, or controls, and every modification or improvement to the load settlement system, processes, or controls, that has been adopted, implemented, or planned since January 1, 2026 — including those made "in connection with" either of the Withheld Reports — stating for each: the date; a description of the change; the person(s) responsible; and the documents reflecting it, and produce the non-privileged documents so identified. Operational changes made to systems and practices are facts, whatever prompted them.

Response:

The Load Settlement Department (LS) at Eversource pursues a continuous improvement process where LS regularly reviews its policies and procedures as well as IT systems that it uses. Since January 1, 2026, LS has implemented additional weekly and monthly meetings to review all workstreams LS is involved in to ensure that resources are efficiently allocated and all team members are aware of all the current and upcoming workstreams. Additionally, LS has added new reviews associated with RBAs and criteria thresholds related to controls of preliminary versus resettlement data. None of these process improvements were in connection with, or as a result of, either of the Withheld Reports.

The Procurement Department manages a complex and enterprise-wide operation that similarly engages in initiatives for continuous assessment, improvement and innovation, with regular evaluation of its policies, procedures, and controls. For example, Procurement has recently updated the Procurement Policy and Procurement Manual to better delineate the categories and activities within and outside Procurement's scope. Procurement is also in the early stages of evaluating other potential future enhancements. However, none of these updates were made in connection with, or as a result of, either of the Withheld Reports.