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Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to Exhibit ACCT-2(CLP-5A-07)(MS24E), p. 117-121.

a. Box 12 on the timesheet indicates 9 hours worked on March 12, but boxes 24 and 25 show the earliest work time starting at 8 am and the latest end time at 12:15 pm. Please explain this discrepancy.
b. Boxes 24 and 25 contain overlapping work times, such that every member of the crew could not have worked each of the times indicated. Please explain how the Company confirmed that every member of the crew worked for 9 hours that day.

Response:

a. All contractor crews and non-Connecticut based Company employees working storm restoration in Connecticut are typically lodged in hotel rooms. Prior to beginning their first job of the day, the crews eat a meal, conduct safety briefings, perform U.S. Department of Transportation mandated pre-trip inspections on their trucks, and restock their trucks as necessary with material needed for their day. This takes time and the crews are methodical because they do not want to get out into the field without the right equipment or materials. The crews start the work shift by driving from their hotel rooms to the job site and depending on the availability of hotel rooms, that can add an additional 30 minutes or more. The intervals of time at the start of the work shift and between restoration "events" is an expected and necessary part of the work shift, for which the crews are paid. Within a work shift, the crews do not get paid differently for different types of work. Therefore, from a field perspective, the start and stop time is the critical data point for the timesheet.

b. The referenced timesheets are not for a single crew. The size of a line crew is dependent upon the work being performed. For a lot of jobs that have minimal damage, a single two-person crew in one bucket, or possibly two bucket trucks, can accomplish the job. On other events with extensive damage (broken poles, many spans of wire down, etc.), it can require several two-person crews working as a team to make the repairs and re-energize the area. When the Company onboards contractor crews, it is identified how many crews the contractor contingent is bringing onboard. The Company employee dispatching the crews and the ERFC physically in the field with the crews both confirm that all crews are properly engaged and working throughout the duration of the storm.

March 12 was the final day of the storm event. At the end of any event, restorations are down to the last individual outages, and the Company is focused on returning the system to its steady state, deploying available crews to the stack of single or small outage events and non-outage events that have to be completed before the resources are demobilized. As crews are working in the field, the Company is working through its systems to assess what's left to do, in what locations and which resources are needed before individual crews or groups of crews are demobilized and sent away from the system.

The crews on the referenced timesheets started their time at 0600 and arrived at their first job at 0800, finished work on certain identified events at 12:20 p.m. and then were in the field until 3 p.m. when they were demobilized. Because it was the very end of the restoration effort, the multiple crews were functioning in a team, splitting up to cover multiple jobs throughout the day coordinated through this group. All crews worked for nine hours, 6 a.m. till 3 p.m. and properly billed the Company for that time. The listed OMS events are just the time that crews were working on specific events tracked for completion. During other hours, these crews were completing other tasks not recorded as "events" in the system and were present on the system until demobilized.