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**Witness: Christopher Leigh and Sean P. Noonan**
**Request from: Public Utilities Regulatory Authority**

**Question:**

Does Eversource utilize any artificial intelligence ("AI") system in any part of its electric distribution business? If the answer is in the affirmative, then:

a. specify each AI system utilized;

b. describe the use case(s) for each AI system; and

c. provide the policies, procedures, and protocols that govern the utility's use of each AI system. For purposes of responding to this question, an AI system is defined as a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. Such systems include but are not limited to systems that use machine learning, large language models, natural language processing, and computer vision technologies including generative AI.

**Response:**

a. The Company is unable to provide a comprehensive list of "AI systems" utilized. This is because AI can run under the hood of various applications and software with or without the user's knowledge or ability to choose or not to use it.

   Eversource, consistent with other utilities and industries, can use AI in two main ways; first, use AI as a tool for coding and analytics support and second, build or buy software tools and applications that have AI embedded. Regarding the first type of AI use, as a workforce assistance tool, at the time of this response, the Company has enabled business users to use Microsoft Copilot, as an overall personal productivity enhancing tool. Microsoft Copilot is not connected to any Company databases or software systems. As a simple example, a search in a web browser still results in an AI-generated response.

   Regarding AI-embedded tools, there is a limited number of internally developed tools that run AI, currently utilized at CL&P. For example, the Control Room Call Analytics Dashboard is used by System Operations Management to efficiently flag training opportunities by analyzing calls between operators and field crews.

b. Please refer to the Company's response to subpart (a) above. While the AI-embedded applications have use cases as listed in (a) above, since Microsoft Copilot is widely accepted as a general personal productivity tool, the applications of the tool are broad and user-specific and cannot be listed comprehensively. Copilot in its current form is a chat only system and does not have direct integrations into other Company systems.

c. The Company has allowed all business users access to Microsoft Copilot. Users need to complete an AI training that defines the business-appropriate uses of this tool. This is a very standard approach, leaning on the cautious side, of all industries and peer utilities around AI. The Company's AI strategy emphasizes cybersecurity, data privacy, oversight, and responsible application of emerging technologies. AI initiatives are evaluated through established corporate governance processes, including appropriate business and technical review.