Date Filed: October 21, 2026

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

Question:

(STORM)

a. How do vendors know and/or how does Eversource inform vendors of the storm event number to which to bill storm work?
b. Does this process vary for the type of vendor?
c. If Eversource communicates the event number to vendors in advance of the event, please provide that communication for each event for which the Company is seeking recovery in this proceeding.

Response:

a. The general practice is that line contractors, service crew contractors, damage assessor contracts and wire down guard contractors receive the applicable storm workorder in their demobilization email. A demobilization email is issued to each contractor at the conclusion of their final shift worked for the storm event. The storm workorder provided in that communication serves as the reference number for billing and invoicing purposes. Similarly, vegetation management supervision emails the appropriate storm workorder to all tree contractor vendors responding to the event. For fooding and lodging vendors, the correct storm workorders are assigned to each invoice based on dates and verified by the food and lodging team as part of the invoice review process.

b. Yes. The process is consistent across line, service, wire down guard, damage assessor and vegetation contractors engaged through the hiring process. The difference is in who communicates the storm workorder numbers to the vendors. Storm workorders are not provided to food and lodging vendors. The appropriate workorder numbers are applied to the invoice as part of the invoice review process.

c. Eversource does not provide storm workorders to vendors in advance of a storm event.