Date Filed: September 24, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Consumer Counsel

Question:

(CUSTOMER SERVICE) What pre-pandemic trends in customer perceptions of Eversource has the Company identified? Have there been significant shifts since the onset of the COVID-19 pandemic?

Response:

Satisfaction trends related to the onset of the COVID-19 pandemic were subsumed early by the impacts of the July 2020 significant increases in energy usage and the accompanying rate increases, and the impacts from Tropical Storm Isaias in August 2020. Customer responses to these events were so significant that it is not feasible to point to satisfaction trends post-pandemic that were isolated to the pandemic itself.

However, it can be noted that in the few months between the onset of the pandemic and the events listed above, there was an increase in satisfaction year-over-year compared to the same period in 2019. Among Connecticut electric customers, satisfaction showed a 3.4% increase in the March 2020 to June 2020 period compared to the same time period in 2019.