EVERSOURCE

ELECTRIC SYSTEM OPERATIONS

System Operations Center

10/15/2026

Overview of Eversource

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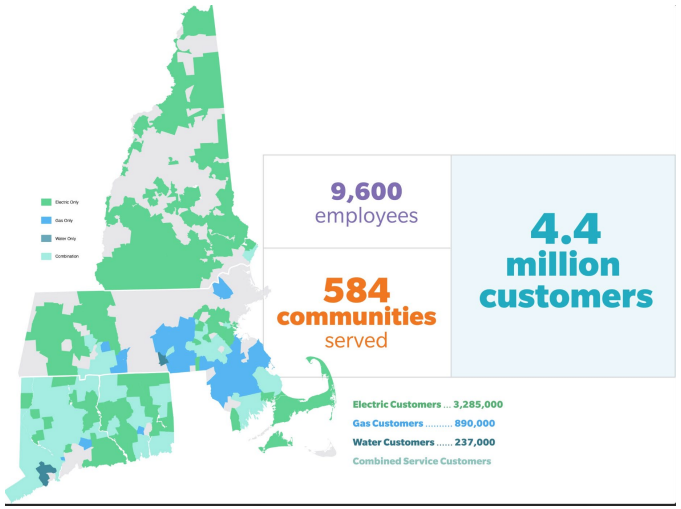
- Largest utility in New England
  - US Based and Publicly Traded
  - One of the largest taxpayers in the state/region
- Our employees are your neighbors
  - Firefighters/First Responders
  - National Guard and Reserve Members
  - Families, Friends and Community
- Energy and National Security
  - Energy is critical to our economy
  - Our daily life depends on it
  - Critical to our National Security



Connecticut: Our electric service territory includes 149 towns and covers 4,400 square miles (87% of the state). Our natural gas service territory includes 74 towns and covers 2,632 square miles

CT Electric Transmission	CT Electric Distribution	ES Gas
1,821 Miles of Lines	23,000 Miles of Lines	6,300 Miles of Pipes

The Electric System

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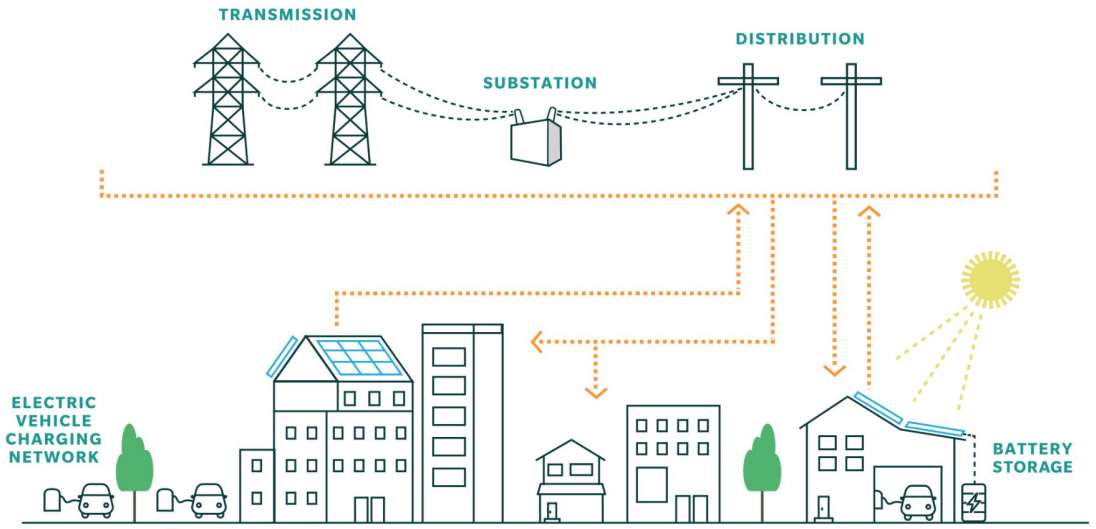
- The “Grid” - Largest interconnected machine on the planet



CT Substations
178

CT Pole Top Transformers
272,000 (728,728 poles)

CT Voltages
4.8kv, 13.2kv, 13.8kv, 23kv, 27kv, 69kv, 115kv, and 345kv

CT SOC Coverage Area

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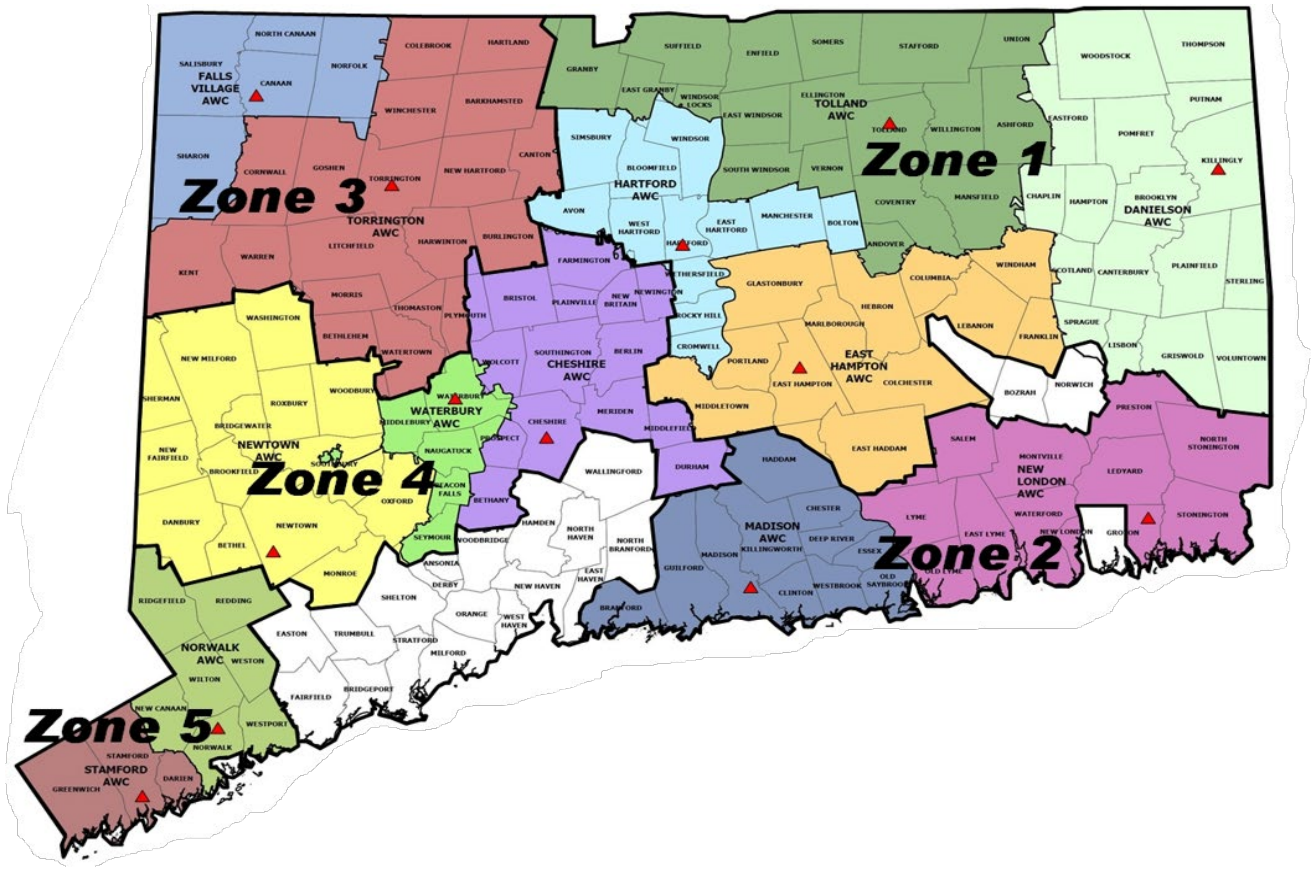
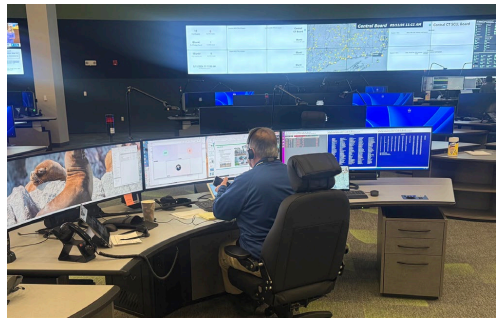
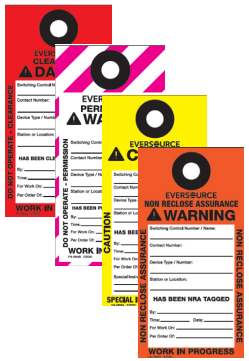


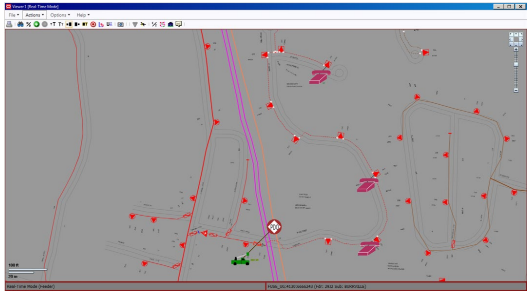
November 4, 2026

The System Operations Center (SOC)

The SOC is the 24/7 focal point for all of CT Eversource Electric – They are the owners of the "Grid"

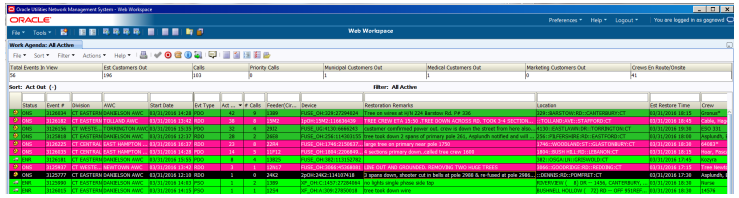






Key Responsibilities

- Ensure safety of the public and our crews
- Operate and analyze the grid real time via SCADA/OMS
  - Prioritize ~500,000 potential alarm points
- Monitor real-time power flows
- Dispatch the appropriate resources to get eyes on scene
  - Line-workers, Underground, Substation Electrician, Field Engineers, Meters, etc
- Model the system to reflect real time system conditions
- Manage customer calls via the OMS
- Issues safety authorization to employees and contractors to safely work on the system
- Assists/oversee customer communication during an outage – ETRs and Cause Codes
- Coordinates planned and emergency work
- FPS 1 Calls
- PURA Reporting



Transitioning from Legacy to Modern Operations

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Paper Switching	→	Electronic Switching
Paper Prints	→	Digital Maps
Limited Field Technology	→	Mobile Devices
Individual Operators	→	Team-Based Operations
SCADA	→	Advanced DMS and Future Apps
Traditional Grid	→	Distributed Energy (DG + Storage)
OJT Training	→	Simulation & Behavior-Based Training
Limited Situational Awareness	→	Real-Time Situational Awareness
Data Saturation/Overload	→	Visualized Data for Enhanced Proactive Response

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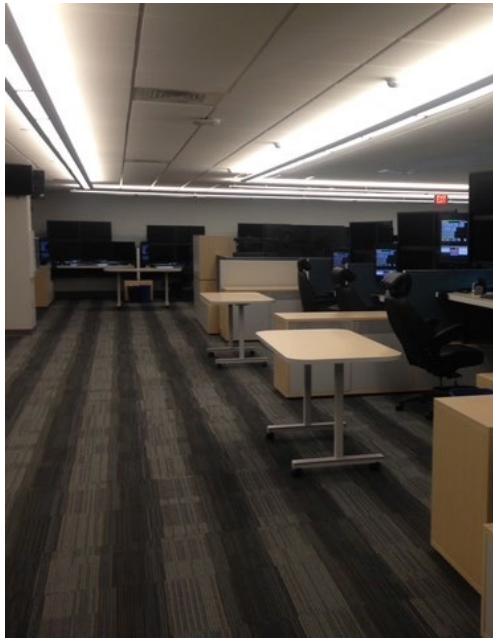
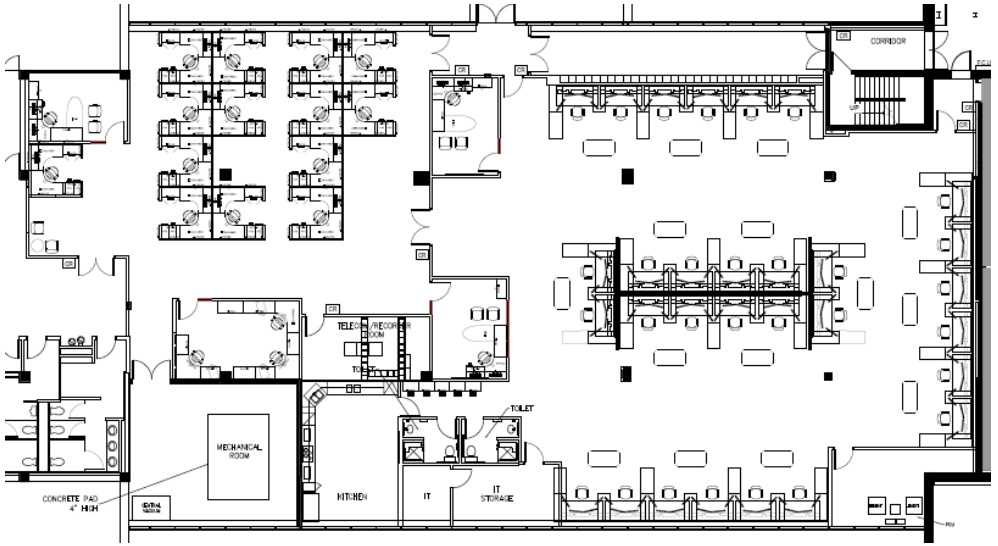
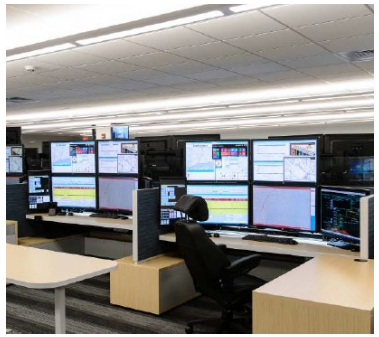
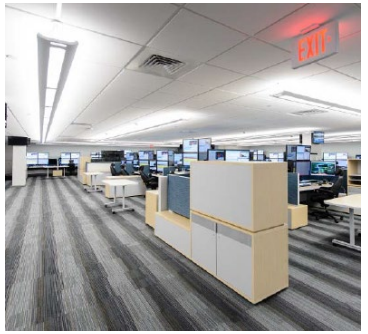



CORRIDOR
TELECOM/RECORDER ROOM
TOILET
MECHANICAL ROOM
KITCHEN
IT
IT STORAGE
CONCRETE PAD 4" HIGH




EXIT



Berlin System Operations Center (Old)

Windsor System Operations Center (New)

Project Timeline

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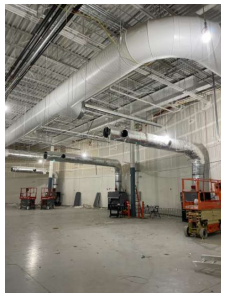






2019
Conceptual design Idea start

April 2021
Initial PAF Approval



September 2021
Windsor Property

May 2022
Construction Documents/Design

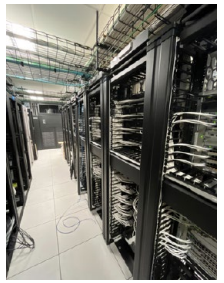
June 2023
Pre-Construction



August 2023
Construction Begins

December 2024
Certificate of Occupancy issued

January 2025
Install of AV and IT components



August 2025
Commissioning Activities

April 2026
Transition and start of operations

Windsor System Operations Center (New)

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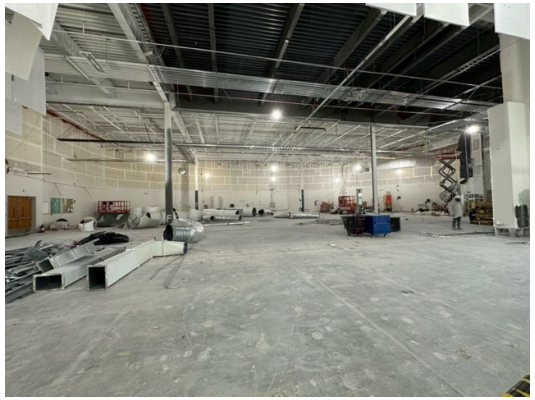





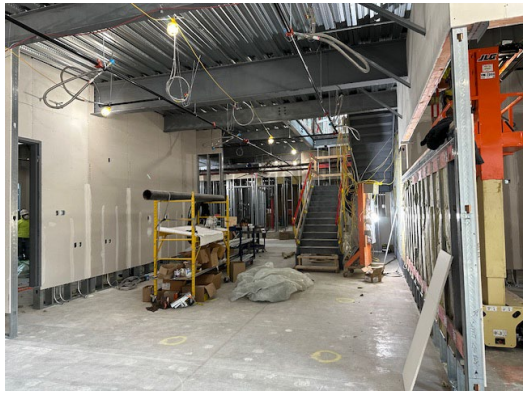

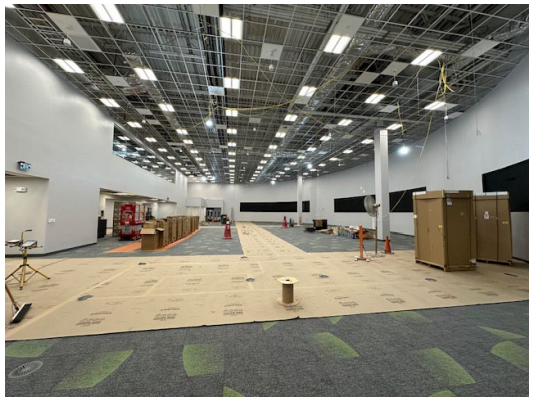

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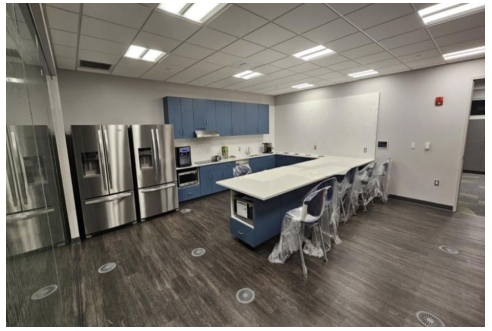
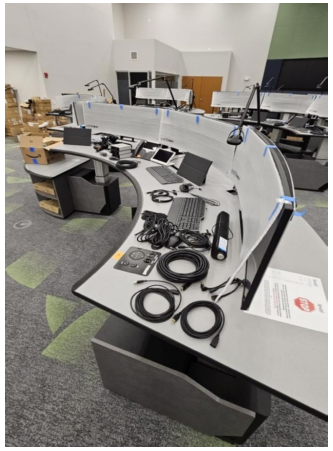

Windsor System Operations Center (New)

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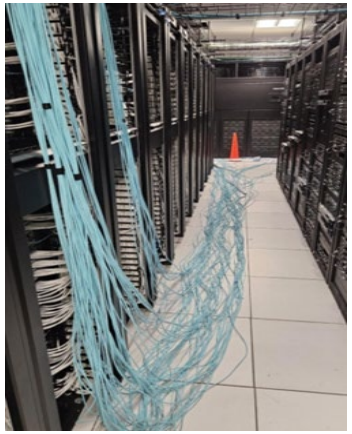



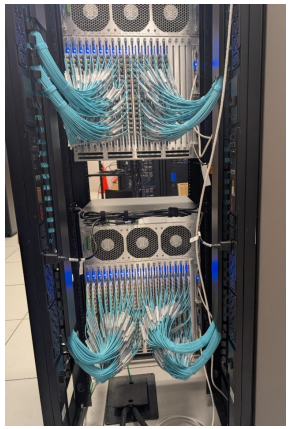

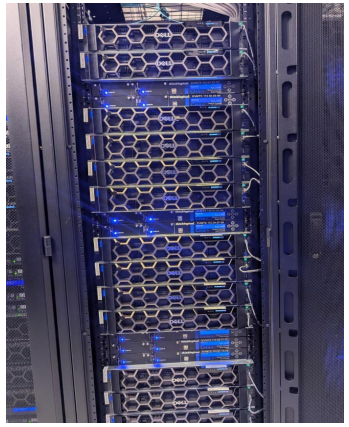

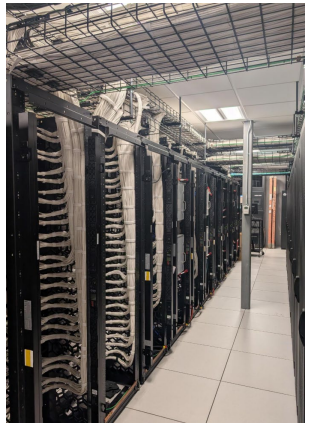

KVM - Project Solutions & Benefits



BEFORE



AFTER

KVM Benefits

- Reduces noise, heat, and clutter
- Improves workflow efficiency
- Enhances security with restricted access and partitioning
- Future-proofs against technology upgrades

Final Design and Space

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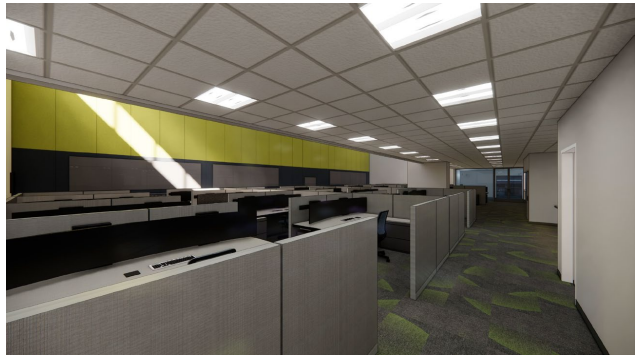
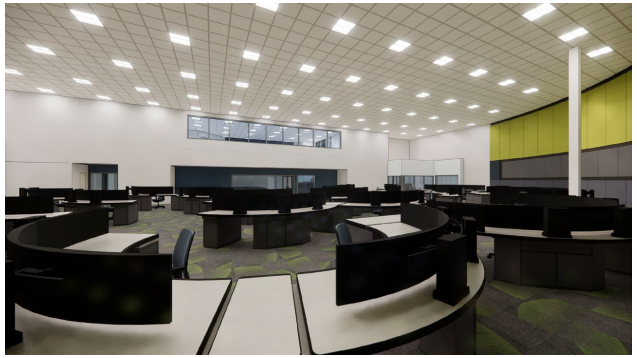

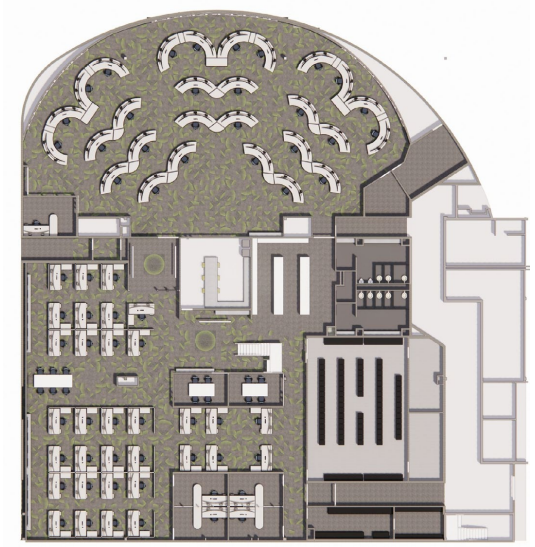
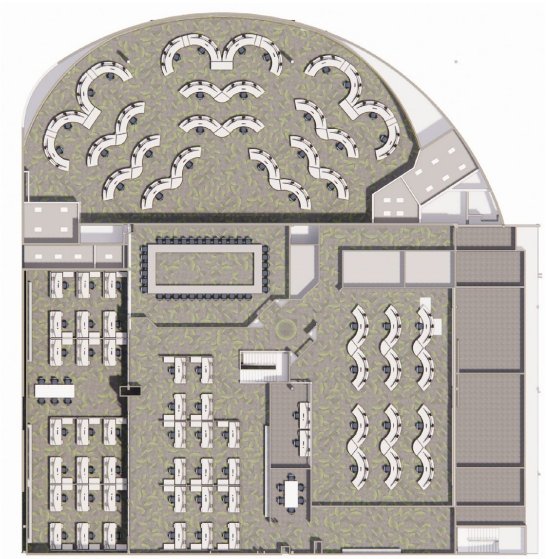

- 28 Positions in PCR
- 12 Positions in BCR/Simulator
- 57 Additional Support locations
- Conference Room Space
- Situation Room
- Dedicated Server Room
- 30,000 Square Feet of Future Ready Space

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