Date Filed: October 27, 2026

**Witness: Jared A. Lawrence**
**Request from: Department of Energy and Environmental Protection**

**Question:**

(AMI) Please provide a detailed breakdown of what subcomponents and their respective costs constitute the $432 million in back office system expenses necessary to begin AMI deployment.

**Response:**

The $432 million figure was reviewed within the AMI Stakeholder Review of the BCA Refresh in May 2026, please refer to BETP-054, Attachment 1, for a copy of the slide of the referenced figure. The $432 million in back-office system costs represents the rounded cumulative total of the projected six-year nominal capital and O&M costs for the Meter Data Management System ("MDMS"), Customer Information System ("CIS"), and Load Settlement. The cost estimates were developed using actual costs, ongoing costs, and indicative estimates, as applicable to each system.

Please refer to Table 1 below[1] for a cumulative total of all capital and O&M projected costs, and refer to Exhibit CLP-AMI-3, page 16.

Table 1

| **Back Office System** | **6-Year Nominal Capital** | **6-Year Nominal O&M*** | **Totals** |
|---|---|---|---|
| Meter Data Management System (MDMS) | $63,000,000 | $21,000,000 | $74,000,000 |
| Customer Information System (CIS) | $212,500,00 | $102,400,000 | $314,900,000 |
| Load Settlement | $28,800,000 | $4,000,000 | $32,800,000 |
| **Total** | **$304,300,000** | **$127,400,000** | **$431,700,000** |

[1] Note: these figures are rounded.

The following provides a high-level breakdown of the costs by back-office system and the basis for each estimate. For additional detail regarding the underlying cost components, assumptions, and calculation methodology, see Exhibit CLP-AMI-3, Section D.3 – Back-Office Systems.

- **MDMS – $63.0 million capital and $21.0 million O&M.** The estimate is based on actual upfront and ongoing Massachusetts AMI Program costs for implementing and maintaining MDMS, repurposed for Connecticut. These costs include application software, interfaces, procurement and contracting services, system implementation services, consulting services, internal labor, hardware, program management, data conversion, training, and ongoing service and maintenance fees. For a full breakdown of all costs, please refer to pages: 127–132.

- **CIS – $212.5 million capital and $102.4 million O&M.** The estimate is based on indicative Massachusetts CIS replacement and integration costs, modeled for Connecticut, including system integration, software and licensing, data conversion, implementation, and ongoing support. For a full breakdown of all costs, please refer to pages: 135–140.

- **Load Settlement – $28.8 million capital and $4.0 million O&M.** The estimate is based on indicative estimates informed by similar estimates performed for the Massachusetts AMI Program, including labor, hardware, software, procurement and contracting, system integration, data conversion, and ongoing maintenance and licensing. For a full breakdown of all costs, please refer to pages: 142–143.