Date Filed: October 09, 2026

Witness: Brendan J. O'Brien, Garrett J. Murray and Erin M. Travassos
Request from: Public Utilities Regulatory Authority

Question:

(TEMPORARY STAFFING) Interrog. Resp. OCC-309, Att. 1, Interrog. Resp. OCC-321, Att. 2, and Interrog. Resp. OCC-359, Att. 1. Regarding temporary and contract staffing costs and its treatment in the cost of service:

a. OCC-359, Attachment 1, provides a Rate Year temporary help amount of $1,158,401 which the Company states in response to OCC-321 is not reflected in payroll expense. Identify each schedule and line on which any portion of the $1,158,401 is recorded and the amount on each.
b. OCC-359, Attachment 1, equals the operating and maintenance line of OCC-321, Attachment 2 for each of calendar years 2021 through 2025. State whether Allegis Global Solutions and Randstad are the only temporary staffing vendors. Identify other temporary staffing vendors and the amount paid to each vendor in each of calendar years 2021 through 2025. Identify the schedule and line on which the capital and other portion of temporary staffing is recorded.
c. State the services provided by Allegis Global Solutions and the basis for recording $179,046 paid in 2025 as outside legal counsel expense in OCC-309, Attachment 1, and for including $94,338 in the Rate Year.

Response:

a. Please refer to the table below identifying the schedules that include portions of the $1,158,401 of Rate Year temporary staffing expenses.

Schedule Reference	**Rate Year Amount**
C-3.3 Bank Fees and Debit Service Charges	$7,416
C-3.8 Computer Services	$180,403
C-3.9 Corporate Communications	$5,788
C-3.10 Customer Services	$109,611
C-3.12 Employee Benefits	$10,767
C-3.16 Field Operations OHL	$422,069
C-3.17 Field Operations UGL	$113
C-3.18 Human Resources	$40,575
C-3.20 Legal	$190,584
C-3.33 O&M Residual	$191,074

Total	$1,158,400

Please note as the costs associated with temporary help are embedded in multiple SFRs utilizing different methodologies to estimate the Rate Year level of costs, therefore, the Company used GDP-PI as a proxy to estimate the amount included in the Rate Year.

b. Allegis Global Solutions and Randstad are the only two temporary staffing vendors, as explained in the Company's response in EOE-125[i].

c. The $179,046 represents costs paid in the 2025 Test Year for legal support including coverage for an Eversource attorney that transitioned to part-time employee status, and coverage for an Eversource attorney on authorized medical leave. The Company included 52% of the Test Year expense (which is $94,338) in the Rate Year because legal support will continue to be needed in the Rate Year to provide coverage for a part-time attorney and other additional legal support.

Prior Referenced Response:

[i] EOE-125 Question:

(EXTERNAL STAFFING) Provide an unlocked Excel spreadsheet detailing the Company's 'external' average staffing levels for each year starting from 2018 through present, along with the overall gross costs. To the clear, this request is looking to identify the roles, counts, applicable external vendors, costs, and any other relevant details that could assist in minimizing follow-up interrogatories. This request is applicable to all types of external staffing including, but not limited to, vendors supporting line crew activities, customer service activities, IT development activities, etc.

EOE-125 Response:

The Company began tracking external staffing counts on a systematic, reportable basis starting in 2023. As a result, the system has data as of December 2023, and December 2024 and then by month starting in 2025 and 2026. Please refer to EOE-125, Attachment 1, for a headcount by Business Area using the respective December counts.

Please note that external staffing counts are not associated with a specific operating company. Therefore in EOE-125, Attachment 1, the Company provides the requested data in relation to any business area that could potentially support CL&P. This includes Shared Services Organizations such as CFO and Customer Group, as well as operational organizations such as Engineering and Safety, Training, and Fleet.

"External Staffing" referenced above is generally held to mean short-term temporary staffing that can include administrative/clerical, accounting/financial, technological, and project support. External staffing is hired through staffing agencies (i.e., temp agencies) or can been contracted directly with firms. During the period requested, the Company had two outside vendor companies that acted as staffing agencies, Randstad and Allegis Global Solutions. During the requested period, the Company directly contracted with 30 outside vendor companies. These vendors are Burns & McDonnell, TRC Engineers, Progressive Global Energy, United Utility Power Services, CHA Consulting, Capital Staffing Solutions, Leidos, RLC Engineering, Plant Forward Energy Services, Qualus, Ironhouse, Qualus

Consulting, AI Engineers, ESPii, EN Specialty Services, PMA Consultants, Watkins Strategies, Airswift, Wunderlich-Malec, Power Engineers, Cascade, RCM Technologies, Global Technical Talent, Shermco Industries, EPST-A Voltyx Company, Parsons, Asplundh Engineering Services, BHI Energy, Saybrook Associates Inc., and Control Point Technologies.

The Overhead Line Department has kept internal reporting on counts for CL&P Distribution Overhead Line crews, as shown in EOE-125, Attachment 2. This includes headcounts by vendor with the averages from 2018 to June 2026.

The Company does not track staffing counts for any other types of Contractors. “Contractors” are vendors used to supplement the Company’s internal work force for specific functions and projects to respond to the increase of work during peak need times including the seasonal demand of the work plan, repairs, and project management.

The gross costs on all Outside Services are included in EOE-125, Attachment 3, including all Outside Services provided to the Company by vendor. This includes the External Staffing, CL&P Overhead Line Crews and all other Contractors, as described above.