Date Filed: August 14, 2026

Witness: Jeffrey M. Pugliese
Request from: Office of Education, Outreach, and Enforcement

Question:

(OUTREACH) Describe all the ways in which the Company engages in community outreach. Further discuss:

a. The role community outreach plays in customer service;
b. List all community liaisons the Company uses; and
c. Explain the role of account managers in community outreach.

Response:

a. The Eversource Community Relations team owns and manages the relationship between the Company and the cities and towns it serves. Each municipality has a dedicated Community Relations Specialist that works closely with town officials on all relevant matters including planned and emergent work, emergency response, engagement with community organizations, and more. As customers engage with town officials on utility issues, the Eversource Community Relations team is the main point of contact and is responsible for:

    -Responding to inquiries from officials and actively engage experts to resolve concerns
    -Providing advice, counsel, and services relating to local government and community policies
    -Connecting internal departments with external partners
    -Helping municipalities with low-income and energy efficiency programs
    -Providing updates on energy-related projects to state, local, and business officials
    -Sharing external relationships with community leaders to accomplish key business objectives and enhance relationships with those leaders and their communities

b. Please see below for the current makeup of the Eversource Connecticut Community Relations team:

    Jeff Pugliese
    John Arsego
    Robin Kebernick
    Francesca Lucia
    Timothy Waldron

Christopher Farrell
Austin Samuelson
Daniel Davis

Mark Massaro
Samuel Carmody
Victoria Paison DeStefano
Michael Sullivan
Ryan McKenna

Rebecca Spurrier
Anna Savastano
Egzon Balidemaj
Jaquan Samuels

c. The role of an Eversource Electric Account Executive is to assist the Chief Elected Officials of municipalities who require electric infrastructure for an existing town facility and/or a new construction of a town facility.