Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-623. Please provide all substantiation and/or evidence supporting the Company's assertion that the vendor performed more work than noted on their timesheet.

Response:

The approved timesheet referenced in OCC-623, serves as the evidence of the crew's work time. As notes in boxes 6 and 7, the crews were on the clock from 06:30 until midnight. 7 hours were compensated at the standby rate and the remaining were compensated at the working rate.

As discussed in OCC-623[i], the crews went to their first call around 13:30 and the crews did not finish up their tickets until midnight. Below are some of the calls completed within this timeframe.

Event #5275428, was the crew's first call of the day. The call was dispatched to the crews at 1:30 pm on 3/11/2024. The location of the event was on Marlborough Rd, Glastonbury. The event consisted of a broken crossarm with primary and secondary wires on the ground.

Event #5275486, was started at 3:18pm on 3/11/2024 and was completed at 11:57pm on 3/11/2024. The location of the event was on Lake Ridge Heights, Middletown. There was a broken frontier pole with multiple spans of electrical and communications wire down due to a large tree falling. The crews had to wait for the tree to be removed and frontier to set their pole before performing the necessary work to complete the event.

Prior Referenced Response:

[i] OCC-623 Question:

(MS24E) Please refer to Exhibit ACCT-2 (CLP-5A-01) (MS24E) p. 25.

a. The start time indicated in box 6 is 5:30 am, however, the start time indicated in box 24 is 13:30. Further, the crew billed for 7 hours of standby and 10.5 hours of work time (two crew members billed for 9 hours of work time). Please reconcile the start times and the total work time.
b. Please confirm that the only work performed during the 17.5 hours billed was the work from 17:00 to 12 am.

OCC-623 Response:

a. The crews were on standby from 05:30am until 12:30pm. The crews then went to their first call around 13:30 and the crews did not finish up their tickets until midnight.

b. No, it is not accurate that the only work performed during the 17.5 hours billed was the work reflected from 17:00 to 12am.

The crew received its first assignment at approximately 13:30. Upon responding to that assignment, the crew was unable to identify an outage or other issue requiring corrective work and immediately made itself available to Eversource for additional assignments. From that point forward, the crew remained mobilized, dedicated to Eversource restoration activities and available for dispatch as directed by the Company.

The timesheet reflects an active field restoration associated with a specific ticket beginning at 17:00; however, the absence of other reference to a particular ticket during the intervening period does not mean that the crew was not working or was off duty and relieved of obligations to Eversource. Work is routinely performed that is not recorded with a particular ticket reference. The time descriptions reflected on the timesheet are intended to document the crew's activity or status in relation to individual tickets and do not capture every activity occurring between assignments.

Accordingly, the periods appearing as unaccounted for time between tickets cannot be interpreted to mean that the crew was not working or that such time should be billed at a standby rate. Standby rates do not apply during the workshift when the crews are actively engaged in the restoration effort over a range of support activities. The crew remained under Eversource's direction and available to support restoration operations through the applicable billing period beginning at 05:30.