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**Request from: Public Utilities Regulatory Authority**

**Question:**

Reference Ex. CLP-Customer-1, pp. 31–40. For each Customer PIM Suite component, identify the measurable customer benefit associated with performance above the proposed target and describe how Eversource will measure or otherwise demonstrate that benefit.

**Response:**

Customer benefits associated with above target performance in each component will be reflected in the component itself and in overall customer satisfaction.

- By reducing processing time of Level 1 DER Interconnections, customers and developers can get initial approval and permission to operate DER faster, improving the overall DER Interconnection process.
- By improving Controllable Average Call Handle Time, overall wait times for a customer to reach a CSR can be reduced.
- Sustaining high Digital Customer Engagement provides quantifiable, actionable insights into customer behavior and the Company's ability to meet evolving customer expectations and security needs as digital channels increasingly play a part in providing a strong customer experience. Above-target Digital Customer Engagement would indicate that the Company is successfully meeting customers' evolving expectations for digital service delivery, allowing more customers to resolve their needs through self-service channels at their convenience. This creates value for customers by increasing access to account information, outage information, billing and payment services, and other customer-facing tools while supporting a more seamless and efficient customer experience.
- Improvements in Post Transaction Survey – CSR Attributes is an indication of the Company's success in training customer service representatives to successfully assist customers with their questions or concerns, and in customer perception of a customer service representative's courtesy, friendliness, knowledge, and concern for customer needs are strongly correlated with their overall satisfaction with their phone interaction.
- Achieving a two-day Average Discount Rate Enrollment Time reflects resource prioritization year-round and across peak annual periods. This is important to ensure timely processing of proof of eligibility for, and enrollment in, the low-income discount rate ("LIDR") for eligible customers. For customers, the longer the number of days to process proof of benefits, the

longer it will be before a customer's usage is discounted. In addition, service protection is provided during the winter moratorium period upon completion of processing of income-eligibility.

While each Customer PIM component is intended to drive a specific operational outcome, the ultimate benefit to customers is reflected in the extent to which sustained performance improvements result in improved customer perceptions of service quality, responsiveness, ease of doing business, and overall satisfaction. Because the Customer PIM Suite consists of complementary measures that collectively influence the customer experience, customer benefit is best evaluated through the combined effect of the suite over time.