Date Filed: November 05, 2026

Witness: Christopher Leigh and Sean P. Noonan
Request from: Public Utilities Regulatory Authority

Question:

Does Eversource utilize any artificial intelligence ("AI") system in any part of its electric distribution business? If the answer is in the affirmative, then:

a. specify each AI system utilized;

b. describe the use case(s) for each AI system; and

c. provide the policies, procedures, and protocols that govern the utility's use of each AI system. For purposes of responding to this question, an AI system is defined as a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. Such systems include but are not limited to systems that use machine learning, large language models, natural language processing, and computer vision technologies including generative AI.

Supplemental Response:

Eversource does not use AI to operate the electric distribution and transmission grids. The AI strategy for Eversource is to leverage AI in a safe and secure way to improve employee productivity and quality of work across the organization. There are very specific use cases where AI is presently being developed. These uses include the following:

- **Employee Productivity** – Microsoft Co-Pilot Chat has been enabled for a significant number of employees. Co-Pilot Chat is an overall personal productivity enhancing tool. Employees use it for developing communications and analyzing large documents.

- **Preventative Maintenance** – The Company uses various methods and technologies to determine which infrastructure requires maintenance, including taking photo images of transmission and distribution lines and equipment in the field. These photo images are then put into an internal, Eversource controlled AI model to identify damage or situations where normal wear and tear could result in damage to equipment. This information helps facilitate the Company's ability to cost effectively identify where maintenance and repairs are needed, and to plan such work before there is an outage for customers.

- **Information Search** – Internal, Eversource controlled knowledge engines have been developed that increase the ability for employees to find certain types of information. The nature of Generative AI allows the employee to submit a prompt in the form of a question and the internal, Eversource controlled AI tool is better able to search the Eversource data set to find the requested information.

- **Process Quality Auditing and Training** – Internal, Eversource controlled AI tools have been developed that incorporate various procedures. Then in areas such as the Control Rooms, the audio recordings between the Control Center and the person in the field are transcribed and compared against the procedures. Reporting provides quality information and training to the individuals in the Control Room.

Eversource is continuously evaluating existing technologies and is considering where internal, Eversource controlled AI can be enabled to safely and reliably facilitate data analytics and process automation.

Original Response:

a. The Company is unable to provide a comprehensive list of "AI systems" utilized. This is because AI can run under the hood of various applications and software with or without the user's knowledge or ability to choose or not to use it.

   Eversource, consistent with other utilities and industries, can use AI in two main ways; first, use AI as a tool for coding and analytics support and second, build or buy software tools and applications that have AI embedded. Regarding the first type of AI use, as a workforce assistance tool, at the time of this response, the Company has enabled business users to use Microsoft Copilot, as an overall personal productivity enhancing tool. Microsoft Copilot is not connected to any Company databases or software systems. As a simple example, a search in a web browser still results in an AI-generated response.

   Regarding AI-embedded tools, there is a limited number of internally developed tools that run AI, currently utilized at CL&P. For example, the Control Room Call Analytics Dashboard is used by System Operations Management to efficiently flag training opportunities by analyzing calls between operators and field crews.

b. Please refer to the Company's response to subpart (a) above. While the AI-embedded applications have use cases as listed in (a) above, since Microsoft Copilot is widely accepted as a general personal productivity tool, the applications of the tool are broad and user-specific and cannot be listed comprehensively. Copilot in its current form is a chat only system and does not have direct integrations into other Company systems.

c. The Company has allowed all business users access to Microsoft Copilot. Users need to complete an AI training that defines the business-appropriate uses of this tool. This is a very standard approach, leaning on the cautious side, of all industries and peer utilities around AI. The Company's AI strategy emphasizes cybersecurity, data privacy, oversight, and responsible application of emerging technologies. AI initiatives are evaluated through established corporate governance processes, including appropriate business and technical review.