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Witness: Jared A. Lawrence and Elizabeth N. Jones
Request from: Public Utilities Regulatory Authority

Question:

Reference Ex. CLP-Customer-1, p. 36. Eversource states that the percent of customer digital transactions has increased from 88% to 92%, with a five-year average of 90.1%, and proposes to use the Company's actual performance in 2025 (92.18%) as the performance target. For each of the years used to derive the stated 5-year average digital-transaction percentage, provide an unlocked and unprotected Excel workbook with the following:

a. Total customer transactions;
b. Total digital customer transactions;
c. The calculated digital-transaction percentage; and
d. All adjustments, exclusions, or data-cleaning procedures applied.

Response:

Please refer to UPA-089, Attachment 1, for the requested information.