Date Filed: August 13, 2026

Witness: David L. Gladey and Jeffrey Richard
Request from: Office of Consumer Counsel

Question:

(Poles) In its role as SPA, please summarize Eversource's working relationships with each wireline communications provider attached to a pole owned or jointly owned by Eversource. Could any of these working relationships be improved and, if so, how?

Response:

From the Single Pole Administration ("SPA") perspective, Eversource maintains professional and collaborative working relationships with wireline communications providers through established pole attachment license agreements, PURA's regulatory framework, and standardized pole attachment processes. The SPA serves as the central administrative coordinator for the attachment process, facilitating communication and coordination among attachers, pole owners, engineering organizations, contractors, municipalities, and the Incumbent Local Exchange Carrier ("ILEC") to support the timely and consistent administration of pole attachment requests.

Overall, these working relationships are effective and support the administration of attachment applications, make-ready activities, facility transfers, licensing, and ongoing occupancy of the communications space. The established regulatory framework provides defined roles and responsibilities for each participant and promotes consistency in the administration of the pole attachment process.

Opportunities for improvement primarily relate to continued process improvement of the application and survey process and improved coordination and planning rather than individual working relationships. The Company also recommends review of the current workflow application (AldenOne) to today's industry standards and capabilities. Process requirements around collaboration to improve information sharing, facility records, and advance planning of attachment activity would also enhance the overall effectiveness of the attachment process.