COVER AGREEMENT

This Cover Agreement ("Cover Agreement"), dated April 15, 2022 together with the Agreement documents shall be the complete agreement between Eversource Energy Service Company ("Eversource"), for itself and/or as agent for those affiliates identified in the applicable Purchase Order (as defined in Exhibit C) ("Owner") and Asplundh Construction Corp, 60 Industrial Park Rd W, Tolland, CT 06084 (Address) ("Contractor") for 2022-2025 CT Third Party Attachments, Aging Poles and Pole Shifts Contract Number: CW2291953

All capitalized terms used herein but not defined below shall have the meanings ascribed to them in Exhibit A.

THIS AGREEMENT CONSISTS OF THIS COVER AGREEMENT AND THE FOLLOWING, ATTACHED OR REFERENCED AND MADE PART HEREOF[1]:

Exhibit A: General Terms and Conditions, Contractor of Choice Master Services Agreement ("COC MSA) between the parties dated June 1, 2022
Exhibit B: RESERVED
Exhibit C: Purchase Order (TBD)
Exhibit D: Pricing Schedule
Exhibit E: Technical Requirements
Attachment E-1: Technical Specifications-Scope of Work
Attachment E-2: Attachments

Exhibit F: Commercial Forms
Attachment F-1: Form of Image Summit
Exhibit G: Work Protocols and Environmental Requirements
Exhibit H: Owner's Contractor Safety Policy

[1] Unless attached herein, refer to DOC3295693050 in Owner's Ariba system for access to the Exhibits

I. EFFECTIVE DATE OF THIS AGREEMENT

The effective date of this Agreement ("Effective Date") shall be the later of the following events: (1) This Cover Agreement has been executed by authorized officials of both Owner and Contractor; and (2) a Purchase Order and number have been issued by Owner. This Agreement shall remain in full force and effect from the Effective Date until Contractor completes the Work, unless earlier terminated pursuant to the provisions of this Agreement or by mutual agreement of the parties ("Term"), except that any provisions necessary to affect the Agreement's purpose shall continue in effect beyond the Term.

II. ENTIRE AGREEMENT; INTERPRETATION

Work or invoicing shall not be processed against this Agreement. All Work will be authorized via an approved Purchase Order. Each Purchase Order shall: be task-specific; adhere to requirements defined by this Agreement; specify the Work and its location; and, define other pertinent details as

necessary. Work preparation or actual Work shall not be initiated until the Purchase Order has been issued. Any Work performed by Contractor without a Purchase Order will be performed at the sole risk of and expense to Contractor.

Amendments or modifications of this Agreement shall not be valid unless evidenced in writing and, except for Purchase Orders, described below, signed by duly authorized officers of Owner and Contractor. This Agreement establishes the terms and conditions under which Owner may engage, in its sole discretion, Contractor for Work during the term of this Agreement. This Agreement establishes the terms and conditions applicable to all Work as may be authorized by Owner pursuant to the Agreement or any applicable Purchase Order issued by Owner. CONTRACTOR SPECIFICALLY ACKNOWLEDGES THAT OWNER MAY ISSUE PURCHASE ORDERS THAT DO NOT CONTEMPLATE WRITTEN ACCEPTANCE BY CONTRACTOR. CONTRACTOR HEREBY AGREES THAT OWNER SHALL BE ENTITLED TO RELY ON CONTRACTOR'S COMMENCEMENT OF PERFORMANCE OF WORK AS EVIDENCING CONTRACTOR'S ACCEPTANCE OF THE PURCHASE ORDER, IN WHICH CASE SUCH WORK PURCHASE ORDER SHALL CONSTITUTE AN AGREEMENT DOCUMENT AND SHALL BIND THE PARTIES AS THOUGH COUNTERSIGNED BY EACH OF THEM. Unless specifically indicated in the applicable Purchase Order, each Purchase Order shall not amend, change or otherwise modify the then current terms and conditions of this Agreement. The Parties have established the foregoing structure to expedite Owner's engagement of Contractor for Work as and when Owner elects to do so. If awarded to Contractor, the Purchase Order will include all Services and/or Equipment to be provided by Contractor, either directly or through the retention of Subcontractors, as authorized under the applicable Purchase Order.

III. PRICE

Work shall be performed on a Unit Price basis pursuant to this Agreement and in accordance with Exhibit D. Except as otherwise expressly provided in Exhibit D, the pricing is fixed until April 14, 2025.

IV. TECHNICAL REQUIREMENTS

V. INVOICING

The Purchase Order number shall be referenced on all correspondence and invoicing associated with the Work. Failure to include this information may lead to delayed payment or rejection of the invoice.

VI. SALES TAX

The Connecticut Light and Power Company dba Eversource Energy (CL&P), Yankee Gas Services Company dba Eversource Energy (YG) and Eversource Energy Service Company (Eversource) have each been issued a Direct Payment Permit by the Connecticut Department of Revenue Services ("DRS"). This permit allows CL&P, YG and Eversource to pay Connecticut Sales Tax directly to the DRS. As a result of this permit, suppliers to these companies should not charge Connecticut sales tax for purchases by CL&P, YG or Eversource for Work associated with this Agreement. Please review the .pdf files of the CL&P, YG and Eversource Direct Payment Permits at https://www.eversource.com/content/ct-c/about/about-us/doing-business-with-us/supplier-

sourcing/connecticut-direct-payment-permits. Copies of these permits should be retained with in your company's records to support not collecting sales tax from CL&P, YG and Eversource.

VII. PRIORITY OF DOCUMENTS

In the event of any conflict, inconsistency or ambiguity between or among the documents comprising the Agreement, the order of priority shall be as follows: (1) the Cover Agreement; (2) the Special Terms and Conditions, if applicable; (3) the General Terms and Conditions; (4) the Technical Requirements; and (5) any other documents referred to on the Purchase Order. Exhibits, appendices, addenda or any other documents attached to and/or otherwise made a part of any of the foregoing documents shall have the priority of the document to which they are attached and/or made a part of.

The parties have executed this Agreement and acknowledge the Effective Date is as of the date pursuant to Section I of this Cover Agreement:

Asplundh Construction Corp, Contractor	**Eversource Energy Service Company**
By Brett W. Martin	**By** [redacted]
Printed Brett W. Martin	**Printed** [redacted]
Title Vice President	**Title** Manager - Procurement
	4-29-2022

REDACTED

Exhibit D

Work Type	Unit Items	Unit Cost Bid Amount (Dollars) Central	Unit Cost Bid Amount (Dollars) Eastern	Unit Cost Bid Amount (Dollars) Western
Pole Top Configuration	Single Phase, No Equipment	[redacted]		
	Single Phase, With Equipment			
	Multi-Phase, No Equipment			
	Multi-Phase, With Equipment			
	Secondary, No Equipment			
	Secondary, With Equipment			
Riser with Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Riser without Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Transfers	Transfer, Open Wire (Old Rack)			
	Transfer, Open Wire (New Rack)			
	Transfer, Open Wire (Dead End)			
	Transfer, Aerial Cable			
Pole Hole	Successful Hole Drill			
	Unsuccessful Hole Drill Attempt			
	Hand Dig (Per hour)			
	Sidewalk Cut (Per hour)			
Pole Set	Pole Set Completion (Level 1 Difficulty)			
	Pole Set Completion (Level 2 Difficulty)			
	Pole Set Completion (Level 3 Difficulty)			
	Ornamental Street Light Pole Set Completic			
	Pull Pole & Dispose			
Reconductoring	Run Primary Wire			
	Remove Primary Wire			
	Run Secondary Wire			
	Remove Secondary Wire			
	Clip in Conductor			
Down Ground	Replace Down Ground			
	Street Light Bracket Grounding			

REDACTED

Maintenance Items / Pole Restoration	Repair Broken / Missing Groundwire	[redacted]
	Repair Broken / Missing Guy Guard	
	Cross Arm Repair / Replace	
	Alley Arm Repair / Replace	
	Repair Broken Insulator	
	Repair Broken Cut Out	
	Zap Shield for Missing Animal Protection	
	Repair Splice	
	Lengthing of Primary	
	Lengthing of Service	
	Replace Tranformer	
	Raise Transformer	
	Transport Transformer (Per Hour)	
	Raise Street Light	
	Raise Secondary	
	Raise Aerial Cable	
	New Taps	
	Reform Drip Loops	
	Pole Numbering	
	Unfused Xfmr 1PH	
	Unfused Xfmr 3PH	
	Trip Saver 1PH	
	Trip Saver 3PH	
	Missing Animal Protection	
	Hot Line Clamps	
	Floating Primary	
	Skinned Location	
	Messenger Guard	
	Arresters	
	Bent Pin	
	Multiple Splice Repair (if >4)	
	Stirrup 1PH	
	Stirrup 3PH	
	New Anchor with One Guy Included	
	Down Guy	
	Fiber Rod	
	Span Guy	
	Pull Anchor	
	U-Guard over Primary/Secondary	
	Flexguard over SL Wire	
	Vegetation (Vines) between Primary & Secondary	
	Assist Telephone Co. (2 man crew) (Per hour)	
	Assist Telephone Co. (3 man crew) (Per hour)	

REDACTED

Exhibit F

Property Impact and Incidental Property Damage Procedure

I. PURPOSE

This procedure serves as the standard for customer communications, work site management and remediation of property damage to be followed when an Eversource employee(s) and/or contractor(s):

- Anticipates customer property impacts to the original condition of a customer's property while performing work on behalf of the company or the customer.
- Encounters a situation where property impacts were not anticipated but were determined to be required.
- Causes incidental customer property damage while performing work on behalf of the company or the customer.

This procedure excludes property impacts caused by minor and major storm events and necessary rights-of-way activities. This procedure also provides requirements for employees when the recovery and claims processes are implemented and does not waive Eversource's rights and remedies.

II. AREAS/PERSONS AFFECTED

- Eversource employees
- Eversource contractors

III. POLICY

Eversource's mission to deliver reliable energy and superior customer service requires all of us to conduct work in a manner that ensures our employees' and customers' safety, and results in the desired customer outcomes through proactive communications. This includes taking steps to avoid causing property impacts and/or incidental customer property damage, when possible. Doing so will further our commitment to meet the highest expectations of our customers.

IV. DEFINITIONS

Customer Property Impact – Changes to the original condition of a customer's property that are anticipated and/or known prior to, or while performing, the work.

Customer Resolution Group – The department within the Customer Group responsible for implementation and management of the recovery process associated with customer property impacts and incidental property damage.

Emergent Work – Work that is performed to ensure public or employee safety or to restore service to our customers.

Incidental Customer Property Damage – Customer property damage that occurs when a change in the condition of a customer's property occurs as a result of a preventable, unintended consequence while performing work.

Local Control – Decisions made by operating company leadership.

Feasible – Practical and achievable activities within work scope, timing and resources.

REDACTED

Property Impact and Incidental Property Damage Procedure

V. WORK SITE STANDARDS AND MANAGEMENT PROTOCOL

Treat each customer interaction as an opportunity to build trust, instill confidence and demonstrate respect for our customers' time, property and information needs.

Attempt to notify the customer(s) prior to beginning any work on their property.

Minimize our impact to customer property when performing our work.

If impact or damage occurs, work with the customer to safely restore his or her property to its pre-work condition, or to the extent feasible.

Procedure Description

Workers will ensure work sites are free from accumulations of waste material, debris or rubbish associated with the work.

Cleaning will be conducted on a daily basis. All equipment, temporary structures, waste and other surplus construction materials will be removed at the end of the day, unless required for later stages of the work. Materials left on site will be secured through job completion.

When planned field work has the potential to result in an impact to the customer's property, steps will be taken to notify the customer of the impact and any necessary repairs.

If a customer's property is damaged, the field worker(s) on site will talk with his or her supervisor. Then he or she will attempt to notify the customer/property owner of what happened and how we are going to fix it.

If the customer is not at the location where impact occurred, the worker will place a door hanger to provide notification, reassuring the customer of the company's commitment to make it right. This may include remediation steps to restore the customer's property to its pre-work condition, to the extent feasible. If this cannot be achieved, the recovery process (see Appendix A) will begin.

REDACTED

Known Property Impact

VI. PROCEDURE

A. Known or Potential Customer Property Impact Associated with Planned or Emergent Work and Further Repair

Steps shall always be taken to avoid customer property impact, when possible. Examples include positioning a vehicle to avoid impact to customer property and consideration of boring versus direct burial excavation.

When customer property impact cannot be avoided, the field employee will attempt to notify the customer of the impact beforehand, when possible. If the customer is not at the location (for example, at the home or business) nor available by telephone, a Supervisor or Designee will follow up and contact the customer as soon as possible, but no more than two business days, to:

a. Discuss the work and repairs completed and/or under way.
b. Schedule the repairs at a mutually agreed upon date and time.

Responsibilities

Employee/Contractor in Charge of the Job

1. Notify the customer (face to face, door hanger, telephone call) with general work scope and impact to the property. This includes explaining how repairs shall be handled and any follow-up actions and communications associated with the repair plan. A door hanger will be left for the customer, even if the customer is home, in order to provide the customer with the Eversource supervisor's name and phone number.

   NOTE: Repairs shall be consistent with Eversource's Remediation Standards. (see Appendix F)

2. Complete the work associated with the job and the repair(s), if possible.

   If the repair has commenced or is completed immediately following the job, proceed to Step 3.

   If the repair was not completed immediately following the job, i.e., repairs will be made at a later date/time, proceed to Step 4.

3. Review the repair(s) with the customer, if possible.

   - If the customer is satisfied with the work and no further action is required, document the customer's satisfaction on the Property Impact/Incidental Damage Form (See Appendix B for the form).
   - If the customer is not satisfied with the work, document that a call-back is required on the Property Impact/Incidental Damage Form and inform the customer that a company representative will be in contact within two business days or less.
   - If the customer was not available to discuss the damage and subsequent repairs, leave a door hanger.

4. Fill out and provide the Property Impact/Incidental Property Damage Form to the Supervisor or Designee for further action by the end of the business day.

Known Property Impact

NOTE: Any customer interaction that may result in additional inquiries (for example, media or regulatory) shall immediately be reported to the Supervisor or Manager responsible for the planned or emergent work that was performed to ensure his or her awareness and to notify Community Relations, as appropriate.

Supervisor or Designee
If the work in the field was completed as specified, there is no follow up work, and the customer was directly notified and is satisfied, the process ends. If not, proceed to step 5.

5. The Supervisor or Designee shall contact the customer(s) involved as soon as possible, but no more than two business days, to:

- Explain the property impact and the repair action plan to the customer(s) not present at the location when the work was done (including the schedule for repairs, if not already completed), or
- Further discuss the repair(s) if they are not to the customer's satisfaction.
- If the customer is not satisfied with the repair action plan or remains dissatisfied with the repairs that have already taken place, scan a copy of the completed Property Impact/ Incidental Property Damage Form and forward to the appropriate Manager or Designee as soon as possible, but no more than two business days.

6. Record the information from each Property Impact/Incidental Damage Form into the tracking system. Refer to section C of this document, Property Impact/Incidental Damage Tracking and Reporting System.

7. If the repair work was performed when the job was completed, record the date, scope of work performed and the contractor (and contracting firm), if applicable, who completed the work. Once the cost of the repair becomes available or a reasonable cost estimate may be obtained, the Supervisor or Designee records this information into the Property Impact/Incidental Damage Tracking and Reporting System.

8. If the repair work was not performed when the job was completed, the Supervisor or Designee will schedule the work with the contractor and the customer and will record the date in the Property Impact/Incidental Damage Tracking and Reporting System. If this date changes, the revised date must also be entered into the Property Impact /Incidental Damage Tracking and Reporting System, along with whether the change was initiated by the customer or the company.

After the scheduled repair has been completed, the Supervisor or Designee will update the Property Impact/Incidental Damage Tracking and Reporting System with the date that the work was performed and the scope of work completed. If the work was performed by a contractor, then the name of the contractor and contracting firm will also be included in the Property Impact/Incidental Damage Tracking and Reporting System.

Once the cost of the repair becomes available, or a reasonable cost estimate may be obtained, the Supervisor or Designee records the information into the Property Impact/Incidental Damage Tracking and Reporting System.

9. For those jobs where the customer has or will be required to file a claim, scan the Property Impact/Incidental Damage Form and attach it to an email that will be sent to the appropriate Claims email box (see Appendix C).

REDACTED

Known Property Impact

- The name of the eastern Massachusetts email box is: claims.admin@eversource.com
- The name of the Connecticut, New Hampshire and western Massachusetts email address is: TrsNU-Claims_Administration_@ eversource.com

Manager Level or Designee

10. If the customer concern has been elevated to the Manager level, the Manager or Designee shall review the Property Impact/Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs accordingly and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.
- In the event the customer remains dissatisfied, update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System and notify the Director or Designee for further direction and action. This must take place as soon as possible, but no more than two business days from receipt of notice of escalation.

Director Level or Designee

11. If the customer remains dissatisfied and the concern is elevated to the Director level or Designee, review the Property Impact /Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.
- In the event the customer remains dissatisfied, and within two business days of being notified, scan and email the Property Impact/Incidental Property Damage Tracking Form, along with a summary in the body of the email of the conversation with the customer and any other pertinent information not included on the form, to the Customer Resolution group, who will initiate the recovery process.

The Customer Resolution Group email address is: ExecutiveInquiries@eversource.com

See Appendix D, Known Customer Property Impact Process Flow, for visual overview of the steps outlined above.

Incidental Property Damage

B. Incidental Customer Property Damage or Further Repair

Steps shall always be taken to avoid incidental customer property damage.

Incidental customer property damage occurs when a change in the condition of a customer's property occurs as a result of a preventable, unintended consequence.

Examples include, but are not limited to, damaging a fence, a mailbox or causing landscape damage, such as putting a rut in a lawn or damaging a flower bed.

When incidental customer property impact occurs, the employee/contractor in charge of the job shall immediately report the incident to the Supervisor or Manager responsible for the job.

Responsibilities

Employee/Contractor in Charge of the Job

1. When incidental customer property damage occurs, immediately report the incident to the Supervisor or Manager responsible for the job.

2. Notify the customer (face to face, door hanger, telephone call) of the incidental property damage. This may include explaining how repair(s) shall be handled and any follow-up actions and communications associated with the repair plan. A door hanger will be left for the customer, even if the customer is home, in order to provide the customer with the Eversource supervisor's name and phone number.

NOTE: Repairs shall be consistent with Eversource's Remediation Standards. (See Appendix F)

3. Complete the work associated with the job and the repair(s), if possible.

4. Review the repair with the customer, if possible.

- If repair is not complete, provide status to customer and indicate that follow-up contact will be made by a company representative, within 2 business days.
- If the customer is satisfied with the work and no further action is required, document the customer's satisfaction on the Property Impact /Incidental Property Damage Tracking Form and notify the Supervisor. (See Appendix B for the form)
- If the customer is not satisfied with the work, document that a call-back is required on the Property Impact /Incidental Damage Form and inform the customer that the Supervisor responsible for the job will be in contact as soon as possible, but no more than two business days.
- If the customer was not available to discuss the damage and subsequent repairs, leave a door hanger.

5. Fill out and provide the Property Impact/Incidental Property Damage Form to the Supervisor or Designee for further action by the end of the business day.

NOTE: Any customer interaction that may result in additional inquiries (for example, media or regulatory) shall immediately be reported to the Supervisor or Manager responsible for the

planned or emergent work that was performed to ensure his or her awareness and to notify Community Relations, as appropriate.

Supervisor or Designee

6. The Supervisor or Designee shall contact the customer(s) involved by telephone as soon as possible, but no more than two business days to:

- Reach a customer who was not at home and received a door hanger to explain the property impact and the repair action plan (including the schedule for repairs).
- Reach a customer who was dissatisfied with our repairs to discuss the repairs and opportunities to achieve customer satisfaction.
- Notify the customer that a Claims Representative will call to discuss the situation if the required repair cannot be completed via local control (see Appendix C). Do not make a commitment on behalf of the company.

If the customer is not satisfied with the repair action plan or remains dissatisfied with the repairs that have already taken place, scan a copy of the completed Property Impact/Incidental Damage Form and forward to the appropriate Manager or Designee.

7. Record the information from each Property Impact/Incidental Damage Form into the tracking system. Refer to Section C of this document, Property Impact/Incidental Damage Tracking and Reporting System.

8. If the repair work was performed when the job was completed, record the date, scope of work performed and the contractor (and contracting firm), if applicable, who completed the work. Once the cost of the repair becomes available or a reasonable cost estimate may be obtained, the Supervisor or Designee records this information into the Property Impact /Incidental Damage Tracking and Reporting System.

9. If the repair work was not performed when the job was completed, the Supervisor or Designee will schedule the work with the contractor and the customer and record the date in the Property Impact/Incidental Damage Tracking and Reporting System. If this date changes, the revised date must also be entered into the Property Impact/Incidental Damage Tracking and Reporting System, along with whether the change was initiated by the customer or the company.

After the scheduled repair has been completed, the Supervisor or Designee will update the Property Impact/Incidental Damage Tracking and Reporting System with the date that the work was performed and the scope of work completed. If the work was performed by a contractor, then the name of the contractor and contracting firm will also be included in the Property Impact/Incidental Damage Tracking and Reporting System.

Once the cost of the repair becomes available, or a reasonable cost estimate may be obtained, the Supervisor or Designee records the information into the Property Impact/Incidental Damage Tracking and Reporting System.

10. For those jobs where the customer will be required to file a claim, scan the form and attach it to an email that will be sent to the appropriate Claims email box (see Appendix C).

- The name of the eastern Massachusetts email box is: claims.admin@eversource.com.

Incidental Property Damage

- The name of the Connecticut, New Hampshire and western Massachusetts email address is: TrsNU-Claims_Administration_@eversource.com

Manager Level or Designee

11. If the customer concern has been elevated to the Manager level, the Manager or Designee shall review the Property Impact/Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs accordingly and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.

- In the event the customer remains dissatisfied, update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System and notify the Director or Designee for further direction and action. This must take place as soon as possible, but no more than two business days from receipt of notice of escalation.

Director Level or Designee

12. If the customer remains dissatisfied and the concern is elevated to the Director Level or Designee, review the Property Impact /Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair or the repair plan with the customer and the customer agrees to further repairs, proceed with the repairs and update the additional action steps in the Property Impact /Incidental Damage Tracking and Reporting System.

- In the event the customer remains dissatisfied, within two business days of being notified, scan and email the Property Impact/Incidental Damage Form, along with a summary in the body of the email of the conversation with the customer, to the Customer Resolution group, who will initiate the recovery process.

  The Customer Resolution Group email address is: ExecutiveInquiries@eversource.com

  See Appendix E, Incidental Customer Property Damage or Further Repair Process Flow, for visual overview of the steps outlined above.

C. Property Impact/Incidental Damage Tracking and Reporting System

As previously outlined in this procedure, employees responsible for the job in the field will complete a Property Impact/Incidental Damage Form and provide the Supervisor responsible for the job with a copy of the completed form.

The Supervisor or Designee is required to track each Property Impact/Incidental Damage Form in the Property Impact/Incidental Damage Tracking and Reporting System.

In addition to the data on the form being completed by the employee or contractor involved in the property impact or incidental property damage, the Supervisor or Designee is also required to include the additional information referenced in this procedure. This includes, and is not limited to, the date the work is scheduled (if not completed on same day as the property impact or damage), the date the work is completed, the scope of the required work, the employee or contractor who performed the work, and the cost or cost estimate for the work.

This information will be combined into reports which will track activity for the new process over time, and the information will be shared with employees, contractors and management.

VII. REVISION HISTORY

Revision Number	Date	Reason
Rev 0	August 2013	Original issue
Rev 1	October 2013	Appendix F Revision
Rev 2	November 2013	Purpose and Definition Revisions, Page 1
Rev 3	February 2015	As of 2/2/15, Northeast Utilities is doing business as Eversource Energy ("Eversource")

VIII. APPENDIX

Appendix A – Recovery Process

Appendix B – Property Impact/Incidental Damage Form

Appendix C – Claims Process

Appendix D – Known Customer Property Impact Process Flow

Appendix E – Incidental Customer Property Damage or Further Repair Process Flow

Appendix F – Eversource Remediation Standards

EVERSOURCE

Property Impact and Incidental Property Damage Procedure, Appendix A

Recovery Process

The recovery process was designed to resolve customer issues involving property impacts or incidental property damage that have been escalated beyond the management staff within the business area responsible for the field work or the Claims area. The recovery process is being managed by the Customer Resolution Group, which currently handles other escalated customer issues for Eversource.

- If a customer is not satisfied after speaking with management staff in the area responsible for the field work or the Claims representative, then the Customer Resolutions Group – which is responsible for the recovery process – will be notified. Specifically, the Property Impact/Incidental Damage Form completed by the field employee will be scanned and sent to the Executive Inquiries email box at *ExecutiveInquiries@eversource.com*. Also included in the body of the email will be a summary of any subsequent conversations that took place with the customer and any other pertinent information not included on the Property Impact/Incidental Damage Form. The originator of the email will receive an email confirming receipt of the form.
- The Customer Resolutions staff will contact the customer within two business days of receipt of scanned form, and explain that his or her issues are under additional review.
- The Customer Resolutions staff will then review what has happened, and will determine whether or not the resolution offered to the customer was consistent with the new Property Impact and Incidental Property Damage Procedure. If additional action is required, the Customer Resolutions staff will work with their single point-of-contact in the business area responsible for the field work, and the customer, to bring the issue to closure. If the action taken was deemed to be appropriate, then the Customer Resolutions staff will notify the customer. Bringing the issue to closure with the customer will occur within three business days.
- The Customer Resolutions staff will notify the single point of contact responsible for field work and the Claims representative (if applicable) of issue closure.

REDACTED

Property Impact and Incidental Property Damage Procedure, Appendix B

Property Impact / Incidental Damage

☐ PROPERTY IMPACT ☐ INCIDENTAL DAMAGE

BUSINESS GROUP		
ELECTRIC ☐ CT ☐ EAST MA ☐ NH ☐ WEST MA	GAS ☐ CT ☐ MA	TRANSMISSION ☐
DIVISION	DISTRICT / AWC	DEPARTMENT
DATE OF INCIDENT	TIME OF INCIDENT	

EMPLOYEE NAME	CREW LEAD NAME	☐ EVERSOURCE ☐ CONTRACTOR
RESPONSIBLE EVERSOURCE SUPERVISOR	CONTRACTOR COMPANY NAME *(IF APPLICABLE)*	CONTRACTOR SUPERVISOR NAME
WORK ORDER OR TROUBLE TICKET NUMBER *(IF APPLICABLE)*		
ADDRESS OF INCIDENT	TOWN / STATE	
TYPE OF DAMAGE / IMPACT		

CONTACT TYPE
☐ FACE-TO-FACE ☐ NONE
☐ TELEPHONE ☐ OTHER *(DESCRIPTION)* _____
☐ DOOR HANGER

CONTACT NAME	CONTACT PHONE NO.	CONTACT E-MAIL *(OPTIONAL)*
IS THE CONTACT PERSON THE PROPERTY OWNER? ☐ YES ☐ NO	PROPERTY OWNER NAME OR BUSINESS	PROPERTY OWNER PHONE NO.
STATUS OF REMEDIATION ☐ COMPLETED ☐ NOT COMPLETED	RESOLUTION	

IF REPAIR HAS BEEN COMPLETED, IS CUSTOMER SATISFIED OR IS A CALL-BACK FROM SUPERVISOR OR DESIGNEE REQUIRED?
☐ CUSTOMER IS SATISFIED ☐ CALL-BACK REQUIRED

EMPLOYEE SIGNATURE	TODAY'S DATE

SUPERVISOR SECTION

INITIAL FOLLOW-UP CALL:

SUPERVISOR NAME	SUMMARY
DATE CONTACT MADE	
CONTACT NAME	

9275 REV. 2-15

Property Impact and Incidental Property Damage Procedure, Appendix C

Claims Process

The goal is to have repairs made via local control; however, there will be instances based on cost considerations and the availability of contractor resources when the customer will be asked to work through the Claims process for compensation. The first step will be for a Claims Representative to contact the customer.

- When a property impact or incidental property damage occurs, the field employee or contractor will complete a Property Impact/Incidental Damage Form and will submit it to a Supervisor or his or her Designee.
- The Supervisor or Designee will scan the Property Impact/Incidental Damage Form completed by the employee and send it to the Claims email box at *claims.admin@eversource.com for* eastern Massachusetts and *TrsNU-Claims_Administration_@eversource.com* for Connecticut, New Hampshire and western Massachusetts.
- The Claims Representative will contact the customer and begin the process of opening a claim. This initial contact with the customer will take place within two business days of the Claims Representative receiving the scanned Property Impact/Incidental Damage Form.
- The Claims Representative will make a decision within five business days regarding what level of compensation will be offered, will notify the customer, and will contact the Supervisor or Designee with the same information.
- In the event that a customer is not satisfied after these process steps have occurred, the Claims Representative will contact the Customer Resolution Group, which is responsible for managing the Recovery process. The Claims Representative will scan the completed employee form received from the field manager and send it to the Executive Inquiries email in-box (*ExecutiveInquiries@eversource.com*). Also included in the email will be the name and telephone number for the customer and any other pertinent information, including a summary of any interactions that took place with the customer after the form was completed by the field employee. The Claims Representative will receive an email confirming receipt of the form.

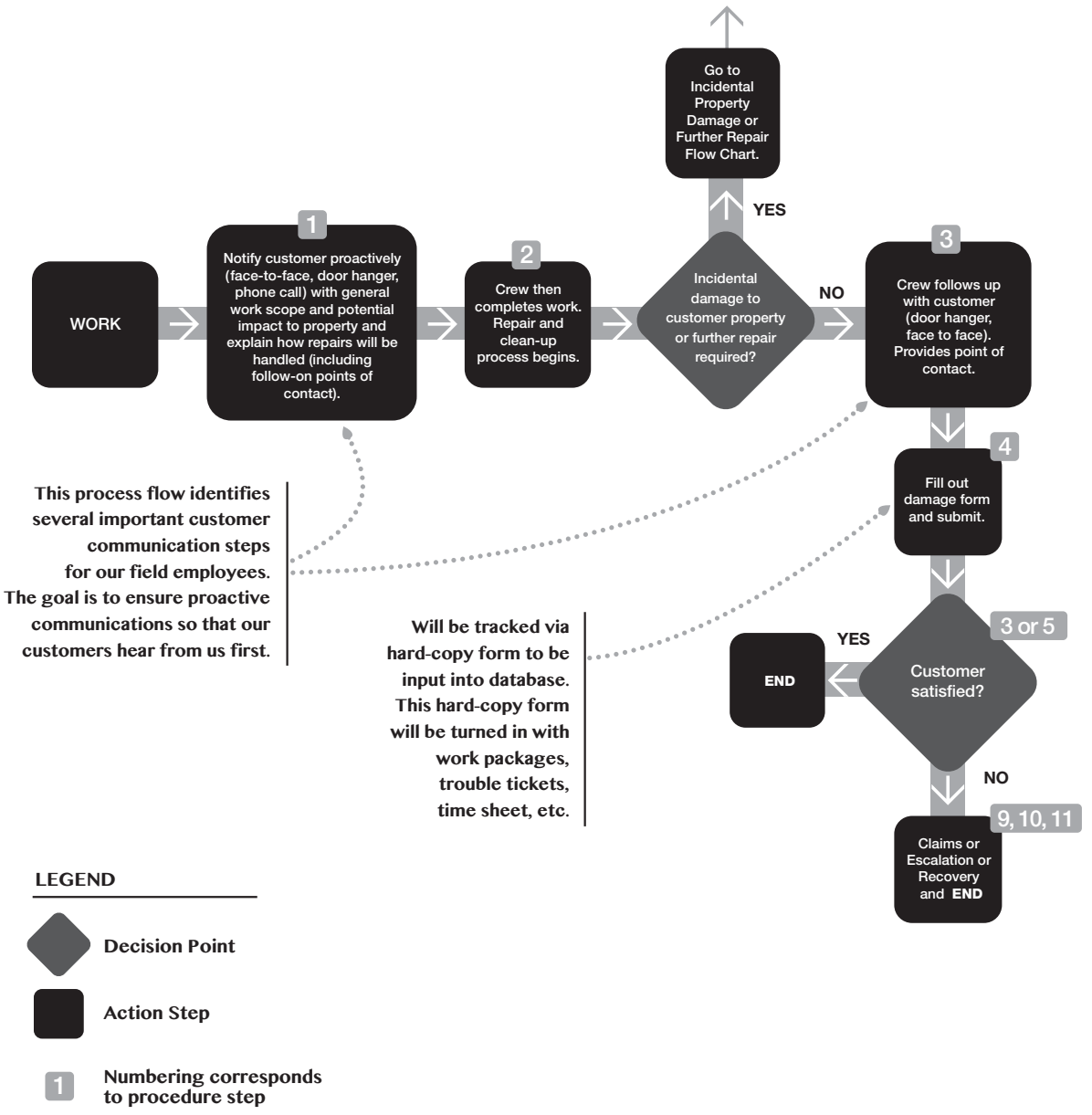
REDACTED

Property Impact and Incidental Property Damage Procedure, Appendix D

Process Flow: Planned or Emergent Work (Excludes New Service for Gas Operations)

This is a high-level visual overview of the steps outlined in the "Property Impact and Incidental Property Damage" Procedure

*WORK THAT HAS **KNOWN** CUSTOMER PROPERTY IMPACT*



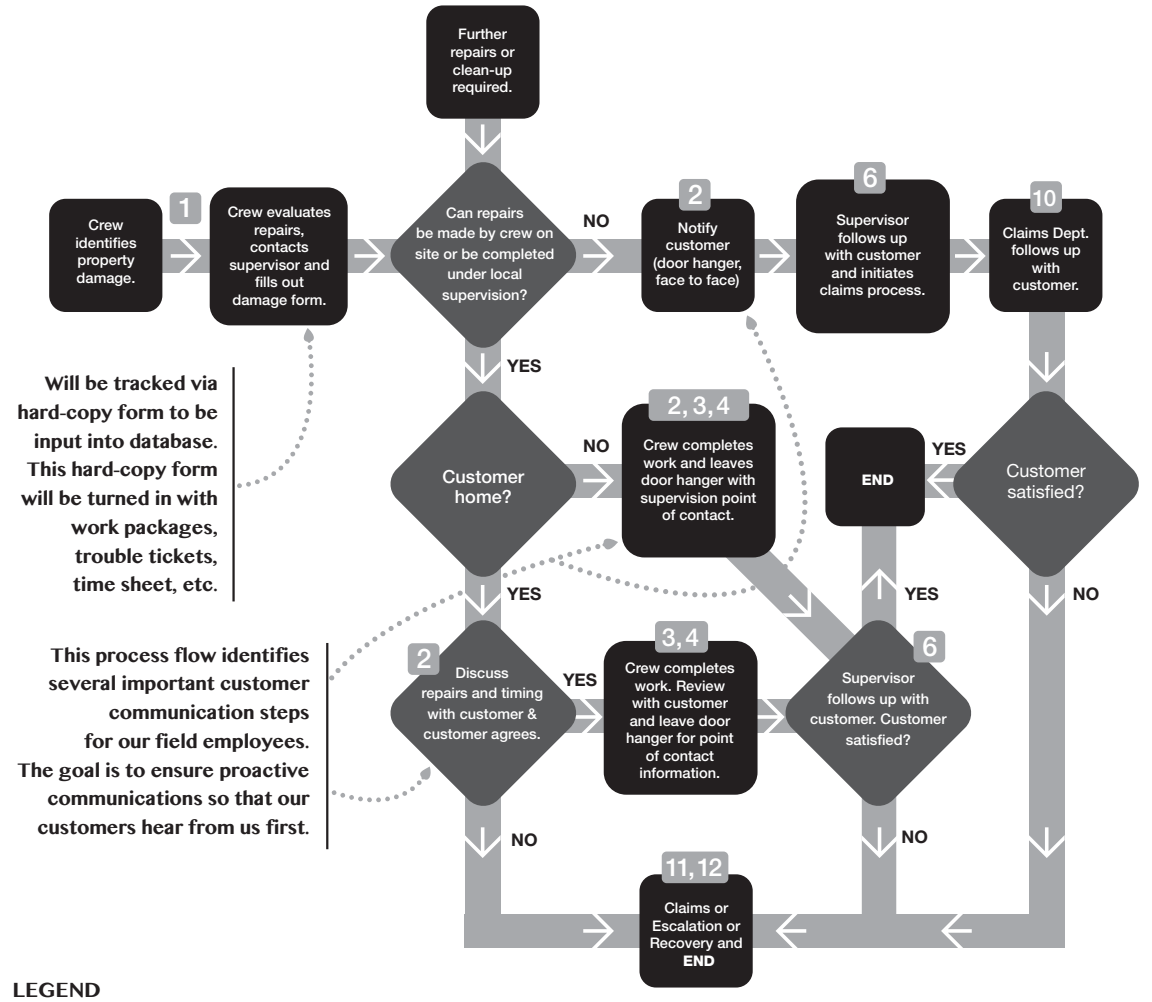
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Property Impact and Incidental Property Damage Procedure, Appendix E

Process Flow: Planned or Emergent Work

This is a high-level visual overview of the steps outlined in the "Property Impact and Incidental Property Damage" Procedure

INCIDENTAL CUSTOMER PROPERTY DAMAGE OR FURTHER REPAIR



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Property Impact and Incidental Property Damage Procedure, Appendix F

Eversource Remediation Standards

With proactive communications with our customers, we take a first and important step in ensuring their confidence in us. Together with one company-wide standard for how we will remediate any damage, we ensure a consistent and positive service experience.

These minimum standards have been developed for in-scope activities and impacts. They describe the steps we will take to return the customer's property to its pre-work condition.

Minimum Remediation Standards We Will Follow

Damage Types	Minimum Standards We Will Follow
Oil spill remediation to fix a stained driveway	• Clean the driveway with an absorbent to ensure the surface is functional and safe and meets the customer's satisfaction.
Debris removal from non-storm related tree maintenance work/capital projects	• Remove and dispose of all trimmings and debris associated with the tree work from the job site unless directed otherwise by the customer/property owner. Wood that can be chipped is removed. Firewood-sized pieces are left for the customer/property owner. • After 7 days, we will retrieve the wood, if required.
Transmission Rights-of-Way (ROW) work	• For routine maintenance, all stumps shall be less than 3 inches in height and all slash shall be wind-rowed along the right-of-way edge or diced in general areas. In sensitive areas, slash shall be diced, chipped or removed from the right-of-way depending on the physical limitations of the site. • For reclamation and risk tree removal, property owners will be provided options for wood disposal and site cleanup.
Integrated Rights-of-Way (ROW) vegetation management work	• Current policies specify a variety of control methods for brush on ROWs.

(continued...)

Property Impact and Incidental Property Damage Procedure, Appendix F

Minimum Remediation Standards We Will Follow — continued

Damage Types	Minimum Standards We Will Follow
Removal of plantings around padmount transformers (identified during surveys/inspections)	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible, while ensuring minimum clearances for padmount transformers are maintained.
Structure damage – siding, mailboxes, stone walls, fences, attic vents, vehicles	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.
Subsurface damage – underground dog fencing, underground sprinkler system, septic systems, well cap damage, customer-owned electrical wiring	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.
Surface repairs – damaged driveways, pavers or sidewalks	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.

(continued...)

Property Impact and Incidental Property Damage Procedure, Appendix F

Minimum Remediation Standards We Will Follow — continued

Damage Types	Minimum Standards We Will Follow
Damaged Driveway	• A qualified contractor will be hired by Eversource to excavate and remediate the damaged section plus a 1-foot extension for the integrity of the repair. • The contractor will make repairs consistent with/appropriate for the existing type/style and condition of the driveway area. • If this can't be achieved, the recovery process will continue to the next step.
Damaged Sidewalk	• Workers are required to adhere to all local town/city/state construction standards. • Same-day patch repair will be made to address local public safety. • Follow-up repairs will be made within 90 days (as seasonal conditions permit) to permanently remediate the damaged area and may include: ▪ Saw cutting and paving 1 foot beyond the damaged section for a continuous bituminous concrete surface ▪ Seam-to-seam replacement up to the expansion joint for a concrete surface
Landscaping – ruts, trenching, shrub damage, sod, debris, emergency tree trimming, dirt mounds by pole sets (dead grass), holes from removed poles	Customers will be provided these options: • Eversource will authorize first-line management to offer alternative solutions to the customer, e.g., reimbursement if customer makes own repairs. • Eversource will repair or replace the landscaping materials to restore the condition of the property/site to its pre-work condition. • If this can't be achieved, the recovery process will continue to the next step. • Removal of debris resulting from maintenance on our equipment (e.g., pole setting) **Note:** Debris from emergent tree or limb work will be the responsibility of the tree owner.

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Property Impact / Incidental Damage

☐ PROPERTY IMPACT ☐ INCIDENTAL DAMAGE

BUSINESS GROUP		
ELECTRIC ☐ CT ☐ EAST MA ☐ NH ☐ WEST MA	GAS ☐ CT ☐ MA	TRANSMISSION ☐
DIVISION	DISTRICT / AWC	DEPARTMENT
DATE OF INCIDENT	TIME OF INCIDENT	

EMPLOYEE NAME	CREW LEAD NAME	☐ EVERSOURCE ☐ CONTRACTOR
RESPONSIBLE EVERSOURCE SUPERVISOR	CONTRACTOR COMPANY NAME *(IF APPLICABLE)*	CONTRACTOR SUPERVISOR NAME
WORK ORDER OR TROUBLE TICKET NUMBER *(IF APPLICABLE)*		
ADDRESS OF INCIDENT	TOWN / STATE	
TYPE OF DAMAGE / IMPACT		

CONTACT TYPE
☐ FACE-TO-FACE ☐ NONE
☐ TELEPHONE ☐ OTHER *(DESCRIPTION)* _____
☐ DOOR HANGER

CONTACT NAME	CONTACT PHONE NO.	CONTACT E-MAIL *(OPTIONAL)*
IS THE CONTACT PERSON THE PROPERTY OWNER? ☐ YES ☐ NO	PROPERTY OWNER NAME OR BUSINESS	PROPERTY OWNER PHONE NO.
STATUS OF REMEDIATION ☐ COMPLETED ☐ NOT COMPLETED	RESOLUTION	

IF REPAIR HAS BEEN COMPLETED, IS CUSTOMER SATISFIED OR IS A CALL-BACK FROM SUPERVISOR OR DESIGNEE REQUIRED?
☐ CUSTOMER IS SATISFIED ☐ CALL-BACK REQUIRED

EMPLOYEE SIGNATURE	TODAY'S DATE

SUPERVISOR SECTION

INITIAL FOLLOW-UP CALL:

SUPERVISOR NAME	SUMMARY
DATE CONTACT MADE	
CONTACT NAME	

9275 REV. 2-15

REDACTED

2022-2025 CT Third Party Attachments, Aging Poles and Pole Shifts

Exhibit

Form of Amendment

1st AMENDMENT

This first amendment effective April 15, 2025 ("Amendment") amends the Agreement by and between Eversource Energy Service Company, for itself or as agent for its affiliates referenced in the Agreement, ("Owner") and Asplundh Construction Corp., ("Contractor"), dated April 15, 2022, as amended, together with all referenced exhibits and attachments (collectively "Agreement"). *CW2291953*

WHEREAS, Owner and Contractor desire to amend the Agreement as follows:

This amendment is to extend the current contract in place through April 30, 2026 with the attached updated rates.

NOW, THEREFORE, in accordance with the foregoing and in consideration of the mutual promises, covenants and agreements set forth herein, and for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Owner and Contractor hereby agree as follows:

1. Definitions. Unless otherwise defined herein, initially capitalized terms used in this Amendment shall have the same meanings ascribed to them in the Agreement.

2. Amendment to Agreement. From and after the effective date of this Amendment, the Agreement shall be amended and/or restated as follows:

(a) Agreement will be extended through April 30, 2026

3. Effective Date. This Amendment will become effective as of the effective date noted above upon execution by both Owner and Contractor.

4. Effect of this Amendment. Except as otherwise amended hereby, the terms of the Agreement shall remain in full force and effect. The rights, privileges, duties and obligations of the parties under the Agreement shall, except as modified by this Amendment, remain unchanged and in full force and effect. Nothing contained herein shall operate to release the Contractor from its obligations under the Agreement and its obligations to keep and perform the terms, conditions, obligations and agreements contained in the Agreement and the other Contract Documents, except as hereby modified and amended.

5. Entire Agreement. This Amendment sets forth the entire agreement of the Parties with respect to the subject matter hereof and supersedes all prior agreements between the Parties, written or oral, specifically relating to such matters.

6. Binding Effect. This Amendment shall be binding upon and inure to the benefit of the Parties and their respective successors and assigns.

7. Counterparts. This Amendment may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one instrument.

IN WITNESS WHEREOF, Owner and Contractor have executed and delivered this Amendment as of the date first set forth above.

Asplundh Construction Corp., Contractor	**Eversource Energy Service Company**
By Ron Soucy	**By** [redacted]
Printed Ron Soucy	**Printed** [redacted]
Title Vice President	**Title** Procurement Manager
05/16/2025	05/18/2025

Bid Proposal Form

Project Title: 2022-2024 CT Third Party Attachments / Defective Poles / Pole Shifts
Inquiry Number: 2288
Owner: Eversource
Contractor: Asplundh Construction
Date: May 16, 2025

REGIONAL UNITS

By submitting this Bid Proposal to Owner, Contractor agrees that in the event Owner accepts this Bid Proposal and a Purchase Order Work Release is issued referencing this Bid Proposal, Contractor agrees to furnish the supervision, labor, equipment, and miscellaneous material described herein in accordance with the terms and conditions of such Work Release to which this Bid Proposal is attached and the Services Agreement between Owner and Contractor referenced in such Work Release. Contractor shall obtain and maintain Errors and Omissions insurance coverage in accordance with Northeast Utilities General Terms & Conditions prior to performing any Work under this Work Release that includes design, engineering and/or other professional services. Commencement of performance pursuant to the terms of this Bid Proposal, shall constitute acceptance of the terms hereof, regardless of whether Contractor has executed any Work Release.

No terms in this Bid Proposal shall modify, change or amend the terms and conditions of the Transmission & Distribution Construction Master Services Agreement 2021. No comments/exceptions by the Contractor in this Bid Proposal shall be valid or otherwise have any effect whatsoever, including, without limitation, the applicability of the terms of the Transmission & Distribution Construction Master Services Agreement 2021 to this Bid Proposal, unless both parties have signed this Bid Proposal specifically agreeing to such comments/exceptions and acknowledging such comments/exceptions expressly amend the applicability of the terms of the Transmission & Distribution Construction Master Services Agreement 2021 to this Bid Proposal.

A. Please provide your estimated Unit Prices for the following Items:

Work Type	Unit Items	Unit Cost Bid Amount (Dollars) Central	Unit Cost Bid Amount (Dollars) Eastern	Unit Cost Bid Amount (Dollars) Western	Unit Item Requirements
Pole Top Configuration	Single Phase, No Equipment	[redacted]	[redacted]	[redacted]	Refer to Sections 1.8 & 1.19 in the Scope of Work document. Unit cost should include all components of pole top. Maintenance Microunits can not be billed with Pole Top Configuration Units
	Single Phase, With Equipment				
	Multi-Phase, No Equipment				
	Multi-Phase, With Equipment				
	Secondary, No Equipment				
	Secondary, With Equipment				
Riser with Relocation	Single Phase Riser				
	Multi-Phase Riser				
	Secondary Riser				
Riser without Relocation	Single Phase Riser				
	Multi-Phase Riser				
	Secondary Riser				
Transfers	Transfer, Open Wire (Old Rack)				
	Transfer, Open Wire (New Rack)				
	Transfer, Open Wire (Dead End)				
	Transfer, Aerial Cable				
Pole Hole	Successful Hole Drill				Refer to Section 1.22 in the Scope of Work document. When another contractor is hired to rock drill you are entitled to an unsuccessful hole drill attempt, but no additional successful hole drill attempt.
	Unsuccessful Hole Drill Attempt				
	Hand Dig (Per hour)				
	Sidewalk Cut (Per hour)				
Pole Set	Pole Set Completion (Level 1 Difficulty)				Refer to Section 1.20 in the Scope of Work document
	Pole Set Completion (Level 2 Difficulty)				
	Pole Set Completion (Level 3 Difficulty)				
	Ornamental Street Light Pole Set Completion				
	Pull Pole & Dispose				
Reconductoring	Run Primary Wire				1 unit per phase & section
	Remove Primary Wire				1 unit per phase & section
	Run Secondary Wire				1 unit per section and should include all splices/taps to existing secondary/transformer
	Remove Secondary Wire				1 unit per section (Price should include removal of OWS)
	Clip in Conductor				
Down Ground	Replace Down Ground				
	Street Light Bracket Grounding				
Maintenance Items / Pole Restoration	Repair Broken / Missing Groundwire				Refer to Section 1.8 in Scope of Work document. Microunits will be used when a pole replacement is not required and maintenance items must be completed at a location.
	Repair Broken / Missing Guy Guard				
	Cross Arm Repair / Replace				
	Alley Arm Repair / Replace				
	Repair Broken Insulator				
	Repair Broken Cut Out				
	Zap Shield for Missing Animal Protection				
	Repair Splice				
	Lengthing of Primary				
	Lengthing of Service				
	Replace Tranformer				
	Raise Transformer				
	Transport Transformer (Per Hour)				
	Raise Street Light				
	Raise Secondary				
	Raise Aerial Cable				
	New Taps				
	Reform Drip Loops				
	Pole Numbering				
	Unfused Xfmr 1PH				
	Unfused Xfmr 3PH				
	Trip Saver 1PH				
	Trip Saver 3PH				
	Missing Animal Protection				
	Hot Line Clamps				
	Floating Primary				
	Skinned Location				
	Messenger Guard				
	Arresters				
	Bent Pin				
	Multiple Splice Repair (if >4)				
	Stirrup 1PH				
	Stirrup 3PH				
	New Anchor with One Guy Included				
	Down Guy				
	Fiber Rod				
	Span Guy				
	Pull Anchor				
	U-Guard over Primary/Secondary				
	Flexguard over SL Wire				
	Vegetation (Vines) between Primary & Secondary				
	Assist Telephone Co. (2 man crew) (Per hour)				
	Assist Telephone Co. (3 man crew) (Per hour)				

Please provide separate Rates for each of the three Regions within CT.

A. If only awarded a portion of the Work, is there a preference where you would like to work? (Central, Eastern or Western): Central and/or Eastern
(If Contractor is willing to provide these services throughout CT, please respond to this question as “No Preferernce.”)

B. Please indicate your planned crew composition: Varies with task

C. Material Markup Percentage: 5%

D. Traffic Control Markup Percentage: 5% (Non-Negotiable)

E. Please specify your Work Zone Area Protection subcontractor, if applicable: TBD

F. Please specify your Traffic Control Flagging subcontractor, if applicable:

G. Please attach your Traffic Control subcontractor(s) Time & Material Rates, if applicable

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COVER AGREEMENT

This Cover Agreement ("Cover Agreement"), dated April 15, 2022 together with the Agreement documents shall be the complete agreement between Eversource Energy Service Company ("Eversource"), for itself and/or as agent for those affiliates identified in the applicable Purchase Order (as defined in Exhibit C) ("Owner") and D&D Power, Inc 16 Hemlock Street, Latham, NY 12110(Address) ("Contractor") for 2022-2025 CT Third Party Attachments, Aging Poles and Pole Shifts Contract Number: CW2291958

All capitalized terms used herein but not defined below shall have the meanings ascribed to them in Exhibit A.

THIS AGREEMENT CONSISTS OF THIS COVER AGREEMENT AND THE FOLLOWING, ATTACHED OR REFERENCED AND MADE PART HEREOF[1]:

Exhibit A: General Terms and Conditions, Contractor of Choice Master Services Agreement ("COC MSA) between the parties dated June 1, 2022
Exhibit B: RESERVED
Exhibit C: Purchase Order (TBD)
Exhibit D: Pricing Schedule
Exhibit E: Technical Requirements
Attachment E-1: Technical Specifications-Scope of Work
Attachment E-2: Attachments

Exhibit F: Commercial Forms
Attachment F-1: Form of Image Summit
Exhibit G: Work Protocols and Environmental Requirements
Exhibit H: Owner's Contractor Safety Policy

[1] Unless attached herein, refer to DOC3295693050 in Owner's Ariba system for access to the Exhibits

I. EFFECTIVE DATE OF THIS AGREEMENT

The effective date of this Agreement ("Effective Date") shall be the later of the following events: (1) This Cover Agreement has been executed by authorized officials of both Owner and Contractor; and (2) a Purchase Order and number have been issued by Owner. This Agreement shall remain in full force and effect from the Effective Date until Contractor completes the Work, unless earlier terminated pursuant to the provisions of this Agreement or by mutual agreement of the parties ("Term"), except that any provisions necessary to affect the Agreement's purpose shall continue in effect beyond the Term.

II. ENTIRE AGREEMENT; INTERPRETATION

Work or invoicing shall not be processed against this Agreement. All Work will be authorized via an approved Purchase Order. Each Purchase Order shall: be task-specific; adhere to requirements defined by this Agreement; specify the Work and its location; and, define other pertinent details as

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necessary. Work preparation or actual Work shall not be initiated until the Purchase Order has been issued. Any Work performed by Contractor without a Purchase Order will be performed at the sole risk of and expense to Contractor.

Amendments or modifications of this Agreement shall not be valid unless evidenced in writing and, except for Purchase Orders, described below, signed by duly authorized officers of Owner and Contractor. This Agreement establishes the terms and conditions under which Owner may engage, in its sole discretion, Contractor for Work during the term of this Agreement. This Agreement establishes the terms and conditions applicable to all Work as may be authorized by Owner pursuant to the Agreement or any applicable Purchase Order issued by Owner. CONTRACTOR SPECIFICALLY ACKNOWLEDGES THAT OWNER MAY ISSUE PURCHASE ORDERS THAT DO NOT CONTEMPLATE WRITTEN ACCEPTANCE BY CONTRACTOR. CONTRACTOR HEREBY AGREES THAT OWNER SHALL BE ENTITLED TO RELY ON CONTRACTOR'S COMMENCEMENT OF PERFORMANCE OF WORK AS EVIDENCING CONTRACTOR'S ACCEPTANCE OF THE PURCHASE ORDER, IN WHICH CASE SUCH WORK PURCHASE ORDER SHALL CONSTITUTE AN AGREEMENT DOCUMENT AND SHALL BIND THE PARTIES AS THOUGH COUNTERSIGNED BY EACH OF THEM. Unless specifically indicated in the applicable Purchase Order, each Purchase Order shall not amend, change or otherwise modify the then current terms and conditions of this Agreement. The Parties have established the foregoing structure to expedite Owner's engagement of Contractor for Work as and when Owner elects to do so. If awarded to Contractor, the Purchase Order will include all Services and/or Equipment to be provided by Contractor, either directly or through the retention of Subcontractors, as authorized under the applicable Purchase Order.

III. PRICE

Work shall be performed on a Unit Price basis pursuant to this Agreement and in accordance with Exhibit D. Except as otherwise expressly provided in Exhibit D, the pricing is fixed until April 14, 2025.

IV. TECHNICAL REQUIREMENTS

V. INVOICING

The Purchase Order number shall be referenced on all correspondence and invoicing associated with the Work. Failure to include this information may lead to delayed payment or rejection of the invoice.

VI. SALES TAX

The Connecticut Light and Power Company dba Eversource Energy (CL&P), Yankee Gas Services Company dba Eversource Energy (YG) and Eversource Energy Service Company (Eversource) have each been issued a Direct Payment Permit by the Connecticut Department of Revenue Services ("DRS"). This permit allows CL&P, YG and Eversource to pay Connecticut Sales Tax directly to the DRS. As a result of this permit, suppliers to these companies should not charge Connecticut sales tax for purchases by CL&P, YG or Eversource for Work associated with this Agreement. Please review the .pdf files of the CL&P, YG and Eversource Direct Payment Permits at https://www.eversource.com/content/ct-c/about/about-us/doing-business-with-us/supplier-

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sourcing/connecticut-direct-payment-permits. Copies of these permits should be retained with in your company's records to support not collecting sales tax from CL&P, YG and Eversource.

VII. PRIORITY OF DOCUMENTS

In the event of any conflict, inconsistency or ambiguity between or among the documents comprising the Agreement, the order of priority shall be as follows: (1) the Cover Agreement; (2) the Special Terms and Conditions, if applicable; (3) the General Terms and Conditions; (4) the Technical Requirements; and (5) any other documents referred to on the Purchase Order. Exhibits, appendices, addenda or any other documents attached to and/or otherwise made a part of any of the foregoing documents shall have the priority of the document to which they are attached and/or made a part of.

The parties have executed this Agreement and acknowledge the Effective Date is as of the date pursuant to Section I of this Cover Agreement:

D&D Power, Inc, Contractor	**Eversource Energy Service Company**
By Kevin Symons	**By** [redacted]
Printed Kevin Symons	**Printed** [redacted]
Title VP of Operations	**Title** Manager - Procurement
	5-6-2022

REDACTED

Exhibit D

Work Type	Unit Items	Unit Cost Bid Amount (Dollars) Central	Unit Cost Bid Amount (Dollars) Eastern	Unit Cost Bid Amount (Dollars) Western
Pole Top Configuration	Single Phase, No Equipment	[redacted]		
	Single Phase, With Equipment			
	Multi-Phase, No Equipment			
	Multi-Phase, With Equipment			
	Secondary, No Equipment			
	Secondary, With Equipment			
Riser with Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Riser without Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Transfers	Transfer, Open Wire (Old Rack)			
	Transfer, Open Wire (New Rack)			
	Transfer, Open Wire (Dead End)			
	Transfer, Aerial Cable			
Pole Hole	Successful Hole Drill			
	Unsuccessful Hole Drill Attempt			
	Hand Dig (Per hour)			
	Sidewalk Cut (Per hour)			
Pole Set	Pole Set Completion (Level 1 Difficulty)			
	Pole Set Completion (Level 2 Difficulty)			
	Pole Set Completion (Level 3 Difficulty)			
	Ornamental Street Light Pole Set Completio			
	Pull Pole & Dispose			
Reconductoring	Run Primary Wire			
	Remove Primary Wire			
	Run Secondary Wire			
	Remove Secondary Wire			
	Clip in Conductor			
Down Ground	Replace Down Ground			
	Street Light Bracket Grounding			

REDACTED

Maintenance Items / Pole Restoration	Repair Broken / Missing Groundwire	[redacted]
	Repair Broken / Missing Guy Guard	
	Cross Arm Repair / Replace	
	Alley Arm Repair / Replace	
	Repair Broken Insulator	
	Repair Broken Cut Out	
	Zap Shield for Missing Animal Protection	
	Repair Splice	
	Lengthing of Primary	
	Lengthing of Service	
	Replace Tranformer	
	Raise Transformer	
	Transport Transformer (Per Hour)	
	Raise Street Light	
	Raise Secondary	
	Raise Aerial Cable	
	New Taps	
	Reform Drip Loops	
	Pole Numbering	
	Unfused Xfmr 1PH	
	Unfused Xfmr 3PH	
	Trip Saver 1PH	
	Trip Saver 3PH	
	Missing Animal Protection	
	Hot Line Clamps	
	Floating Primary	
	Skinned Location	
	Messenger Guard	
	Arresters	
	Bent Pin	
	Multiple Splice Repair (if >4)	
	Stirrup 1PH	
	Stirrup 3PH	
	New Anchor with One Guy Included	
	Down Guy	
	Fiber Rod	
	Span Guy	
	Pull Anchor	
	U-Guard over Primary/Secondary	
	Flexguard over SL Wire	
	Vegetation (Vines) between Primary & Secondary	
	Assist Telephone Co. (2 man crew) (Per hour)	
	Assist Telephone Co. (3 man crew) (Per hour)	

REDACTED

Exhibit F

REDACTED

Property Impact and Incidental Property Damage Procedure

I. PURPOSE

This procedure serves as the standard for customer communications, work site management and remediation of property damage to be followed when an Eversource employee(s) and/or contractor(s):

- Anticipates customer property impacts to the original condition of a customer's property while performing work on behalf of the company or the customer.
- Encounters a situation where property impacts were not anticipated but were determined to be required.
- Causes incidental customer property damage while performing work on behalf of the company or the customer.

This procedure excludes property impacts caused by minor and major storm events and necessary rights-of-way activities. This procedure also provides requirements for employees when the recovery and claims processes are implemented and does not waive Eversource's rights and remedies.

II. AREAS/PERSONS AFFECTED

- Eversource employees
- Eversource contractors

III. POLICY

Eversource's mission to deliver reliable energy and superior customer service requires all of us to conduct work in a manner that ensures our employees' and customers' safety, and results in the desired customer outcomes through proactive communications. This includes taking steps to avoid causing property impacts and/or incidental customer property damage, when possible. Doing so will further our commitment to meet the highest expectations of our customers.

IV. DEFINITIONS

Customer Property Impact – Changes to the original condition of a customer's property that are anticipated and/or known prior to, or while performing, the work.

Customer Resolution Group – The department within the Customer Group responsible for implementation and management of the recovery process associated with customer property impacts and incidental property damage.

Emergent Work – Work that is performed to ensure public or employee safety or to restore service to our customers.

Incidental Customer Property Damage – Customer property damage that occurs when a change in the condition of a customer's property occurs as a result of a preventable, unintended consequence while performing work.

Local Control – Decisions made by operating company leadership.

Feasible – Practical and achievable activities within work scope, timing and resources.

Property Impact and Incidental Property Damage Procedure

V. WORK SITE STANDARDS AND MANAGEMENT PROTOCOL

Treat each customer interaction as an opportunity to build trust, instill confidence and demonstrate respect for our customers' time, property and information needs.

Attempt to notify the customer(s) prior to beginning any work on their property.

Minimize our impact to customer property when performing our work.

If impact or damage occurs, work with the customer to safely restore his or her property to its pre-work condition, or to the extent feasible.

Procedure Description

Workers will ensure work sites are free from accumulations of waste material, debris or rubbish associated with the work.

Cleaning will be conducted on a daily basis. All equipment, temporary structures, waste and other surplus construction materials will be removed at the end of the day, unless required for later stages of the work. Materials left on site will be secured through job completion.

When planned field work has the potential to result in an impact to the customer's property, steps will be taken to notify the customer of the impact and any necessary repairs.

If a customer's property is damaged, the field worker(s) on site will talk with his or her supervisor. Then he or she will attempt to notify the customer/property owner of what happened and how we are going to fix it.

If the customer is not at the location where impact occurred, the worker will place a door hanger to provide notification, reassuring the customer of the company's commitment to make it right. This may include remediation steps to restore the customer's property to its pre-work condition, to the extent feasible. If this cannot be achieved, the recovery process (see Appendix A) will begin.

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Known Property Impact

VI. PROCEDURE

A. Known or Potential Customer Property Impact Associated with Planned or Emergent Work and Further Repair

Steps shall always be taken to avoid customer property impact, when possible. Examples include positioning a vehicle to avoid impact to customer property and consideration of boring versus direct burial excavation.

When customer property impact cannot be avoided, the field employee will attempt to notify the customer of the impact beforehand, when possible. If the customer is not at the location (for example, at the home or business) nor available by telephone, a Supervisor or Designee will follow up and contact the customer as soon as possible, but no more than two business days, to:

a. Discuss the work and repairs completed and/or under way.
b. Schedule the repairs at a mutually agreed upon date and time.

Responsibilities

Employee/Contractor in Charge of the Job

1. Notify the customer (face to face, door hanger, telephone call) with general work scope and impact to the property. This includes explaining how repairs shall be handled and any follow-up actions and communications associated with the repair plan. A door hanger will be left for the customer, even if the customer is home, in order to provide the customer with the Eversource supervisor's name and phone number.

   NOTE: Repairs shall be consistent with Eversource's Remediation Standards. (see Appendix F)

2. Complete the work associated with the job and the repair(s), if possible.

   If the repair has commenced or is completed immediately following the job, proceed to Step 3.

   If the repair was not completed immediately following the job, i.e., repairs will be made at a later date/time, proceed to Step 4.

3. Review the repair(s) with the customer, if possible.

   - If the customer is satisfied with the work and no further action is required, document the customer's satisfaction on the Property Impact/Incidental Damage Form (See Appendix B for the form).
   - If the customer is not satisfied with the work, document that a call-back is required on the Property Impact/Incidental Damage Form and inform the customer that a company representative will be in contact within two business days or less.
   - If the customer was not available to discuss the damage and subsequent repairs, leave a door hanger.

4. Fill out and provide the Property Impact/Incidental Property Damage Form to the Supervisor or Designee for further action by the end of the business day.

Known Property Impact

NOTE: Any customer interaction that may result in additional inquiries (for example, media or regulatory) shall immediately be reported to the Supervisor or Manager responsible for the planned or emergent work that was performed to ensure his or her awareness and to notify Community Relations, as appropriate.

Supervisor or Designee
If the work in the field was completed as specified, there is no follow up work, and the customer was directly notified and is satisfied, the process ends. If not, proceed to step 5.

5. The Supervisor or Designee shall contact the customer(s) involved as soon as possible, but no more than two business days, to:

- Explain the property impact and the repair action plan to the customer(s) not present at the location when the work was done (including the schedule for repairs, if not already completed), or
- Further discuss the repair(s) if they are not to the customer's satisfaction.
- If the customer is not satisfied with the repair action plan or remains dissatisfied with the repairs that have already taken place, scan a copy of the completed Property Impact/ Incidental Property Damage Form and forward to the appropriate Manager or Designee as soon as possible, but no more than two business days.

6. Record the information from each Property Impact/Incidental Damage Form into the tracking system. Refer to section C of this document, Property Impact/Incidental Damage Tracking and Reporting System.

7. If the repair work was performed when the job was completed, record the date, scope of work performed and the contractor (and contracting firm), if applicable, who completed the work. Once the cost of the repair becomes available or a reasonable cost estimate may be obtained, the Supervisor or Designee records this information into the Property Impact/Incidental Damage Tracking and Reporting System.

8. If the repair work was not performed when the job was completed, the Supervisor or Designee will schedule the work with the contractor and the customer and will record the date in the Property Impact/Incidental Damage Tracking and Reporting System. If this date changes, the revised date must also be entered into the Property Impact /Incidental Damage Tracking and Reporting System, along with whether the change was initiated by the customer or the company.

After the scheduled repair has been completed, the Supervisor or Designee will update the Property Impact/Incidental Damage Tracking and Reporting System with the date that the work was performed and the scope of work completed. If the work was performed by a contractor, then the name of the contractor and contracting firm will also be included in the Property Impact/Incidental Damage Tracking and Reporting System.

Once the cost of the repair becomes available, or a reasonable cost estimate may be obtained, the Supervisor or Designee records the information into the Property Impact/Incidental Damage Tracking and Reporting System.

9. For those jobs where the customer has or will be required to file a claim, scan the Property Impact/Incidental Damage Form and attach it to an email that will be sent to the appropriate Claims email box (see Appendix C).

REDACTED

Known Property Impact

- The name of the eastern Massachusetts email box is: claims.admin@eversource.com
- The name of the Connecticut, New Hampshire and western Massachusetts email address is: TrsNU-Claims_Administration_@ eversource.com

Manager Level or Designee

10. If the customer concern has been elevated to the Manager level, the Manager or Designee shall review the Property Impact/Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs accordingly and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.
- In the event the customer remains dissatisfied, update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System and notify the Director or Designee for further direction and action. This must take place as soon as possible, but no more than two business days from receipt of notice of escalation.

Director Level or Designee

11. If the customer remains dissatisfied and the concern is elevated to the Director level or Designee, review the Property Impact /Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.
- In the event the customer remains dissatisfied, and within two business days of being notified, scan and email the Property Impact/Incidental Property Damage Tracking Form, along with a summary in the body of the email of the conversation with the customer and any other pertinent information not included on the form, to the Customer Resolution group, who will initiate the recovery process.

The Customer Resolution Group email address is: ExecutiveInquiries@eversource.com

See Appendix D, Known Customer Property Impact Process Flow, for visual overview of the steps outlined above.

Incidental Property Damage

B. Incidental Customer Property Damage or Further Repair

Steps shall always be taken to avoid incidental customer property damage.

Incidental customer property damage occurs when a change in the condition of a customer's property occurs as a result of a preventable, unintended consequence.

Examples include, but are not limited to, damaging a fence, a mailbox or causing landscape damage, such as putting a rut in a lawn or damaging a flower bed.

When incidental customer property impact occurs, the employee/contractor in charge of the job shall immediately report the incident to the Supervisor or Manager responsible for the job.

Responsibilities

Employee/Contractor in Charge of the Job

1. When incidental customer property damage occurs, immediately report the incident to the Supervisor or Manager responsible for the job.

2. Notify the customer (face to face, door hanger, telephone call) of the incidental property damage. This may include explaining how repair(s) shall be handled and any follow-up actions and communications associated with the repair plan. A door hanger will be left for the customer, even if the customer is home, in order to provide the customer with the Eversource supervisor's name and phone number.

   NOTE: Repairs shall be consistent with Eversource's Remediation Standards. (See Appendix F)

3. Complete the work associated with the job and the repair(s), if possible.

4. Review the repair with the customer, if possible.

   - If repair is not complete, provide status to customer and indicate that follow-up contact will be made by a company representative, within 2 business days.
   - If the customer is satisfied with the work and no further action is required, document the customer's satisfaction on the Property Impact /Incidental Property Damage Tracking Form and notify the Supervisor. (See Appendix B for the form)
   - If the customer is not satisfied with the work, document that a call-back is required on the Property Impact /Incidental Damage Form and inform the customer that the Supervisor responsible for the job will be in contact as soon as possible, but no more than two business days.
   - If the customer was not available to discuss the damage and subsequent repairs, leave a door hanger.

5. Fill out and provide the Property Impact/Incidental Property Damage Form to the Supervisor or Designee for further action by the end of the business day.

   NOTE: Any customer interaction that may result in additional inquiries (for example, media or regulatory) shall immediately be reported to the Supervisor or Manager responsible for the

planned or emergent work that was performed to ensure his or her awareness and to notify Community Relations, as appropriate.

Supervisor or Designee

6. The Supervisor or Designee shall contact the customer(s) involved by telephone as soon as possible, but no more than two business days to:

- Reach a customer who was not at home and received a door hanger to explain the property impact and the repair action plan (including the schedule for repairs).
- Reach a customer who was dissatisfied with our repairs to discuss the repairs and opportunities to achieve customer satisfaction.
- Notify the customer that a Claims Representative will call to discuss the situation if the required repair cannot be completed via local control (see Appendix C). Do not make a commitment on behalf of the company.

If the customer is not satisfied with the repair action plan or remains dissatisfied with the repairs that have already taken place, scan a copy of the completed Property Impact/Incidental Damage Form and forward to the appropriate Manager or Designee.

7. Record the information from each Property Impact/Incidental Damage Form into the tracking system. Refer to Section C of this document, Property Impact/Incidental Damage Tracking and Reporting System.

8. If the repair work was performed when the job was completed, record the date, scope of work performed and the contractor (and contracting firm), if applicable, who completed the work. Once the cost of the repair becomes available or a reasonable cost estimate may be obtained, the Supervisor or Designee records this information into the Property Impact /Incidental Damage Tracking and Reporting System.

9. If the repair work was not performed when the job was completed, the Supervisor or Designee will schedule the work with the contractor and the customer and record the date in the Property Impact/Incidental Damage Tracking and Reporting System. If this date changes, the revised date must also be entered into the Property Impact/Incidental Damage Tracking and Reporting System, along with whether the change was initiated by the customer or the company.

After the scheduled repair has been completed, the Supervisor or Designee will update the Property Impact/Incidental Damage Tracking and Reporting System with the date that the work was performed and the scope of work completed. If the work was performed by a contractor, then the name of the contractor and contracting firm will also be included in the Property Impact/Incidental Damage Tracking and Reporting System.

Once the cost of the repair becomes available, or a reasonable cost estimate may be obtained, the Supervisor or Designee records the information into the Property Impact/Incidental Damage Tracking and Reporting System.

10. For those jobs where the customer will be required to file a claim, scan the form and attach it to an email that will be sent to the appropriate Claims email box (see Appendix C).

- The name of the eastern Massachusetts email box is: claims.admin@eversource.com.

REDACTED

Incidental Property Damage

- The name of the Connecticut, New Hampshire and western Massachusetts email address is: TrsNU-Claims_Administration_@eversource.com

Manager Level or Designee

11. If the customer concern has been elevated to the Manager level, the Manager or Designee shall review the Property Impact/Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs accordingly and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.

- In the event the customer remains dissatisfied, update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System and notify the Director or Designee for further direction and action. This must take place as soon as possible, but no more than two business days from receipt of notice of escalation.

Director Level or Designee

12. If the customer remains dissatisfied and the concern is elevated to the Director Level or Designee, review the Property Impact /Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair or the repair plan with the customer and the customer agrees to further repairs, proceed with the repairs and update the additional action steps in the Property Impact /Incidental Damage Tracking and Reporting System.

- In the event the customer remains dissatisfied, within two business days of being notified, scan and email the Property Impact/Incidental Damage Form, along with a summary in the body of the email of the conversation with the customer, to the Customer Resolution group, who will initiate the recovery process.

  The Customer Resolution Group email address is: ExecutiveInquiries@eversource.com

  See Appendix E, Incidental Customer Property Damage or Further Repair Process Flow, for visual overview of the steps outlined above.

Incidental Property Damage

C. Property Impact/Incidental Damage Tracking and Reporting System

As previously outlined in this procedure, employees responsible for the job in the field will complete a Property Impact/Incidental Damage Form and provide the Supervisor responsible for the job with a copy of the completed form.

The Supervisor or Designee is required to track each Property Impact/Incidental Damage Form in the Property Impact/Incidental Damage Tracking and Reporting System.

In addition to the data on the form being completed by the employee or contractor involved in the property impact or incidental property damage, the Supervisor or Designee is also required to include the additional information referenced in this procedure. This includes, and is not limited to, the date the work is scheduled (if not completed on same day as the property impact or damage), the date the work is completed, the scope of the required work, the employee or contractor who performed the work, and the cost or cost estimate for the work.

This information will be combined into reports which will track activity for the new process over time, and the information will be shared with employees, contractors and management.

VII. REVISION HISTORY

Revision Number	Date	Reason
Rev 0	August 2013	Original issue
Rev 1	October 2013	Appendix F Revision
Rev 2	November 2013	Purpose and Definition Revisions, Page 1
Rev 3	February 2015	As of 2/2/15, Northeast Utilities is doing business as Eversource Energy ("Eversource")

VIII. APPENDIX

Appendix A – Recovery Process

Appendix B – Property Impact/Incidental Damage Form

Appendix C – Claims Process

Appendix D – Known Customer Property Impact Process Flow

Appendix E – Incidental Customer Property Damage or Further Repair Process Flow

Appendix F – Eversource Remediation Standards

EVERSOURCE

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Property Impact and Incidental Property Damage Procedure, Appendix A

Recovery Process

The recovery process was designed to resolve customer issues involving property impacts or incidental property damage that have been escalated beyond the management staff within the business area responsible for the field work or the Claims area. The recovery process is being managed by the Customer Resolution Group, which currently handles other escalated customer issues for Eversource.

- If a customer is not satisfied after speaking with management staff in the area responsible for the field work or the Claims representative, then the Customer Resolutions Group – which is responsible for the recovery process – will be notified. Specifically, the Property Impact/Incidental Damage Form completed by the field employee will be scanned and sent to the Executive Inquiries email box at *ExecutiveInquiries@eversource.com*. Also included in the body of the email will be a summary of any subsequent conversations that took place with the customer and any other pertinent information not included on the Property Impact/Incidental Damage Form. The originator of the email will receive an email confirming receipt of the form.
- The Customer Resolutions staff will contact the customer within two business days of receipt of scanned form, and explain that his or her issues are under additional review.
- The Customer Resolutions staff will then review what has happened, and will determine whether or not the resolution offered to the customer was consistent with the new Property Impact and Incidental Property Damage Procedure. If additional action is required, the Customer Resolutions staff will work with their single point-of-contact in the business area responsible for the field work, and the customer, to bring the issue to closure. If the action taken was deemed to be appropriate, then the Customer Resolutions staff will notify the customer. Bringing the issue to closure with the customer will occur within three business days.
- The Customer Resolutions staff will notify the single point of contact responsible for field work and the Claims representative (if applicable) of issue closure.

REDACTED

Property Impact and Incidental Property Damage Procedure, Appendix B

Property Impact / Incidental Damage

☐ PROPERTY IMPACT ☐ INCIDENTAL DAMAGE

BUSINESS GROUP

ELECTRIC	GAS	TRANSMISSION
☐ CT ☐ EAST MA ☐ NH ☐ WEST MA	☐ CT ☐ MA	☐
DIVISION	DISTRICT / AWC	DEPARTMENT

DATE OF INCIDENT	TIME OF INCIDENT

EMPLOYEE NAME	CREW LEAD NAME	☐ EVERSOURCE ☐ CONTRACTOR

RESPONSIBLE EVERSOURCE SUPERVISOR	CONTRACTOR COMPANY NAME *(IF APPLICABLE)*	CONTRACTOR SUPERVISOR NAME

WORK ORDER OR TROUBLE TICKET NUMBER *(IF APPLICABLE)*

ADDRESS OF INCIDENT	TOWN / STATE

TYPE OF DAMAGE / IMPACT

CONTACT TYPE
☐ FACE-TO-FACE ☐ NONE
☐ TELEPHONE ☐ OTHER *(DESCRIPTION)* _____
☐ DOOR HANGER

CONTACT NAME	CONTACT PHONE NO.	CONTACT E-MAIL *(OPTIONAL)*

IS THE CONTACT PERSON THE PROPERTY OWNER? ☐ YES ☐ NO	PROPERTY OWNER NAME OR BUSINESS	PROPERTY OWNER PHONE NO.

STATUS OF REMEDIATION ☐ COMPLETED ☐ NOT COMPLETED	RESOLUTION

IF REPAIR HAS BEEN COMPLETED, IS CUSTOMER SATISFIED OR IS A CALL-BACK FROM SUPERVISOR OR DESIGNEE REQUIRED?
☐ CUSTOMER IS SATISFIED ☐ CALL-BACK REQUIRED

EMPLOYEE SIGNATURE	TODAY'S DATE

SUPERVISOR SECTION

INITIAL FOLLOW-UP CALL:

SUPERVISOR NAME	SUMMARY
DATE CONTACT MADE	
CONTACT NAME	

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Property Impact and Incidental Property Damage Procedure, Appendix C

Claims Process

The goal is to have repairs made via local control; however, there will be instances based on cost considerations and the availability of contractor resources when the customer will be asked to work through the Claims process for compensation. The first step will be for a Claims Representative to contact the customer.

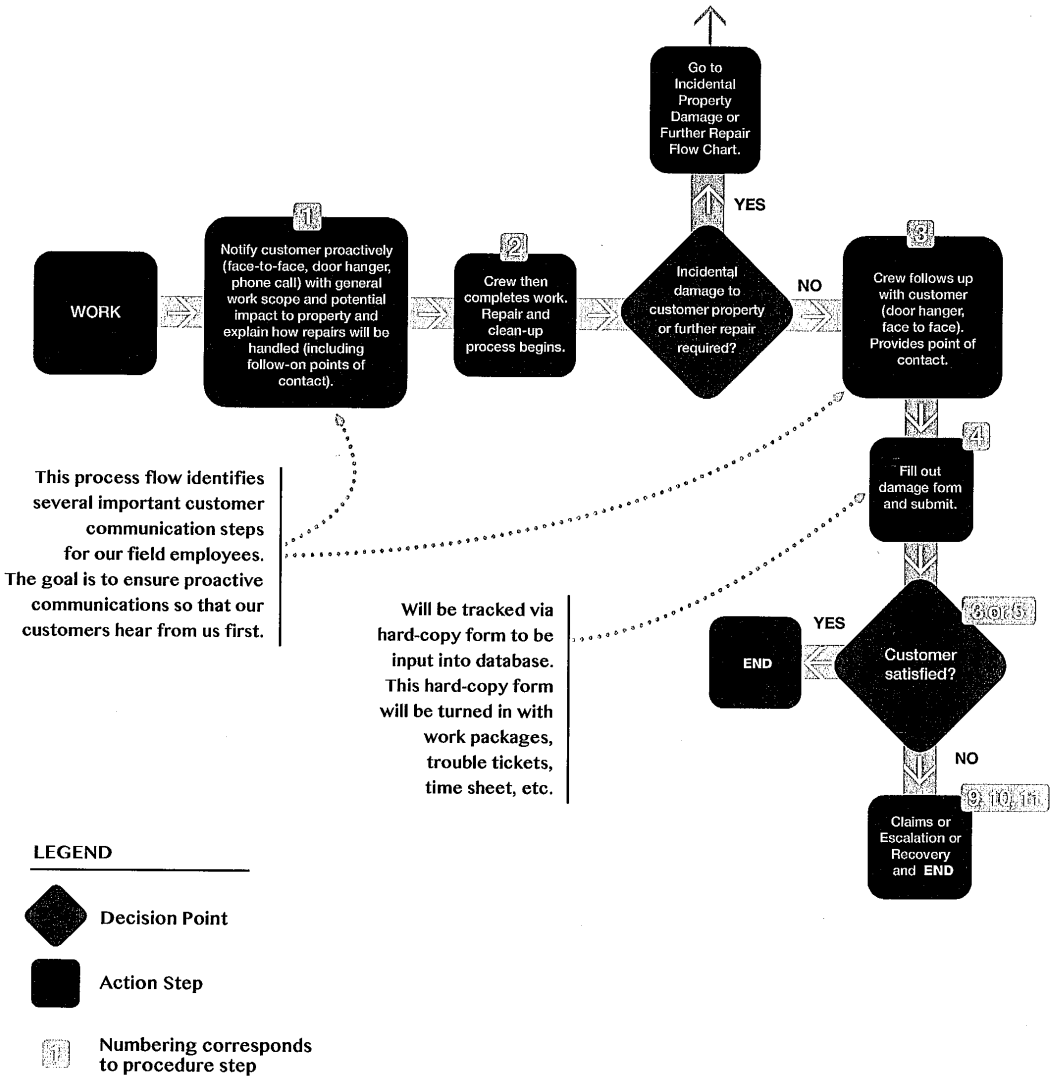
- When a property impact or incidental property damage occurs, the field employee or contractor will complete a Property Impact/Incidental Damage Form and will submit it to a Supervisor or his or her Designee.
- The Supervisor or Designee will scan the Property Impact/Incidental Damage Form completed by the employee and send it to the Claims email box at *claims.admin@eversource.com for* eastern Massachusetts and *TrsNU-Claims_Administration_@eversource.com* for Connecticut, New Hampshire and western Massachusetts.
- The Claims Representative will contact the customer and begin the process of opening a claim. This initial contact with the customer will take place within two business days of the Claims Representative receiving the scanned Property Impact/Incidental Damage Form.
- The Claims Representative will make a decision within five business days regarding what level of compensation will be offered, will notify the customer, and will contact the Supervisor or Designee with the same information.
- In the event that a customer is not satisfied after these process steps have occurred, the Claims Representative will contact the Customer Resolution Group, which is responsible for managing the Recovery process. The Claims Representative will scan the completed employee form received from the field manager and send it to the Executive Inquiries email in-box (*ExecutiveInquiries@eversource.com*). Also included in the email will be the name and telephone number for the customer and any other pertinent information, including a summary of any interactions that took place with the customer after the form was completed by the field employee. The Claims Representative will receive an email confirming receipt of the form.

Property Impact and Incidental Property Damage Procedure, Appendix D

Process Flow: Planned or Emergent Work (Excludes New Service for Gas Operations)

This is a high-level visual overview of the steps outlined in the "Property Impact and Incidental Property Damage" Procedure

*WORK THAT HAS **KNOWN** CUSTOMER PROPERTY IMPACT*

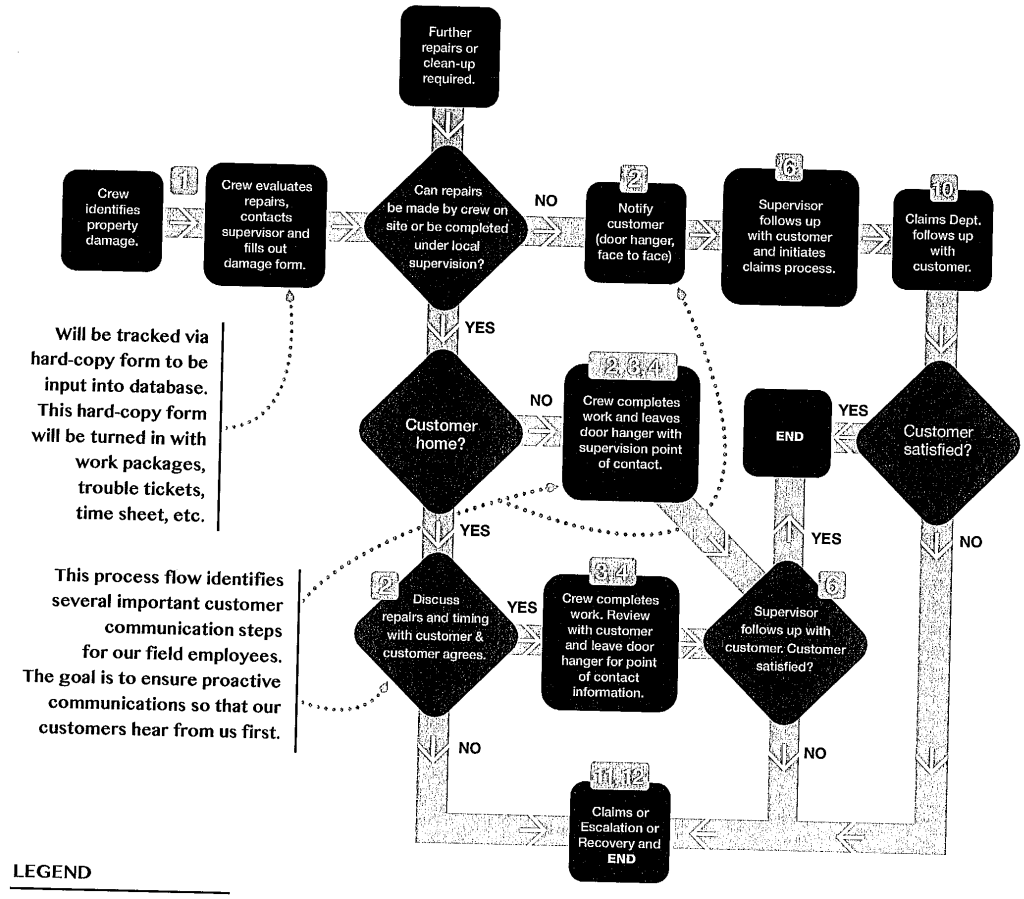


Property Impact and Incidental Property Damage Procedure, Appendix E

Process Flow: Planned or Emergent Work

This is a high-level visual overview of the steps outlined in the "Property Impact and Incidental Property Damage" Procedure

INCIDENTAL CUSTOMER PROPERTY DAMAGE OR FURTHER REPAIR



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Property Impact and Incidental Property Damage Procedure, Appendix F

Eversource Remediation Standards

With proactive communications with our customers, we take a first and important step in ensuring their confidence in us. Together with one company-wide standard for how we will remediate any damage, we ensure a consistent and positive service experience.

These minimum standards have been developed for in-scope activities and impacts. They describe the steps we will take to return the customer's property to its pre-work condition.

Minimum Remediation Standards We Will Follow

Damage Types	Minimum Standards We Will Follow
Oil spill remediation to fix a stained driveway	• Clean the driveway with an absorbent to ensure the surface is functional and safe and meets the customer's satisfaction.
Debris removal from non-storm related tree maintenance work/capital projects	• Remove and dispose of all trimmings and debris associated with the tree work from the job site unless directed otherwise by the customer/property owner. Wood that can be chipped is removed. Firewood-sized pieces are left for the customer/property owner. • After 7 days, we will retrieve the wood, if required.
Transmission Rights-of-Way (ROW) work	• For routine maintenance, all stumps shall be less than 3 inches in height and all slash shall be wind-rowed along the right-of-way edge or diced in general areas. In sensitive areas, slash shall be diced, chipped or removed from the right-of-way depending on the physical limitations of the site. • For reclamation and risk tree removal, property owners will be provided options for wood disposal and site cleanup.
Integrated Rights-of-Way (ROW) vegetation management work	• Current policies specify a variety of control methods for brush on ROWs.

(continued...)

Property Impact and Incidental Property Damage Procedure, Appendix F

Minimum Remediation Standards We Will Follow — continued

Damage Types	Minimum Standards We Will Follow
Removal of plantings around padmount transformers (identified during surveys/inspections)	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible, while ensuring minimum clearances for padmount transformers are maintained.
Structure damage – siding, mailboxes, stone walls, fences, attic vents, vehicles	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.
Subsurface damage – underground dog fencing, underground sprinkler system, septic systems, well cap damage, customer-owned electrical wiring	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.
Surface repairs – damaged driveways, pavers or sidewalks	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.

(continued...)

REDACTED

Property Impact and Incidental Property Damage Procedure, Appendix F

Minimum Remediation Standards We Will Follow — continued

Damage Types	Minimum Standards We Will Follow
Damaged Driveway	• A qualified contractor will be hired by Eversource to excavate and remediate the damaged section plus a 1-foot extension for the integrity of the repair. • The contractor will make repairs consistent with/appropriate for the existing type/style and condition of the driveway area. • If this can't be achieved, the recovery process will continue to the next step.
Damaged Sidewalk	• Workers are required to adhere to all local town/city/state construction standards. • Same-day patch repair will be made to address local public safety. • Follow-up repairs will be made within 90 days (as seasonal conditions permit) to permanently remediate the damaged area and may include: ▪ Saw cutting and paving 1 foot beyond the damaged section for a continuous bituminous concrete surface ▪ Seam-to-seam replacement up to the expansion joint for a concrete surface
Landscaping – ruts, trenching, shrub damage, sod, debris, emergency tree trimming, dirt mounds by pole sets (dead grass), holes from removed poles	Customers will be provided these options: • Eversource will authorize first-line management to offer alternative solutions to the customer, e.g., reimbursement if customer makes own repairs. • Eversource will repair or replace the landscaping materials to restore the condition of the property/site to its pre-work condition. • If this can't be achieved, the recovery process will continue to the next step. • Removal of debris resulting from maintenance on our equipment (e.g., pole setting) **Note:** Debris from emergent tree or limb work will be the responsibility of the tree owner.

REDACTED

Property Impact / Incidental Damage

☐ PROPERTY IMPACT ☐ INCIDENTAL DAMAGE

BUSINESS GROUP

ELECTRIC	GAS	TRANSMISSION
☐ CT ☐ EAST MA ☐ NH ☐ WEST MA	☐ CT ☐ MA	☐
DIVISION	DISTRICT / AWC	DEPARTMENT
DATE OF INCIDENT	TIME OF INCIDENT	

EMPLOYEE NAME	CREW LEAD NAME	☐ EVERSOURCE ☐ CONTRACTOR
RESPONSIBLE EVERSOURCE SUPERVISOR	CONTRACTOR COMPANY NAME *(IF APPLICABLE)*	CONTRACTOR SUPERVISOR NAME

WORK ORDER OR TROUBLE TICKET NUMBER *(IF APPLICABLE)*

ADDRESS OF INCIDENT	TOWN / STATE

TYPE OF DAMAGE / IMPACT

CONTACT TYPE
☐ FACE-TO-FACE ☐ NONE
☐ TELEPHONE ☐ OTHER *(DESCRIPTION)* _____
☐ DOOR HANGER

CONTACT NAME	CONTACT PHONE NO.	CONTACT E-MAIL *(OPTIONAL)*
IS THE CONTACT PERSON THE PROPERTY OWNER? ☐ YES ☐ NO	PROPERTY OWNER NAME OR BUSINESS	PROPERTY OWNER PHONE NO.
STATUS OF REMEDIATION ☐ COMPLETED ☐ NOT COMPLETED	RESOLUTION	

IF REPAIR HAS BEEN COMPLETED, IS CUSTOMER SATISFIED OR IS A CALL-BACK FROM SUPERVISOR OR DESIGNEE REQUIRED?
☐ CUSTOMER IS SATISFIED ☐ CALL-BACK REQUIRED

EMPLOYEE SIGNATURE	TODAY'S DATE

SUPERVISOR SECTION

INITIAL FOLLOW-UP CALL:

SUPERVISOR NAME	SUMMARY
DATE CONTACT MADE	
CONTACT NAME	

9275 REV. 2-15

REDACTED

2022-2025 CT Third Party Attachments, Aging Poles and Pole Shifts

Exhibit

Form of Amendment

1st AMENDMENT

This first amendment effective April 15, 2025 ("Amendment") amends the Agreement by and between Eversource Energy Service Company, for itself or as agent for its affiliates referenced in the Agreement, ("Owner") and D&D Power, Inc., ("Contractor"), dated April 15, 2022, as amended, together with all referenced exhibits and attachments (collectively "Agreement"). *CW2291958*

WHEREAS, Owner and Contractor desire to amend the Agreement as follows:

This amendment is to extend the current contract in place through April 30, 2026 with the attached updated rates.

NOW, THEREFORE, in accordance with the foregoing and in consideration of the mutual promises, covenants and agreements set forth herein, and for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Owner and Contractor hereby agree as follows:

1. Definitions. Unless otherwise defined herein, initially capitalized terms used in this Amendment shall have the same meanings ascribed to them in the Agreement.

2. Amendment to Agreement. From and after the effective date of this Amendment, the Agreement shall be amended and/or restated as follows:

(a) Agreement will be extended through April 30, 2026

3. Effective Date. This Amendment will become effective as of the effective date noted above upon execution by both Owner and Contractor.

4. Effect of this Amendment. Except as otherwise amended hereby, the terms of the Agreement shall remain in full force and effect. The rights, privileges, duties and obligations of the parties under the Agreement shall, except as modified by this Amendment, remain unchanged and in full force and effect. Nothing contained herein shall operate to release the Contractor from its obligations under the Agreement and its obligations to keep and perform the terms, conditions, obligations and agreements contained in the Agreement and the other Contract Documents, except as hereby modified and amended.

REDACTED

5. Entire Agreement. This Amendment sets forth the entire agreement of the Parties with respect to the subject matter hereof and supersedes all prior agreements between the Parties, written or oral, specifically relating to such matters.

6. Binding Effect. This Amendment shall be binding upon and inure to the benefit of the Parties and their respective successors and assigns.

7. Counterparts. This Amendment may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one instrument.

IN WITNESS WHEREOF, Owner and Contractor have executed and delivered this Amendment as of the date first set forth above.

D&D Power, Inc., Contractor	**Eversource Energy Service Company**
By Chris Poullos	**By** [redacted]
Printed Chris Poullos	**Printed** [redacted]
Title SVP Operations	**Title** Procurement Manager
05/27/2025	06/04/2025

Bid Proposal Form

Project Title: 2022-2024 CT Third Party Attachments / Defective Poles / Pole Shifts
Inquiry Number: 2288
Owner: Eversource
Contractor: D&D Power LLC
Date: January 18, 2022 Rev 05/19/2025

REGIONAL UNITS

By submitting this Bid Proposal to Owner, Contractor agrees that in the event Owner accepts this Bid Proposal and a Purchase Order Work Release is issued referencing this Bid Proposal, Contractor agrees to furnish the supervision, labor, equipment, and miscellaneous material described herein in accordance with the terms and conditions of such Work Release to which this Bid Proposal is attached and the Services Agreement between Owner and Contractor referenced in such Work Release. Contractor shall obtain and maintain Errors and Omissions insurance coverage in accordance with Northeast Utilities General Terms & Conditions prior to performing any Work under this Work Release that includes design, engineering and/or other professional services. Commencement of performance pursuant to the terms of this Bid Proposal, shall constitute acceptance of the terms hereof, regardless of whether Contractor has executed any Work Release.

No terms in this Bid Proposal shall modify, change or amend the terms and conditions of the Transmission & Distribution Construction Master Services Agreement 2021. No comments/exceptions by the Contractor in this Bid Proposal shall be valid or otherwise have any effect whatsoever, including, without limitation, the applicability of the terms of the Transmission & Distribution Construction Master Services Agreement 2021 to this Bid Proposal, unless both parties have signed this Bid Proposal specifically agreeing to such comments/exceptions and acknowledging such comments/exceptions expressly amend the applicability of the terms of the Transmission & Distribution Construction Master Services Agreement 2021 to this Bid Proposal.

A. Please provide your estimated Unit Prices for the following Items:

Work Type	Unit Items	Unit Cost Bid Amount (Dollars) Central	Unit Cost Bid Amount (Dollars) Eastern	Unit Cost Bid Amount (Dollars) Western	Unit Item Requirements
Pole Top Configuration	Single Phase, No Equipment	[redacted]	[redacted]	[redacted]	Refer to Sections 1.8 & 1.19 in the Scope of Work document. Unit cost should include all components of pole top. Maintenance Microunits can not be billed with Pole Top Configuration Units
	Single Phase, With Equipment				
	Multi-Phase, No Equipment				
	Multi-Phase, With Equipment				
	Secondary, No Equipment				
	Secondary, With Equipment				
Riser with Relocation	Single Phase Riser				
	Multi-Phase Riser				
	Secondary Riser				
Riser without Relocation	Single Phase Riser				
	Multi-Phase Riser				
	Secondary Riser				
Transfers	Transfer, Open Wire (Old Rack)				
	Transfer, Open Wire (New Rack)				
	Transfer, Open Wire (Dead End)				
	Transfer, Aerial Cable				
Pole Hole	Successful Hole Drill				Refer to Section 1.22 in the Scope of Work document. When another contractor is hired to rock drill you are entitled to an unsuccessful hole drill attempt, but no additional successful hole drill attempt.
	Unsuccessful Hole Drill Attempt				
	Hand Dig (Per hour)				
	Sidewalk Cut (Per hour)				
Pole Set	Pole Set Completion (Level 1 Difficulty)				Refer to Section 1.20 in the Scope of Work document
	Pole Set Completion (Level 2 Difficulty)				
	Pole Set Completion (Level 3 Difficulty)				
	Ornamental Street Light Pole Set Completion				
	Pull Pole & Dispose				
Reconductoring	Run Primary Wire				1 unit per phase & section
	Remove Primary Wire				1 unit per phase & section
	Run Secondary Wire				1 unit per section and should include all splices/taps to existing secondary/transformer
	Remove Secondary Wire				1 unit per section (Price should include removal of OWS)
	Clip in Conductor				
Down Ground	Replace Down Ground				
	Street Light Bracket Grounding				
Maintenance Items / Pole Restoration	Repair Broken / Missing Groundwire				Refer to Section 1.8 in Scope of Work document. Microunits will be used when a pole replacement is not required and maintenance items must be completed at a location.
	Repair Broken / Missing Guy Guard				
	Cross Arm Repair / Replace				
	Alley Arm Repair / Replace				
	Repair Broken Insulator				
	Repair Broken Cut Out				
	Zap Shield for Missing Animal Protection				
	Repair Splice				
	Lengthing of Primary				
	Lengthing of Service				
	Replace Tranformer				
	Raise Transformer				
	Transport Transformer (Per Hour)				
	Raise Street Light				
	Raise Secondary				
	Raise Aerial Cable				
	New Taps				
	Reform Drip Loops				
	Pole Numbering				
	Unfused Xfmr 1PH				
	Unfused Xfmr 3PH				
	Trip Saver 1PH				
	Trip Saver 3PH				
	Missing Animal Protection				
	Hot Line Clamps				
	Floating Primary				
	Skinned Location				
	Messenger Guard				
	Arresters				
	Bent Pin				
	Multiple Splice Repair (if >4)				
	Stirrup 1PH				
	Stirrup 3PH				
	New Anchor with One Guy Included				
	Down Guy				
	Fiber Rod				
	Span Guy				
	Pull Anchor				
	U-Guard over Primary/Secondary				
	Flexguard over SL Wire				
	Vegetation (Vines) between Primary & Secondary				
	Assist Telephone Co. (2 man crew) (Per hour)				
	Assist Telephone Co. (3 man crew) (Per hour)				

Please provide separate Rates for each of the three Regions within CT.

A. If only awarded a portion of the Work, is there a preference where you would like to work? (Central, Eastern or Western): No Preference
(If Contractor is willing to provide these services throughout CT, please respond to this question as “No Preferernce.”)

B. Please indicate your planned crew composition: 2-3 man crews and 2-2 man crews per region

C. Material Markup Percentage: 5%

D. Traffic Control Markup Percentage: 5% (Non-Negotiable)

E. Please specify your Work Zone Area Protection subcontractor, if applicable: CC Security Corp. See Clarifications

F. Please specify your Traffic Control Flagging subcontractor, if applicable: CC Security Corp. See Clarifications

G. Please attach your Traffic Control subcontractor(s) Time & Material Rates, if applicable See Below**does not include the 5% markup

REDACTED

COVER AGREEMENT

This Cover Agreement ("Cover Agreement"), dated April 15, 2022 together with the Agreement documents shall be the complete agreement between Eversource Energy Service Company ("Eversource"), for itself and/or as agent for those affiliates identified in the applicable Purchase Order (as defined in Exhibit C) ("Owner") and Elecnor Hawkeye LLC. 100 Marcus Blvd Ste 1, Hauppauge, NY 11788 (Address) ("Contractor") for 2022-2025 CT Third Party Attachments, Aging Poles and Pole Shifts Contract Number: CW2291955

All capitalized terms used herein but not defined below shall have the meanings ascribed to them in Exhibit A.

THIS AGREEMENT CONSISTS OF THIS COVER AGREEMENT AND THE FOLLOWING, ATTACHED OR REFERENCED AND MADE PART HEREOF[1]:

Exhibit A: General Terms and Conditions Transmission and Distribution Construction MSA 12-20-17 , Contractor of Choice Master Services Agreement ("COC MSA) between the parties dated June 1, 2021
Exhibit B: RESERVED
Exhibit C: Purchase Order (TBD)
Exhibit D: Pricing Schedule
Exhibit E: Technical Requirements
Attachment E-1: Technical Specifications-Scope of Work
Attachment E-2: Attachments

Exhibit F: Commercial Forms
Attachment F-1: Form of Image Summit
Exhibit G: Work Protocols and Environmental Requirements
Exhibit H: Owner's Contractor Safety Policy

[1] Unless attached herein, refer to DOC3295693050 in Owner's Ariba system for access to the Exhibits

I. EFFECTIVE DATE OF THIS AGREEMENT

The effective date of this Agreement ("Effective Date") shall be the later of the following events: (1) This Cover Agreement has been executed by authorized officials of both Owner and Contractor; and (2) a Purchase Order and number have been issued by Owner. This Agreement shall remain in full force and effect from the Effective Date until Contractor completes the Work, unless earlier terminated pursuant to the provisions of this Agreement or by mutual agreement of the parties ("Term"), except that any provisions necessary to affect the Agreement's purpose shall continue in effect beyond the Term.

II. ENTIRE AGREEMENT; INTERPRETATION

Work or invoicing shall not be processed against this Agreement. All Work will be authorized via an approved Purchase Order. Each Purchase Order shall: be task-specific; adhere to requirements

defined by this Agreement; specify the Work and its location; and, define other pertinent details as necessary. Work preparation or actual Work shall not be initiated until the Purchase Order has been issued. Any Work performed by Contractor without a Purchase Order will be performed at the sole risk of and expense to Contractor.

Amendments or modifications of this Agreement shall not be valid unless evidenced in writing and, except for Purchase Orders, described below, signed by duly authorized officers of Owner and Contractor. This Agreement establishes the terms and conditions under which Owner may engage, in its sole discretion, Contractor for Work during the term of this Agreement. This Agreement establishes the terms and conditions applicable to all Work as may be authorized by Owner pursuant to the Agreement or any applicable Purchase Order issued by Owner. CONTRACTOR SPECIFICALLY ACKNOWLEDGES THAT OWNER MAY ISSUE PURCHASE ORDERS THAT DO NOT CONTEMPLATE WRITTEN ACCEPTANCE BY CONTRACTOR. CONTRACTOR HEREBY AGREES THAT OWNER SHALL BE ENTITLED TO RELY ON CONTRACTOR'S COMMENCEMENT OF PERFORMANCE OF WORK AS EVIDENCING CONTRACTOR'S ACCEPTANCE OF THE PURCHASE ORDER, IN WHICH CASE SUCH WORK PURCHASE ORDER SHALL CONSTITUTE AN AGREEMENT DOCUMENT AND SHALL BIND THE PARTIES AS THOUGH COUNTERSIGNED BY EACH OF THEM. Unless specifically indicated in the applicable Purchase Order, each Purchase Order shall not amend, change or otherwise modify the then current terms and conditions of this Agreement. The Parties have established the foregoing structure to expedite Owner's engagement of Contractor for Work as and when Owner elects to do so. If awarded to Contractor, the Purchase Order will include all Services and/or Equipment to be provided by Contractor, either directly or through the retention of Subcontractors, as authorized under the applicable Purchase Order.

III. PRICE

Work shall be performed on a Unit Price basis pursuant to this Agreement and in accordance with Exhibit D. Except as otherwise expressly provided in Exhibit D, the pricing is fixed until April 14, 2025.

IV. TECHNICAL REQUIREMENTS

V. INVOICING

The Purchase Order number shall be referenced on all correspondence and invoicing associated with the Work. Failure to include this information may lead to delayed payment or rejection of the invoice.

VI. SALES TAX

The Connecticut Light and Power Company dba Eversource Energy (CL&P), Yankee Gas Services Company dba Eversource Energy (YG) and Eversource Energy Service Company (Eversource) have each been issued a Direct Payment Permit by the Connecticut Department of Revenue Services ("DRS"). This permit allows CL&P, YG and Eversource to pay Connecticut Sales Tax directly to the DRS. As a result of this permit, suppliers to these companies should not charge Connecticut sales tax for purchases by CL&P, YG or Eversource for Work associated with this Agreement. Please review the .pdf files of the CL&P, YG and Eversource Direct Payment Permits at https://www.eversource.com/content/ct-c/about/about-us/doing-business-with-us/supplier-

sourcing/connecticut-direct-payment-permits. Copies of these permits should be retained with in your company's records to support not collecting sales tax from CL&P, YG and Eversource.

VII. PRIORITY OF DOCUMENTS

In the event of any conflict, inconsistency or ambiguity between or among the documents comprising the Agreement, the order of priority shall be as follows: (1) the Cover Agreement; (2) the Special Terms and Conditions, if applicable; (3) the General Terms and Conditions; (4) the Technical Requirements; and (5) any other documents referred to on the Purchase Order. Exhibits, appendices, addenda or any other documents attached to and/or otherwise made a part of any of the foregoing documents shall have the priority of the document to which they are attached and/or made a part of.

The parties have executed this Agreement and acknowledge the Effective Date is as of the date pursuant to Section I of this Cover Agreement:

Elecnor Hawkeye LLC, Contractor	**Eversource Energy Service Company**
By	**By** [redacted]
Printed Leonardo Sancho Francés	**Printed** [redacted]
Title President & CEO 05/10/22	**Title** Manager - Procurement
	5-16-2022

Legal: _____
PCM: DR
COO: _____

REDACTED

Exhibit D

Work Type	Unit Items	Unit Cost Bid Amount (Dollars) Central	Unit Cost Bid Amount (Dollars) Eastern	Unit Cost Bid Amount (Dollars) Western
Pole Top Configuration	Single Phase, No Equipment	[redacted]	[redacted]	[redacted]
	Single Phase, With Equipment			
	Multi-Phase, No Equipment			
	Multi-Phase, With Equipment			
	Secondary, No Equipment			
	Secondary, With Equipment			
Riser with Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Riser without Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Transfers	Transfer, Open Wire (Old Rack)			
	Transfer, Open Wire (New Rack)			
	Transfer, Open Wire (Dead End)			
	Transfer, Aerial Cable			
Pole Hole	Successful Hole Drill			
	Unsuccessful Hole Drill Attempt			
	Hand Dig (Per hour)			
	Sidewalk Cut (Per hour)			
Pole Set	Pole Set Completion (Level 1 Difficulty)			
	Pole Set Completion (Level 2 Difficulty)			
	Pole Set Completion (Level 3 Difficulty)			
	Ornamental Street Light Pole Set Completio			
	Pull Pole & Dispose			
Reconductoring	Run Primary Wire			
	Remove Primary Wire			
	Run Secondary Wire			
	Remove Secondary Wire			
	Clip in Conductor			
Down Ground	Replace Down Ground			
	Street Light Bracket Grounding			

REDACTED

Maintenance Items / Pole Restoration	Repair Broken / Missing Groundwire	[redacted]
	Repair Broken / Missing Guy Guard	
	Cross Arm Repair / Replace	
	Alley Arm Repair / Replace	
	Repair Broken Insulator	
	Repair Broken Cut Out	
	Zap Shield for Missing Animal Protection	
	Repair Splice	
	Lengthing of Primary	
	Lengthing of Service	
	Replace Tranformer	
	Raise Transformer	
	Transport Transformer (Per Hour)	
	Raise Street Light	
	Raise Secondary	
	Raise Aerial Cable	
	New Taps	
	Reform Drip Loops	
	Pole Numbering	
	Unfused Xfmr 1PH	
	Unfused Xfmr 3PH	
	Trip Saver 1PH	
	Trip Saver 3PH	
	Missing Animal Protection	
	Hot Line Clamps	
	Floating Primary	
	Skinned Location	
	Messenger Guard	
	Arresters	
	Bent Pin	
	Multiple Splice Repair (if >4)	
	Stirrup 1PH	
	Stirrup 3PH	
	New Anchor with One Guy Included	
	Down Guy	
	Fiber Rod	
	Span Guy	
	Pull Anchor	
	U-Guard over Primary/Secondary	
	Flexguard over SL Wire	
	Vegetation (Vines) between Primary & Secondary	
	Assist Telephone Co. (2 man crew) (Per hour)	
	Assist Telephone Co. (3 man crew) (Per hour)	

REDACTED

Clarification/Exception Description

Bid Prices do not include the cost of flaggers and/or police details.
Bid Prices exclude the cost of railroad insurance, railroad flaggers, railroad permits and/or fees and any railroad training.
Bid Prices exclude handling and/or disposal of hazardous, contaminated and/or regulated materials/soils/groundwater.

REDACTED

Exhibit E

Elecnor Hawkeye Technical Clarifications/Exceptions Summary

We have excluded the costs of R.O.W matting, building access roads and the installation of environmental controls and restorative measures related to access.
The prices indicated for Pole Holes / Setting exclude rock removal.
The unit price for Skinned Location is for the installation of 1 "jelly roll".
The unit price for Floating Primary is per phase.
The unit price for Hot Line Clamps is per each clamp.
Pole top configuration for poles with multiple circuits get paid for each circuit.
Pole top configuration secondary items are in addition to the primary items.

REDACTED

Exhibit F

COVER AGREEMENT

This Cover Agreement ("Cover Agreement"), dated April 15, 2022 together with the Agreement documents shall be the complete agreement between Eversource Energy Service Company ("Eversource"), for itself and/or as agent for those affiliates identified in the applicable Purchase Order (as defined in Exhibit C) ("Owner") and Riggs Distler & Company Inc. , 4 Esterbrook Lane, Cherry Hill, NJ 08003 (Address) ("Contractor") for 2022-2025 CT Third Party Attachments, Aging Poles and Pole Shifts Contract Number: CW2291960

All capitalized terms used herein but not defined below shall have the meanings ascribed to them in Exhibit A.

THIS AGREEMENT CONSISTS OF THIS COVER AGREEMENT AND THE FOLLOWING, ATTACHED OR REFERENCED AND MADE PART HEREOF[1]:

Exhibit A: General Terms and Conditions, Contractor of Choice Master Services Agreement ("COC MSA) between the parties dated June 1, 2022
Exhibit B: RESERVED
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Exhibit D: Pricing Schedule
Exhibit E: Technical Requirements
Attachment E-1: Technical Specifications-Scope of Work
Attachment E-2: Attachments

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Exhibit G: Work Protocols and Environmental Requirements
Exhibit H: Owner's Contractor Safety Policy

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necessary. Work preparation or actual Work shall not be initiated until the Purchase Order has been issued. Any Work performed by Contractor without a Purchase Order will be performed at the sole risk of and expense to Contractor.

Amendments or modifications of this Agreement shall not be valid unless evidenced in writing and, except for Purchase Orders, described below, signed by duly authorized officers of Owner and Contractor. This Agreement establishes the terms and conditions under which Owner may engage, in its sole discretion, Contractor for Work during the term of this Agreement. This Agreement establishes the terms and conditions applicable to all Work as may be authorized by Owner pursuant to the Agreement or any applicable Purchase Order issued by Owner. CONTRACTOR SPECIFICALLY ACKNOWLEDGES THAT OWNER MAY ISSUE PURCHASE ORDERS THAT DO NOT CONTEMPLATE WRITTEN ACCEPTANCE BY CONTRACTOR. CONTRACTOR HEREBY AGREES THAT OWNER SHALL BE ENTITLED TO RELY ON CONTRACTOR'S COMMENCEMENT OF PERFORMANCE OF WORK AS EVIDENCING CONTRACTOR'S ACCEPTANCE OF THE PURCHASE ORDER, IN WHICH CASE SUCH WORK PURCHASE ORDER SHALL CONSTITUTE AN AGREEMENT DOCUMENT AND SHALL BIND THE PARTIES AS THOUGH COUNTERSIGNED BY EACH OF THEM. Unless specifically indicated in the applicable Purchase Order, each Purchase Order shall not amend, change or otherwise modify the then current terms and conditions of this Agreement. The Parties have established the foregoing structure to expedite Owner's engagement of Contractor for Work as and when Owner elects to do so. If awarded to Contractor, the Purchase Order will include all Services and/or Equipment to be provided by Contractor, either directly or through the retention of Subcontractors, as authorized under the applicable Purchase Order.

III. PRICE

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V. INVOICING

The Purchase Order number shall be referenced on all correspondence and invoicing associated with the Work. Failure to include this information may lead to delayed payment or rejection of the invoice.

VI. SALES TAX

The Connecticut Light and Power Company dba Eversource Energy (CL&P), Yankee Gas Services Company dba Eversource Energy (YG) and Eversource Energy Service Company (Eversource) have each been issued a Direct Payment Permit by the Connecticut Department of Revenue Services ("DRS"). This permit allows CL&P, YG and Eversource to pay Connecticut Sales Tax directly to the DRS. As a result of this permit, suppliers to these companies should not charge Connecticut sales tax for purchases by CL&P, YG or Eversource for Work associated with this Agreement. Please review the .pdf files of the CL&P, YG and Eversource Direct Payment Permits at https://www.eversource.com/content/ct-c/about/about-us/doing-business-with-us/supplier-

sourcing/connecticut-direct-payment-permits. Copies of these permits should be retained with in your company's records to support not collecting sales tax from CL&P, YG and Eversource.

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The parties have executed this Agreement and acknowledge the Effective Date is as of the date pursuant to Section I of this Cover Agreement:

Riggs Distler & Company Inc., Contractor	**Eversource Energy Service Company**
By Shane Humphries	**By** [redacted]
Printed Shane Humphries	**Printed** [redacted]
Title Regional Manager	**Title** Manager- Procurement
	5-4-2022

REDACTED

Exhibit D

Work Type	Unit Items	Unit Cost Bid Amount (Dollars) Central	Unit Cost Bid Amount (Dollars) Eastern	Unit Cost Bid Amount (Dollars) Western
Pole Top Configuration	Single Phase, No Equipment	[redacted]	[redacted]	[redacted]
	Single Phase, With Equipment			
	Multi-Phase, No Equipment			
	Multi-Phase, With Equipment			
	Secondary, No Equipment			
	Secondary, With Equipment			
Riser with Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Riser without Relocation	Single Phase Riser			
	Multi-Phase Riser			
	Secondary Riser			
Transfers	Transfer, Open Wire (Old Rack)			
	Transfer, Open Wire (New Rack)			
	Transfer, Open Wire (Dead End)			
	Transfer, Aerial Cable			
Pole Hole	Successful Hole Drill			
	Unsuccessful Hole Drill Attempt			
	Hand Dig (Per hour)			
	Sidewalk Cut (Per hour)			
Pole Set	Pole Set Completion (Level 1 Difficulty)			
	Pole Set Completion (Level 2 Difficulty)			
	Pole Set Completion (Level 3 Difficulty)			
	Ornamental Street Light Pole Set Completio			
	Pull Pole & Dispose			
Reconductoring	Run Primary Wire			
	Remove Primary Wire			
	Run Secondary Wire			
	Remove Secondary Wire			
	Clip in Conductor			
Down Ground	Replace Down Ground			
	Street Light Bracket Grounding			

REDACTED

Maintenance Items / Pole Restoration	Repair Broken / Missing Groundwire	[redacted]
	Repair Broken / Missing Guy Guard	
	Cross Arm Repair / Replace	
	Alley Arm Repair / Replace	
	Repair Broken Insulator	
	Repair Broken Cut Out	
	Zap Shield for Missing Animal Protection	
	Repair Splice	
	Lengthing of Primary	
	Lengthing of Service	
	Replace Tranformer	
	Raise Transformer	
	Transport Transformer (Per Hour)	
	Raise Street Light	
	Raise Secondary	
	Raise Aerial Cable	
	New Taps	
	Reform Drip Loops	
	Pole Numbering	
	Unfused Xfmr 1PH	
	Unfused Xfmr 3PH	
	Trip Saver 1PH	
	Trip Saver 3PH	
	Missing Animal Protection	
	Hot Line Clamps	
	Floating Primary	
	Skinned Location	
	Messenger Guard	
	Arresters	
	Bent Pin	
	Multiple Splice Repair (if >4)	
	Stirrup 1PH	
	Stirrup 3PH	
	New Anchor with One Guy Included	
	Down Guy	
	Fiber Rod	
	Span Guy	
	Pull Anchor	
	U-Guard over Primary/Secondary	
	Flexguard over SL Wire	
	Vegetation (Vines) between Primary & Secondary	
	Assist Telephone Co. (2 man crew) (Per hour)	
	Assist Telephone Co. (3 man crew) (Per hour)	

REDACTED

Exhibit F

REDACTED

Property Impact and Incidental Property Damage Procedure

I. PURPOSE

This procedure serves as the standard for customer communications, work site management and remediation of property damage to be followed when an Eversource employee(s) and/or contractor(s):

- Anticipates customer property impacts to the original condition of a customer's property while performing work on behalf of the company or the customer.
- Encounters a situation where property impacts were not anticipated but were determined to be required.
- Causes incidental customer property damage while performing work on behalf of the company or the customer.

This procedure excludes property impacts caused by minor and major storm events and necessary rights-of-way activities. This procedure also provides requirements for employees when the recovery and claims processes are implemented and does not waive Eversource's rights and remedies.

II. AREAS/PERSONS AFFECTED

- Eversource employees
- Eversource contractors

III. POLICY

Eversource's mission to deliver reliable energy and superior customer service requires all of us to conduct work in a manner that ensures our employees' and customers' safety, and results in the desired customer outcomes through proactive communications. This includes taking steps to avoid causing property impacts and/or incidental customer property damage, when possible. Doing so will further our commitment to meet the highest expectations of our customers.

IV. DEFINITIONS

Customer Property Impact – Changes to the original condition of a customer's property that are anticipated and/or known prior to, or while performing, the work.

Customer Resolution Group – The department within the Customer Group responsible for implementation and management of the recovery process associated with customer property impacts and incidental property damage.

Emergent Work – Work that is performed to ensure public or employee safety or to restore service to our customers.

Incidental Customer Property Damage – Customer property damage that occurs when a change in the condition of a customer's property occurs as a result of a preventable, unintended consequence while performing work.

Local Control – Decisions made by operating company leadership.

Feasible – Practical and achievable activities within work scope, timing and resources.

REDACTED

Property Impact and Incidental Property Damage Procedure

V. WORK SITE STANDARDS AND MANAGEMENT PROTOCOL

Treat each customer interaction as an opportunity to build trust, instill confidence and demonstrate respect for our customers' time, property and information needs.

Attempt to notify the customer(s) prior to beginning any work on their property.

Minimize our impact to customer property when performing our work.

If impact or damage occurs, work with the customer to safely restore his or her property to its pre-work condition, or to the extent feasible.

Procedure Description

Workers will ensure work sites are free from accumulations of waste material, debris or rubbish associated with the work.

Cleaning will be conducted on a daily basis. All equipment, temporary structures, waste and other surplus construction materials will be removed at the end of the day, unless required for later stages of the work. Materials left on site will be secured through job completion.

When planned field work has the potential to result in an impact to the customer's property, steps will be taken to notify the customer of the impact and any necessary repairs.

If a customer's property is damaged, the field worker(s) on site will talk with his or her supervisor. Then he or she will attempt to notify the customer/property owner of what happened and how we are going to fix it.

If the customer is not at the location where impact occurred, the worker will place a door hanger to provide notification, reassuring the customer of the company's commitment to make it right. This may include remediation steps to restore the customer's property to its pre-work condition, to the extent feasible. If this cannot be achieved, the recovery process (see Appendix A) will begin.

REDACTED

Known Property Impact

VI. PROCEDURE

A. Known or Potential Customer Property Impact Associated with Planned or Emergent Work and Further Repair

Steps shall always be taken to avoid customer property impact, when possible. Examples include positioning a vehicle to avoid impact to customer property and consideration of boring versus direct burial excavation.

When customer property impact cannot be avoided, the field employee will attempt to notify the customer of the impact beforehand, when possible. If the customer is not at the location (for example, at the home or business) nor available by telephone, a Supervisor or Designee will follow up and contact the customer as soon as possible, but no more than two business days, to:

a. Discuss the work and repairs completed and/or under way.
b. Schedule the repairs at a mutually agreed upon date and time.

Responsibilities

Employee/Contractor in Charge of the Job

1. Notify the customer (face to face, door hanger, telephone call) with general work scope and impact to the property. This includes explaining how repairs shall be handled and any follow-up actions and communications associated with the repair plan. A door hanger will be left for the customer, even if the customer is home, in order to provide the customer with the Eversource supervisor's name and phone number.

   NOTE: Repairs shall be consistent with Eversource's Remediation Standards. (see Appendix F)

2. Complete the work associated with the job and the repair(s), if possible.

   If the repair has commenced or is completed immediately following the job, proceed to Step 3.

   If the repair was not completed immediately following the job, i.e., repairs will be made at a later date/time, proceed to Step 4.

3. Review the repair(s) with the customer, if possible.

   - If the customer is satisfied with the work and no further action is required, document the customer's satisfaction on the Property Impact/Incidental Damage Form (See Appendix B for the form).
   - If the customer is not satisfied with the work, document that a call-back is required on the Property Impact/Incidental Damage Form and inform the customer that a company representative will be in contact within two business days or less.
   - If the customer was not available to discuss the damage and subsequent repairs, leave a door hanger.

4. Fill out and provide the Property Impact/Incidental Property Damage Form to the Supervisor or Designee for further action by the end of the business day.

Known Property Impact

NOTE: Any customer interaction that may result in additional inquiries (for example, media or regulatory) shall immediately be reported to the Supervisor or Manager responsible for the planned or emergent work that was performed to ensure his or her awareness and to notify Community Relations, as appropriate.

Supervisor or Designee
If the work in the field was completed as specified, there is no follow up work, and the customer was directly notified and is satisfied, the process ends. If not, proceed to step 5.

5. The Supervisor or Designee shall contact the customer(s) involved as soon as possible, but no more than two business days, to:

- Explain the property impact and the repair action plan to the customer(s) not present at the location when the work was done (including the schedule for repairs, if not already completed), or
- Further discuss the repair(s) if they are not to the customer's satisfaction.
- If the customer is not satisfied with the repair action plan or remains dissatisfied with the repairs that have already taken place, scan a copy of the completed Property Impact/ Incidental Property Damage Form and forward to the appropriate Manager or Designee as soon as possible, but no more than two business days.

6. Record the information from each Property Impact/Incidental Damage Form into the tracking system. Refer to section C of this document, Property Impact/Incidental Damage Tracking and Reporting System.

7. If the repair work was performed when the job was completed, record the date, scope of work performed and the contractor (and contracting firm), if applicable, who completed the work. Once the cost of the repair becomes available or a reasonable cost estimate may be obtained, the Supervisor or Designee records this information into the Property Impact/Incidental Damage Tracking and Reporting System.

8. If the repair work was not performed when the job was completed, the Supervisor or Designee will schedule the work with the contractor and the customer and will record the date in the Property Impact/Incidental Damage Tracking and Reporting System. If this date changes, the revised date must also be entered into the Property Impact /Incidental Damage Tracking and Reporting System, along with whether the change was initiated by the customer or the company.

After the scheduled repair has been completed, the Supervisor or Designee will update the Property Impact/Incidental Damage Tracking and Reporting System with the date that the work was performed and the scope of work completed. If the work was performed by a contractor, then the name of the contractor and contracting firm will also be included in the Property Impact/Incidental Damage Tracking and Reporting System.

Once the cost of the repair becomes available, or a reasonable cost estimate may be obtained, the Supervisor or Designee records the information into the Property Impact/Incidental Damage Tracking and Reporting System.

9. For those jobs where the customer has or will be required to file a claim, scan the Property Impact/Incidental Damage Form and attach it to an email that will be sent to the appropriate Claims email box (see Appendix C).

Known Property Impact

- The name of the eastern Massachusetts email box is: claims.admin@eversource.com
- The name of the Connecticut, New Hampshire and western Massachusetts email address is: TrsNU-Claims_Administration_@ eversource.com

Manager Level or Designee

10. If the customer concern has been elevated to the Manager level, the Manager or Designee shall review the Property Impact/Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs accordingly and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.
- In the event the customer remains dissatisfied, update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System and notify the Director or Designee for further direction and action. This must take place as soon as possible, but no more than two business days from receipt of notice of escalation.

Director Level or Designee

11. If the customer remains dissatisfied and the concern is elevated to the Director level or Designee, review the Property Impact /Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.
- In the event the customer remains dissatisfied, and within two business days of being notified, scan and email the Property Impact/Incidental Property Damage Tracking Form, along with a summary in the body of the email of the conversation with the customer and any other pertinent information not included on the form, to the Customer Resolution group, who will initiate the recovery process.

The Customer Resolution Group email address is: ExecutiveInquiries@eversource.com

See Appendix D, Known Customer Property Impact Process Flow, for visual overview of the steps outlined above.

Incidental Property Damage

B. Incidental Customer Property Damage or Further Repair

Steps shall always be taken to avoid incidental customer property damage.

Incidental customer property damage occurs when a change in the condition of a customer's property occurs as a result of a preventable, unintended consequence.

Examples include, but are not limited to, damaging a fence, a mailbox or causing landscape damage, such as putting a rut in a lawn or damaging a flower bed.

When incidental customer property impact occurs, the employee/contractor in charge of the job shall immediately report the incident to the Supervisor or Manager responsible for the job.

Responsibilities

Employee/Contractor in Charge of the Job

1. When incidental customer property damage occurs, immediately report the incident to the Supervisor or Manager responsible for the job.

2. Notify the customer (face to face, door hanger, telephone call) of the incidental property damage. This may include explaining how repair(s) shall be handled and any follow-up actions and communications associated with the repair plan. A door hanger will be left for the customer, even if the customer is home, in order to provide the customer with the Eversource supervisor's name and phone number.

NOTE: Repairs shall be consistent with Eversource's Remediation Standards. (See Appendix F)

3. Complete the work associated with the job and the repair(s), if possible.

4. Review the repair with the customer, if possible.

- If repair is not complete, provide status to customer and indicate that follow-up contact will be made by a company representative, within 2 business days.
- If the customer is satisfied with the work and no further action is required, document the customer's satisfaction on the Property Impact /Incidental Property Damage Tracking Form and notify the Supervisor. (See Appendix B for the form)
- If the customer is not satisfied with the work, document that a call-back is required on the Property Impact /Incidental Damage Form and inform the customer that the Supervisor responsible for the job will be in contact as soon as possible, but no more than two business days.
- If the customer was not available to discuss the damage and subsequent repairs, leave a door hanger.

5. Fill out and provide the Property Impact/Incidental Property Damage Form to the Supervisor or Designee for further action by the end of the business day.

NOTE: Any customer interaction that may result in additional inquiries (for example, media or regulatory) shall immediately be reported to the Supervisor or Manager responsible for the

Incidental Property Damage

planned or emergent work that was performed to ensure his or her awareness and to notify Community Relations, as appropriate.

Supervisor or Designee

6. The Supervisor or Designee shall contact the customer(s) involved by telephone as soon as possible, but no more than two business days to:

- Reach a customer who was not at home and received a door hanger to explain the property impact and the repair action plan (including the schedule for repairs).
- Reach a customer who was dissatisfied with our repairs to discuss the repairs and opportunities to achieve customer satisfaction.
- Notify the customer that a Claims Representative will call to discuss the situation if the required repair cannot be completed via local control (see Appendix C). Do not make a commitment on behalf of the company.

If the customer is not satisfied with the repair action plan or remains dissatisfied with the repairs that have already taken place, scan a copy of the completed Property Impact/Incidental Damage Form and forward to the appropriate Manager or Designee.

7. Record the information from each Property Impact/Incidental Damage Form into the tracking system. Refer to Section C of this document, Property Impact/Incidental Damage Tracking and Reporting System.

8. If the repair work was performed when the job was completed, record the date, scope of work performed and the contractor (and contracting firm), if applicable, who completed the work. Once the cost of the repair becomes available or a reasonable cost estimate may be obtained, the Supervisor or Designee records this information into the Property Impact /Incidental Damage Tracking and Reporting System.

9. If the repair work was not performed when the job was completed, the Supervisor or Designee will schedule the work with the contractor and the customer and record the date in the Property Impact/Incidental Damage Tracking and Reporting System. If this date changes, the revised date must also be entered into the Property Impact/Incidental Damage Tracking and Reporting System, along with whether the change was initiated by the customer or the company.

After the scheduled repair has been completed, the Supervisor or Designee will update the Property Impact/Incidental Damage Tracking and Reporting System with the date that the work was performed and the scope of work completed. If the work was performed by a contractor, then the name of the contractor and contracting firm will also be included in the Property Impact/Incidental Damage Tracking and Reporting System.

Once the cost of the repair becomes available, or a reasonable cost estimate may be obtained, the Supervisor or Designee records the information into the Property Impact/Incidental Damage Tracking and Reporting System.

10. For those jobs where the customer will be required to file a claim, scan the form and attach it to an email that will be sent to the appropriate Claims email box (see Appendix C).

- The name of the eastern Massachusetts email box is: claims.admin@eversource.com.

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Incidental Property Damage

- The name of the Connecticut, New Hampshire and western Massachusetts email address is: TrsNU-Claims_Administration_@eversource.com

Manager Level or Designee

11. If the customer concern has been elevated to the Manager level, the Manager or Designee shall review the Property Impact/Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair with the customer and the customer agrees to further repairs, proceed with repairs accordingly and update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System.

- In the event the customer remains dissatisfied, update the additional action steps in the Property Impact/Incidental Damage Tracking and Reporting System and notify the Director or Designee for further direction and action. This must take place as soon as possible, but no more than two business days from receipt of notice of escalation.

Director Level or Designee

12. If the customer remains dissatisfied and the concern is elevated to the Director Level or Designee, review the Property Impact /Incidental Damage Form and contact the customer(s) as soon as possible, but no more than two business days to resolve the open issues.

- If after discussing the repair or the repair plan with the customer and the customer agrees to further repairs, proceed with the repairs and update the additional action steps in the Property Impact /Incidental Damage Tracking and Reporting System.

- In the event the customer remains dissatisfied, within two business days of being notified, scan and email the Property Impact/Incidental Damage Form, along with a summary in the body of the email of the conversation with the customer, to the Customer Resolution group, who will initiate the recovery process.

  The Customer Resolution Group email address is: ExecutiveInquiries@eversource.com

  See Appendix E, Incidental Customer Property Damage or Further Repair Process Flow, for visual overview of the steps outlined above.

C. Property Impact/Incidental Damage Tracking and Reporting System

As previously outlined in this procedure, employees responsible for the job in the field will complete a Property Impact/Incidental Damage Form and provide the Supervisor responsible for the job with a copy of the completed form.

The Supervisor or Designee is required to track each Property Impact/Incidental Damage Form in the Property Impact/Incidental Damage Tracking and Reporting System.

In addition to the data on the form being completed by the employee or contractor involved in the property impact or incidental property damage, the Supervisor or Designee is also required to include the additional information referenced in this procedure. This includes, and is not limited to, the date the work is scheduled (if not completed on same day as the property impact or damage), the date the work is completed, the scope of the required work, the employee or contractor who performed the work, and the cost or cost estimate for the work.

This information will be combined into reports which will track activity for the new process over time, and the information will be shared with employees, contractors and management.

VII. REVISION HISTORY

Revision Number	Date	Reason
Rev 0	August 2013	Original issue
Rev 1	October 2013	Appendix F Revision
Rev 2	November 2013	Purpose and Definition Revisions, Page 1
Rev 3	February 2015	As of 2/2/15, Northeast Utilities is doing business as Eversource Energy ("Eversource")

VIII. APPENDIX

Appendix A – Recovery Process

Appendix B – Property Impact/Incidental Damage Form

Appendix C – Claims Process

Appendix D – Known Customer Property Impact Process Flow

Appendix E – Incidental Customer Property Damage or Further Repair Process Flow

Appendix F – Eversource Remediation Standards

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Property Impact and Incidental Property Damage Procedure, Appendix A

Recovery Process

The recovery process was designed to resolve customer issues involving property impacts or incidental property damage that have been escalated beyond the management staff within the business area responsible for the field work or the Claims area. The recovery process is being managed by the Customer Resolution Group, which currently handles other escalated customer issues for Eversource.

- If a customer is not satisfied after speaking with management staff in the area responsible for the field work or the Claims representative, then the Customer Resolutions Group – which is responsible for the recovery process – will be notified. Specifically, the Property Impact/Incidental Damage Form completed by the field employee will be scanned and sent to the Executive Inquiries email box at *ExecutiveInquiries@eversource.com*. Also included in the body of the email will be a summary of any subsequent conversations that took place with the customer and any other pertinent information not included on the Property Impact/Incidental Damage Form. The originator of the email will receive an email confirming receipt of the form.
- The Customer Resolutions staff will contact the customer within two business days of receipt of scanned form, and explain that his or her issues are under additional review.
- The Customer Resolutions staff will then review what has happened, and will determine whether or not the resolution offered to the customer was consistent with the new Property Impact and Incidental Property Damage Procedure. If additional action is required, the Customer Resolutions staff will work with their single point-of-contact in the business area responsible for the field work, and the customer, to bring the issue to closure. If the action taken was deemed to be appropriate, then the Customer Resolutions staff will notify the customer. Bringing the issue to closure with the customer will occur within three business days.
- The Customer Resolutions staff will notify the single point of contact responsible for field work and the Claims representative (if applicable) of issue closure.

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Property Impact and Incidental Property Damage Procedure, Appendix B

Property Impact / Incidental Damage

☐ PROPERTY IMPACT ☐ INCIDENTAL DAMAGE

BUSINESS GROUP		
ELECTRIC ☐ CT ☐ EAST MA ☐ NH ☐ WEST MA	GAS ☐ CT ☐ MA	TRANSMISSION ☐
DIVISION	DISTRICT / AWC	DEPARTMENT
DATE OF INCIDENT	TIME OF INCIDENT	

EMPLOYEE NAME	CREW LEAD NAME	☐ EVERSOURCE ☐ CONTRACTOR
RESPONSIBLE EVERSOURCE SUPERVISOR	CONTRACTOR COMPANY NAME *(IF APPLICABLE)*	CONTRACTOR SUPERVISOR NAME
WORK ORDER OR TROUBLE TICKET NUMBER *(IF APPLICABLE)*		
ADDRESS OF INCIDENT	TOWN / STATE	
TYPE OF DAMAGE / IMPACT		

CONTACT TYPE
☐ FACE-TO-FACE ☐ NONE
☐ TELEPHONE ☐ OTHER *(DESCRIPTION)* _____
☐ DOOR HANGER

CONTACT NAME	CONTACT PHONE NO.	CONTACT E-MAIL *(OPTIONAL)*
IS THE CONTACT PERSON THE PROPERTY OWNER? ☐ YES ☐ NO	PROPERTY OWNER NAME OR BUSINESS	PROPERTY OWNER PHONE NO.
STATUS OF REMEDIATION ☐ COMPLETED ☐ NOT COMPLETED	RESOLUTION	

IF REPAIR HAS BEEN COMPLETED, IS CUSTOMER SATISFIED OR IS A CALL-BACK FROM SUPERVISOR OR DESIGNEE REQUIRED?
☐ CUSTOMER IS SATISFIED ☐ CALL-BACK REQUIRED

EMPLOYEE SIGNATURE	TODAY'S DATE

SUPERVISOR SECTION

INITIAL FOLLOW-UP CALL:

SUPERVISOR NAME	SUMMARY
DATE CONTACT MADE	
CONTACT NAME	

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Property Impact and Incidental Property Damage Procedure, Appendix C

Claims Process

The goal is to have repairs made via local control; however, there will be instances based on cost considerations and the availability of contractor resources when the customer will be asked to work through the Claims process for compensation. The first step will be for a Claims Representative to contact the customer.

- When a property impact or incidental property damage occurs, the field employee or contractor will complete a Property Impact/Incidental Damage Form and will submit it to a Supervisor or his or her Designee.
- The Supervisor or Designee will scan the Property Impact/Incidental Damage Form completed by the employee and send it to the Claims email box at *claims.admin@eversource.com for* eastern Massachusetts and *TrsNU-Claims_Administration_@eversource.com* for Connecticut, New Hampshire and western Massachusetts.
- The Claims Representative will contact the customer and begin the process of opening a claim. This initial contact with the customer will take place within two business days of the Claims Representative receiving the scanned Property Impact/Incidental Damage Form.
- The Claims Representative will make a decision within five business days regarding what level of compensation will be offered, will notify the customer, and will contact the Supervisor or Designee with the same information.
- In the event that a customer is not satisfied after these process steps have occurred, the Claims Representative will contact the Customer Resolution Group, which is responsible for managing the Recovery process. The Claims Representative will scan the completed employee form received from the field manager and send it to the Executive Inquiries email in-box (*ExecutiveInquiries@eversource.com*). Also included in the email will be the name and telephone number for the customer and any other pertinent information, including a summary of any interactions that took place with the customer after the form was completed by the field employee. The Claims Representative will receive an email confirming receipt of the form.

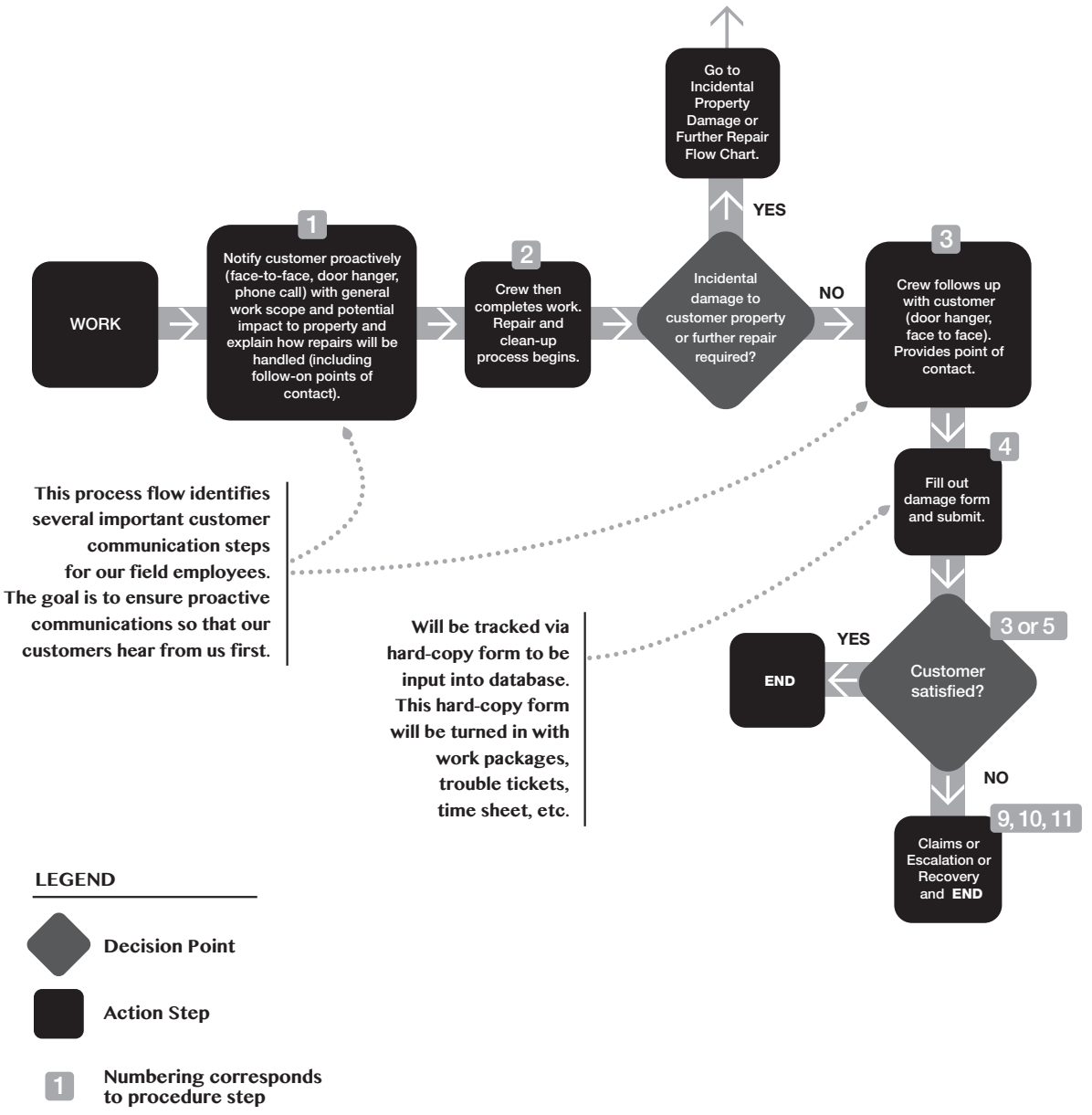
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Property Impact and Incidental Property Damage Procedure, Appendix D

Process Flow: Planned or Emergent Work (Excludes New Service for Gas Operations)

This is a high-level visual overview of the steps outlined in the "Property Impact and Incidental Property Damage" Procedure

*WORK THAT HAS **KNOWN** CUSTOMER PROPERTY IMPACT*



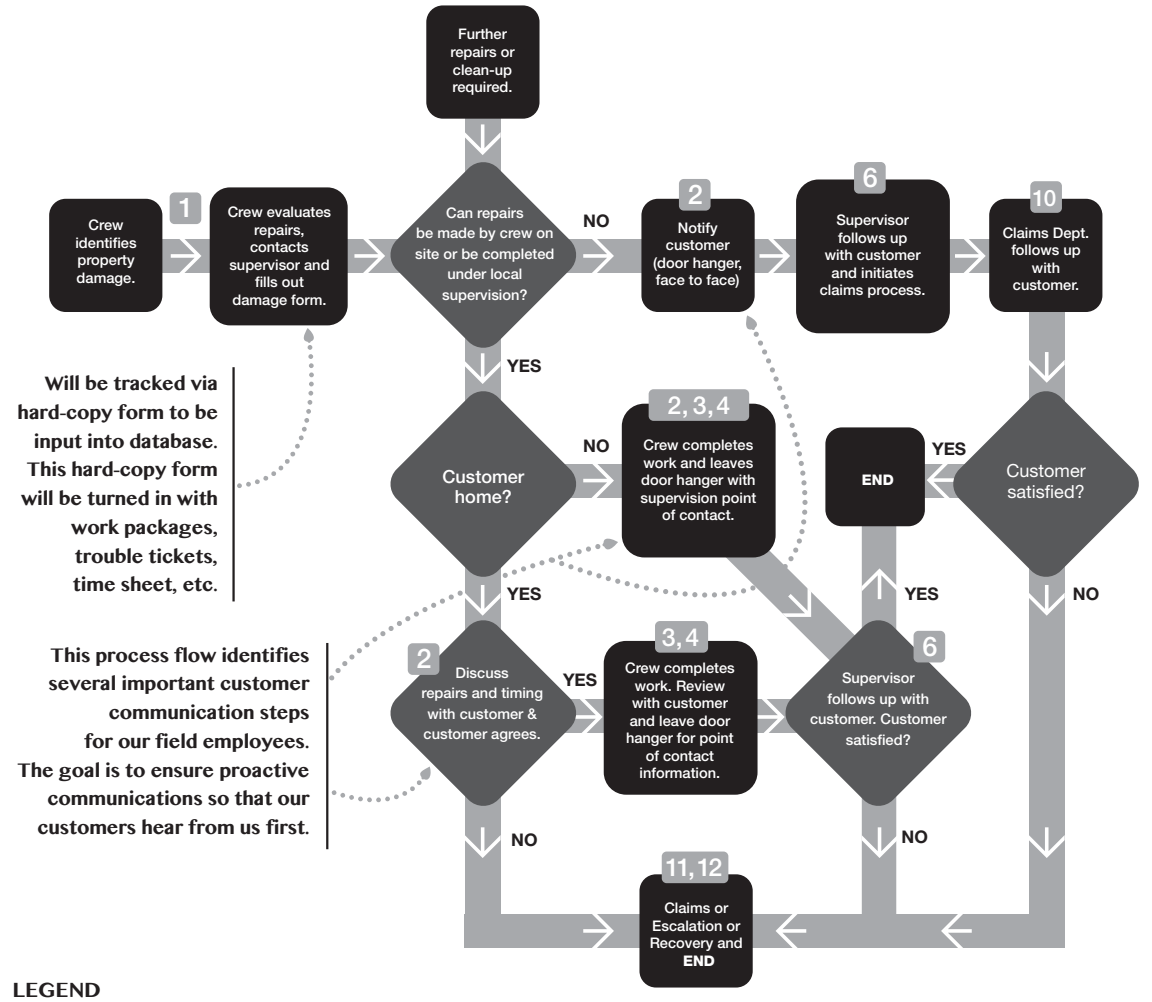
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Property Impact and Incidental Property Damage Procedure, Appendix E

Process Flow: Planned or Emergent Work

This is a high-level visual overview of the steps outlined in the "Property Impact and Incidental Property Damage" Procedure

INCIDENTAL CUSTOMER PROPERTY DAMAGE OR FURTHER REPAIR



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Property Impact and Incidental Property Damage Procedure, Appendix F

Eversource Remediation Standards

With proactive communications with our customers, we take a first and important step in ensuring their confidence in us. Together with one company-wide standard for how we will remediate any damage, we ensure a consistent and positive service experience.

These minimum standards have been developed for in-scope activities and impacts. They describe the steps we will take to return the customer's property to its pre-work condition.

Minimum Remediation Standards We Will Follow

Damage Types	Minimum Standards We Will Follow
Oil spill remediation to fix a stained driveway	• Clean the driveway with an absorbent to ensure the surface is functional and safe and meets the customer's satisfaction.
Debris removal from non-storm related tree maintenance work/capital projects	• Remove and dispose of all trimmings and debris associated with the tree work from the job site unless directed otherwise by the customer/property owner. Wood that can be chipped is removed. Firewood-sized pieces are left for the customer/property owner. • After 7 days, we will retrieve the wood, if required.
Transmission Rights-of-Way (ROW) work	• For routine maintenance, all stumps shall be less than 3 inches in height and all slash shall be wind-rowed along the right-of-way edge or diced in general areas. In sensitive areas, slash shall be diced, chipped or removed from the right-of-way depending on the physical limitations of the site. • For reclamation and risk tree removal, property owners will be provided options for wood disposal and site cleanup.
Integrated Rights-of-Way (ROW) vegetation management work	• Current policies specify a variety of control methods for brush on ROWs.

(continued...)

Property Impact and Incidental Property Damage Procedure, Appendix F

Minimum Remediation Standards We Will Follow — continued

Damage Types	Minimum Standards We Will Follow
Removal of plantings around padmount transformers (identified during surveys/inspections)	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible, while ensuring minimum clearances for padmount transformers are maintained.
Structure damage – siding, mailboxes, stone walls, fences, attic vents, vehicles	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.
Subsurface damage – underground dog fencing, underground sprinkler system, septic systems, well cap damage, customer-owned electrical wiring	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.
Surface repairs – damaged driveways, pavers or sidewalks	• Repair/replace the property to the customer's satisfaction, attempt to obtain similar materials, and restore the property to its original condition or to the extent feasible. • If this can't be achieved, the recovery process will continue to the next step.

(continued...)

Property Impact and Incidental Property Damage Procedure, Appendix F

Minimum Remediation Standards We Will Follow — continued

Damage Types	Minimum Standards We Will Follow
Damaged Driveway	• A qualified contractor will be hired by Eversource to excavate and remediate the damaged section plus a 1-foot extension for the integrity of the repair. • The contractor will make repairs consistent with/appropriate for the existing type/style and condition of the driveway area. • If this can't be achieved, the recovery process will continue to the next step.
Damaged Sidewalk	• Workers are required to adhere to all local town/city/state construction standards. • Same-day patch repair will be made to address local public safety. • Follow-up repairs will be made within 90 days (as seasonal conditions permit) to permanently remediate the damaged area and may include: ▪ Saw cutting and paving 1 foot beyond the damaged section for a continuous bituminous concrete surface ▪ Seam-to-seam replacement up to the expansion joint for a concrete surface
Landscaping – ruts, trenching, shrub damage, sod, debris, emergency tree trimming, dirt mounds by pole sets (dead grass), holes from removed poles	Customers will be provided these options: • Eversource will authorize first-line management to offer alternative solutions to the customer, e.g., reimbursement if customer makes own repairs. • Eversource will repair or replace the landscaping materials to restore the condition of the property/site to its pre-work condition. • If this can't be achieved, the recovery process will continue to the next step. • Removal of debris resulting from maintenance on our equipment (e.g., pole setting) **Note:** Debris from emergent tree or limb work will be the responsibility of the tree owner.

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Property Impact / Incidental Damage

☐ PROPERTY IMPACT ☐ INCIDENTAL DAMAGE

BUSINESS GROUP		
ELECTRIC ☐ CT ☐ EAST MA ☐ NH ☐ WEST MA	GAS ☐ CT ☐ MA	TRANSMISSION ☐
DIVISION	DISTRICT / AWC	DEPARTMENT
DATE OF INCIDENT	TIME OF INCIDENT	

EMPLOYEE NAME	CREW LEAD NAME	☐ EVERSOURCE ☐ CONTRACTOR
RESPONSIBLE EVERSOURCE SUPERVISOR	CONTRACTOR COMPANY NAME *(IF APPLICABLE)*	CONTRACTOR SUPERVISOR NAME
WORK ORDER OR TROUBLE TICKET NUMBER *(IF APPLICABLE)*		
ADDRESS OF INCIDENT	TOWN / STATE	
TYPE OF DAMAGE / IMPACT		

CONTACT TYPE
☐ FACE-TO-FACE ☐ NONE
☐ TELEPHONE ☐ OTHER *(DESCRIPTION)* _____
☐ DOOR HANGER

CONTACT NAME	CONTACT PHONE NO.	CONTACT E-MAIL *(OPTIONAL)*
IS THE CONTACT PERSON THE PROPERTY OWNER? ☐ YES ☐ NO	PROPERTY OWNER NAME OR BUSINESS	PROPERTY OWNER PHONE NO.
STATUS OF REMEDIATION ☐ COMPLETED ☐ NOT COMPLETED	RESOLUTION	

IF REPAIR HAS BEEN COMPLETED, IS CUSTOMER SATISFIED OR IS A CALL-BACK FROM SUPERVISOR OR DESIGNEE REQUIRED?
☐ CUSTOMER IS SATISFIED ☐ CALL-BACK REQUIRED

EMPLOYEE SIGNATURE	TODAY'S DATE

SUPERVISOR SECTION

INITIAL FOLLOW-UP CALL:

SUPERVISOR NAME	SUMMARY
DATE CONTACT MADE	
CONTACT NAME	

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