Date Filed: September 22, 2026

Witness: Warren R. Boutin and Andrew C. Belden
Request from: Interconnection Customer Coalition

Question:

Reference ICC-19. Describe whether and if so how this data is used internally by Eversource to refine processes, train employees or propose changes to Eversource Interconnection Documents. Specifically describe whether this data is used to determine appropriate staffing, employee incentives and/or compensation in any manner.

Response:

There have not been any formal interconnection disputes since January 2020.

As stated in the Company's response to ICC-010[i], Eversource reviews work processes with internal and external stakeholders throughout the year to ensure they are effective and relevant. Modifications to the Guidelines often result in the updating of the interconnection application process and the application itself.

Prior Referenced Response:

[i] ICC-010 Question:

Reference ICC-5. Provide any Eversource policies governing internal review timelines for identified interconnection process review and describe how employees are trained on these policies. Provide all training related to adherence to timelines. Identify the revision date of the relevant training, how often it is updated, and whether review of such training is mandatory for employees.

ICC-010 Response:

As described in the Company's response to ICC-005[i] the Eversource Interconnection Guidelines are used as basis for the interconnection process. Each department reviews the Guidelines to ensure the Guidelines are adhered to and timelines are measured. Experienced mentors are assigned to all new FTEs to review policies and procedures of the interconnection process.

Management receives a monthly PowerClerk Report where Process timelines are reviewed to ensure that the timelines are adhered to and understood by employees.

These reviews can be done on demand as well, such as when a new process is identified and agreed upon at the Interconnection Working Group and approved by PURA.

re reviewed at minimum monthly to ensure that the timelines are adhered to and understood by employees. Processes are reviewed by the team for efficiency and relevancy.

These reviews can be done on demand as well such as when a new process is identified, and agreed upon at the Interconnection Working Group and approved by PURA,