Date Filed: September 24, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Consumer Counsel

Question:

Refer to the response to OCC-359 explain why the Rate Year amount should be escalated since the costs declined each year from 2021-2025.

Response:

The Rate Year amount is a representative level of expense that the Company expects to incur during the Rate Year for temporary staffing. With labor costs continuing to increase, the use of the GDP-PI as a proxy for cost in the Rate Year is lower than the merit increases over the same period. Further, the 5-year and 2-year average for temporary staffing exceed the Rate Year amount, providing evidentiary support that the use of the GDP-PI is reasonable. While the Company has noted it is relying more on internal staffing, there continues to be a business need to utilize temporary staffing in various parts of the Company, as noted in the Company's response to EOE-125[i]. Further, these resources are considered staff augmentation meaning that a decrease in temporary staffing would be offset by an increase in full time FTEs. The reverse would also be true in the case the Company has a decrease in full time FTEs and needed to augment with temporary staffing.

Prior Referenced Response:

[i] EOE-125 Question:

(EXTERNAL STAFFING) Provide an unlocked Excel spreadsheet detailing the Company's 'external' average staffing levels for each year starting from 2018 through present, along with the overall gross costs. To the clear, this request is looking to identify the roles, counts, applicable external vendors, costs, and any other relevant details that could assist in minimizing follow-up interrogatories. This request is applicable to all types of external staffing including, but not limited to, vendors supporting line crew activities, customer service activities, IT development activities, etc.

EOE-125 Response:

The Company began tracking external staffing counts on a systematic, reportable basis starting in 2023. As a result, the system has data as of December 2023, and December 2024 and then by month starting in 2025 and 2026. Please refer to EOE-125, Attachment 1, for a headcount by Business Area using the respective December counts.

Please note that external staffing counts are not associated with a specific operating company. Therefore, in EOE-125, Attachment 1, the Company provides the requested data in relation to any business area that could potentially support

CL&P. This includes Shared Services Organizations such as CFO and Customer Group, as well as operational organizations such as Engineering and Safety, Training, and Fleet.

"External Staffing" referenced above is generally held to mean short-term temporary staffing that can include administrative/clerical, accounting/financial, technological, and project support. External staffing is hired through staffing agencies (i.e., temp agencies) or can been contracted directly with firms. During the period requested, the Company had two outside vendor companies that acted as staffing agencies, Randstad and Allegis Global Solutions. During the requested period, the Company directly contracted with 30 outside vendor companies. These vendors are Burns & McDonnell, TRC Engineers, Progressive Global Energy, United Utility Power Services, CHA Consulting, Capital Staffing Solutions, Leidos, RLC Engineering, Plant Forward Energy Services, Qualus, Ironhouse, Qualus Consulting, AI Engineers, ESPii, EN Specialty Services, PMA Consultants, Watkins Strategies, Airswift, Wunderlich-Malec, Power Engineers, Cascade, RCM Technologies, Global Technical Talent, Shermco Industries, EPST-A Voltyx Company, Parsons, Asplundh Engineering Services, BHI Energy, Saybrook Associates Inc., and Control Point Technologies.

The Overhead Line Department has kept internal reporting on counts for CL&P Distribution Overhead Line crews, as shown in EOE-125, Attachment 2. This includes headcounts by vendor with the averages from 2018 to June 2026.

The Company does not track staffing counts for any other types of Contractors. "Contractors" are vendors used to supplement the Company's internal work force for specific functions and projects to respond to the increase of work during peak need times including the seasonal demand of the work plan, repairs, and project management.

The gross costs on all Outside Services are included in EOE-125, Attachment 3, including all Outside Services provided to the Company by vendor. This includes the External Staffing, CL&P Overhead Line Crews and all other Contractors, as described above.