Eversource Energy
Non-Financial Goals

2021 - 2025

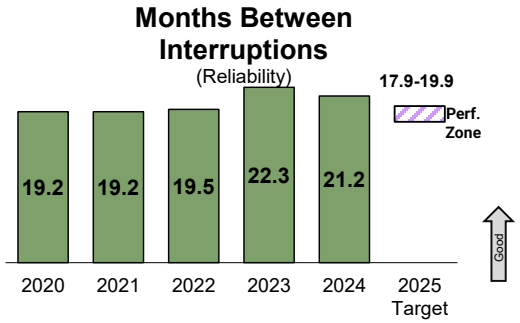
2025 Corporate Non-Financial Performance Goals

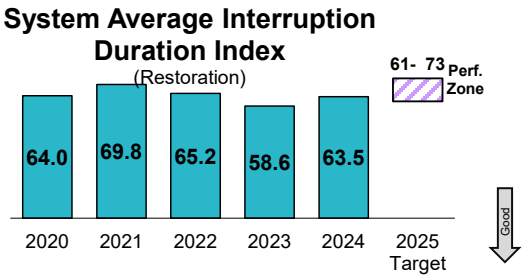
2025 Multi Dimensional Performance Model – Operational Performance

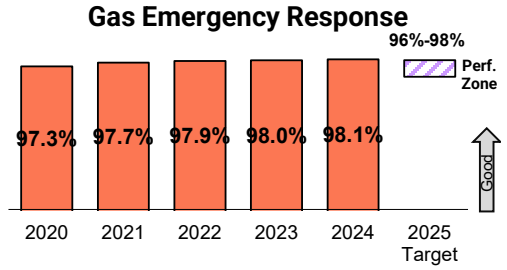
	Category	Plan 2025	Rationale	2024 Actual Results	2024 Target
Operational Performance - Metrics	Reliability - Avg. Months Between Service Interruptions (MBI)	17.9 - 19.9 Months	Reliability Performance targets developed to promote continuous improvement and maintain top decile performance vs industry comparators	21.2 Months	17.7 - 19.7 Months
	Restoration - System Average Restoration Duration (SAIDI)	61 - 73 Minutes	Restoration Performance targets developed to promote continuous improvement and maintain top decile performance vs industry comparators	63.5 Minutes	62 - 74 Minutes
	Safety Rate	0.80 - 1.25	Challenging target that continues to move the Company to improved performance.	0.76 Rate	0.85 - 1.30 Rate
	Gas Emergency Response	96%-98%	Target developed to meet or exceed all regulatory requirements	98.1%	96%-98%
	% Diversity of Hiring Slate (New)	57%-62%	Metric has changed for 2025 as potential challenges arose from the Supreme Courts' SFFA decision potentially impacting diversity target interpretation. The updated metric will better monitor the success of actions the Company is taking to foster an inclusive workplace by measuring the % of female/minority qualified candidates sourced to total candidate slate.	43.7%	41%-46%
	Sustainability Index (New)	81% -93%	Metric elements for 2025 have changed to incorporate internal key performing indicators reflecting meaningful measurement of our Sustainability achievements in addition to retaining peer to peer comparisons. These internal and external metrics will demonstrate our business is being conducted in an environmentally sensitive manner for our customers and communities.	73.8%	81%-93%
Operational Performance - Initiatives	Enhance the Customer Experience	1) Enhance strategies to improve the execution of the Emergency, Storm & Business Continuity Response and Stakeholder Communication plans 2) Efficiently execute the MA AMI project 3) Educate customers regarding energy costs and impacts of decarbonization. 4) Advance Eversource's commitment to Equity with Customer, Communities and Key Stakeholders 5) Execute the approximately $900M Energy Efficiency Plan budget for CT, MA and NH	Enhancements in these focus areas will lead to improvements in customer satisfaction and engagement		
	Clean Energy Execution	1) Integration of Gas & Electric System Planning to promote the ability to assess reliable Non-Pipe Alternatives enabling electrification 2) Execute the recently approved MA Electric Sector Modernization Plan to enable a clean energy future in support of state policies 3) Plan, develop and build transmission infrastructure to facilitate the interconnection of clean, renewable energy projects 4) Expand the development of utility owned solar and geothermal technology 5) Execute Distributed Energy Resource (DER) initiatives in MA	Eversource is committed to being a catalyst for clean energy. These initiatives will advance the region's clean energy agenda and position Eversource as a leader in clean energy and environmental stewardship. Identification and advancement of these opportunities would be additive to our earnings profile.		
Reliability weighted 25%, Restoration weighted 25%; All others combined weighted 50%					

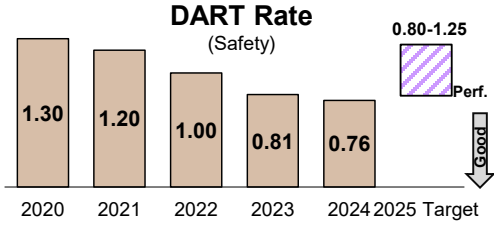
2025 Key Operating Performance Metrics

- Electric System Operation targets are designed to promote cost effective, continuous improvements
  - MBI (Reliability) and SAIDI (Restoration) metrics both expected to result in top decile performance within our peer group
- Gas Emergency Response target reflects a committed focus on continuously improved practices that enhance response to emergencies, and advancement to pipeline safety awareness in conjunction with newly enacted pipeline safety regulations
- DART Rate Target is set to maintain solid, consistent improvement in employee safety performance









2025 Key Operating Performance Metrics – Inclusion

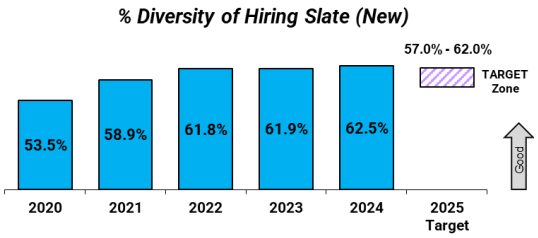
% Diversity of Leadership is becoming **% Diversity of Hiring Slate**

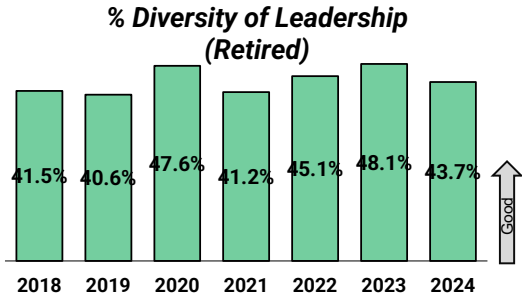
NEW - % DIVERSITY OF HIRING SLATE

- Measures the % of female/minority qualified candidates presented for hiring employees
- The updated metric will better monitor the success of efforts and actions that the Company is taking to foster an inclusive workplace
- **Target Range: 57.0% - 62.0%**

RETIRED - % DIVERSITY LEADERSHIP

- Measured the % of diversity leadership hires and promotions
- Moving away from annual targets based on workforce representation
- Potential challenges due to the Supreme Court's Students for Fair Admissions (SFFA) decisions
- **Target Range: 41.0% - 46.0%**





2025 Key Operating Performance Metrics – Sustainability

Sustainability Rating is becoming **Sustainability Index**

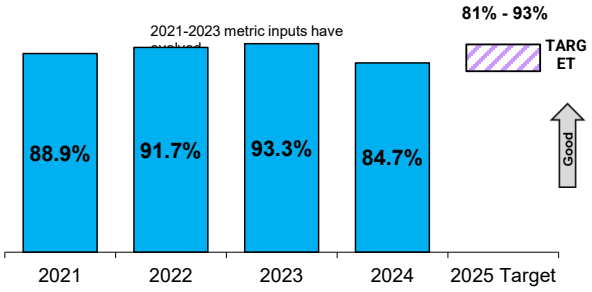
NEW - SUSTAINABILITY INDEX

- Blends external (40%) & internal (60%) performance
- Maintains external rating agency and peer-to-peer comparison
- Incorporates 13 internally derived KPIs, reflecting meaningful, measurable metrics representative of Eversource's sustainability actions
- Reflects metrics featured in the Climate Scorecard
- **Target Range: 81% -93%**

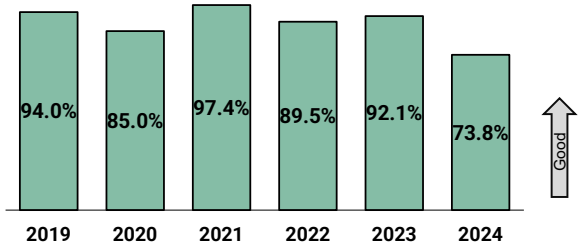
RETIRED - SUSTAINABILITY RATING

- Performance based on average of two external rating agency results vs. peer group
- Scoring methodologies change regularly and the performance of peers is variable
- Eversource results calculated once per year, limiting ability to make changes and impact YE performance
- Using a peer-to-peer comparison allows us to benchmark our performance
- **Target Range: 81% - 93%**

Sustainability Index (new)



Sustainability Rating (Retired)



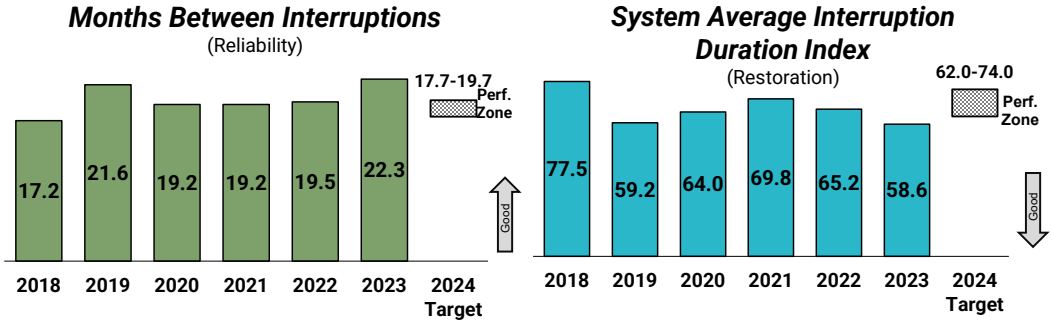
2024 Corporate Non-Financial Performance Goals

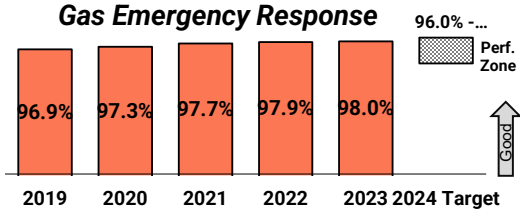
2024 Multi Dimensional Performance Model – Operational Performance

	Category	Plan 2024	Rationale	2023 Actual Results	2023 Target
Operational Performance - Metrics	Reliability - Avg. Months Between Service Interruptions (MBI)	17.7 - 19.7 Months	Reliability Performance targets developed to promote continuous improvement and maintain top decile performance vs industry comparators	22.3 Months	17.7 - 19.7 Months
	Restoration - System Average Restoration Duration (SAIDI)	62 - 74 Minutes	Restoration Performance targets developed to promote continuous improvement and maintain top decile performance vs industry comparators	58.6 Minutes	62 - 74 Minutes
	Safety Rate	0.85 -1.30 Rate	Challenging target that continues to move the Company to improved performance.	.81 Rate	0.9 - 1.35 Rate
	Gas Emergency Response	96%-98%	Target developed to meet or exceed all regulatory requirements	98%	96%-98%
	Diversity Index	41%-46%	Leadership is focused on diversity and inclusion in leadership positions. This is a specific Company measure and is not comparable to others in the industry.	48.1%	40.5%-45.5%
	Sustainability Ranking	81%-93%	Maintaining a high sustainability ranking in the top quartile when compared to our peers demonstrates we are focused on responsibly conducting our business in an environmentally sensitive manner for our customers and communities	92.1%	83%-95%
Operational Performance - Initiatives	Enhance the Customer Experience	Successful advancements in areas of: 1) Continued enhancement and efficient execution of the Emergency & Outage Response Plan and Stakeholder Communications Plans 2) Implement a Communication Plan to ensure policymakers, customers and employees are aware of resource adequacy impacts 3) Establish Meter Data Sharing policies / platform and communicate customer options in portal 4) Successfully progress the implementation of AMI and MDMS to improve customer information in MA 5) Achieve milestones established for Omni-MA Phase II including go-live for Western MA in Q1 and Eastern MA in Q2. 6) Expand the development of utility owned solar & storage projects 7) Scale decarbonization offerings to support increased energy efficiency goals	Enhancements in these focus areas will lead to improvements in customer satisfaction and engagement		
	Clean Energy Execution	Successful advancements in areas of: 1) Support on-going Off-Shore Wind project construction 2) Finalize and implement the MA Electric System Modernization Plan (ESMP) to enable a transition to a clean energy future and support state policies 3) Plan, develop and build Transmission infrastructure to facilitate the interconnection of clean, renewable energy projects 4) Expand the development of utility owned solar and electric vehicle infrastructure 5) Lead the cross-functional team to finalize science-based targets to advance carbon neutrality objectives 6) Plan and execute natural gas opportunities to support decarbonization and position natural gas as a key part of the clean energy transition, such as advancing geo-thermal and hydrogen opportunities	Eversource is committed to being a catalyst for clean energy. These initiatives will advance the region's clean energy agenda and position Eversource as a leader in clean energy and environmental stewardship. Identification and advancement of these opportunities would be additive to our earnings profile.		
Reliability weighted 25%, Restoration weighted 25%; All others combined weighted 50%					

2024 Key Operating Performance Metrics

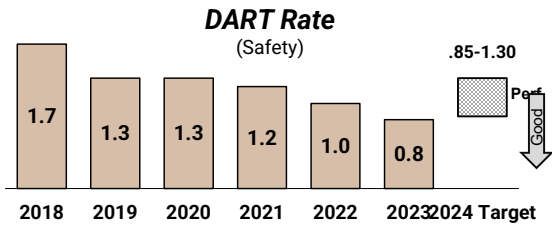
- Electric system operation targets are designed to promote cost effective, continuous improvements;
  - MBI (reliability) metric is expected to result in top decile performance
  - SAIDI (restoration) target expected to result in top decile performance
- Gas Emergency Response target reflects a committed focus on continuously improved practices that enhance response to emergencies, and advancement to pipeline safety awareness in conjunction with newly enacted pipeline safety regulations

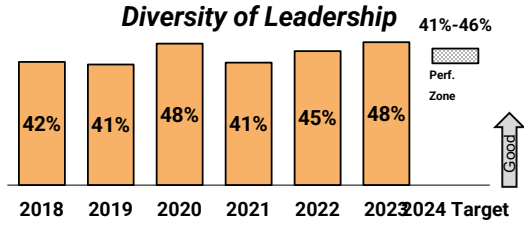


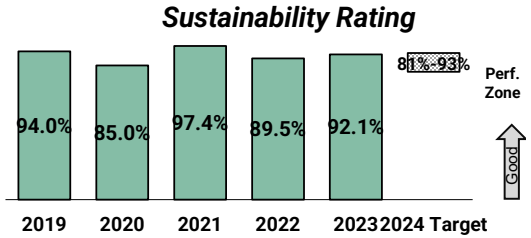


2024 Key Operating Performance Metrics

- DART Rate Target is set to maintain solid, consistent improvement in performance
- Diversity target range set to 41% to 46%, which will continue to drive the Company's diversity, equity and inclusion culture
- Sustainability target is top quartile performance when compared to U.S. peer companies







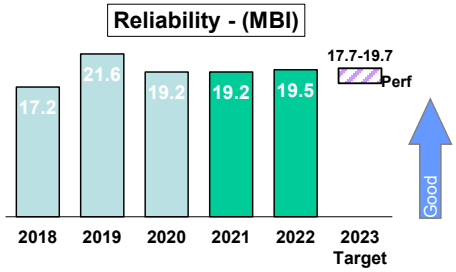
2023 Corporate Non-Financial Performance Goals

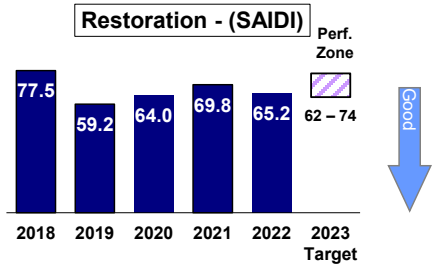
2023 Multi Dimensional Performance Model – Operational Performance

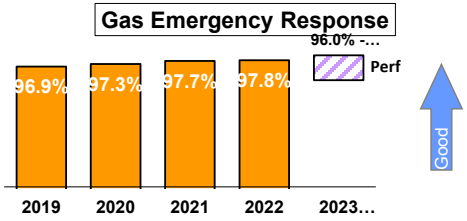
	Category	Plan 2023	Rationale	2022 Actual Results	2022 Target
Operational Performance - Metrics	Reliability - Avg. Months Between Service Interruptions (MBI)	17.7 - 19.7 Months	Reliability Performance targets developed to promote continuous improvement and maintain top decile performance vs industry comparators	19.5 Months	17.5 - 19.5 Months
	Restoration - System Average Restoration Duration (SAIDI)	62 - 74 Minutes	Restoration Performance targets developed to promote continuous improvement and maintain top quartile performance vs industry comparators	65.2 Minutes	63 - 76 Minutes
	Safety Rate	0.9 -1.35 Rate	Challenging target that continues to move the Company to improved performance.	1.0 Rate	1.0 - 1.4 Rate
	Gas Emergency Response	96%-98%	Target developed to meet or exceed all regulatory requirements	97.8%	95%-97%
	Diversity Index	40.5%-45.5%	Leadership is focused on diversity and inclusion in leadership positions. This is a specific Company measure and is not comparable to others in the industry.	45.1%	40%-45%
	Sustainability Ranking	83%-95%	Maintaining a high sustainability ranking (in the top 5% to 17% vs peer comparators) demonstrates we are focused on responsibly conducting our business in an environmentally sensitive manner for our customers and communities	89.5%	85%-97%
Operational Performance - Initiatives	Enhance the Customer Experience	Successful advancements of the plan in areas of: 1) Continued enhancement and efficient execution of the Emergency & Outage Response Plan and Stakeholder Communications Plans 2) Successful replacement of the Customer Call Center Technology and achieve milestones established for OMNI-MA Phase II 3) Replace corporate-wide Electric T & D SCADA System 4) Educate/shape stakeholder expectations regarding the impact of clean energy related issues 5) Initiate the implementation of MA AMI Plan, including Meter Data Management System and communications network coordinated with OMNI 6) Ensure T & D System and Communication Plans are in place to support potential for electric/gas resource adequacy issues and impacts 7) Educate customers regarding impact of energy supply on customer bills	Enhancements in these focus areas will lead to improvements in customer satisfaction and engagement		
	Clean Energy Execution	Successfully advance & execute clean energy initiatives including development of science-based targets, specific transmission interconnection infrastructure goals and achieving state specific goals including grid modernization. Evolve gas business to address decarbonization policy objectives, such as advancing the geothermal pilot and hydrogen opportunities. Expand the development of utility owned solar and EV infrastructure. Continue to execute on the three contracted offshore wind projects until divestiture.	Eversource is committed to being a catalyst for clean energy. These initiatives will advance the region's clean energy agenda and position Eversource as a leader in clean energy and environmental stewardship. Identification and advancement of these opportunities would be additive to our earnings profile.		
Reliability weighted 25%, Restoration weighted 25%; All others combined weighted 50%					

2023 Key Operating Performance Metrics

- Electric system operation targets are designed to promote cost effective, continuous improvements;
  - Reliability (MBI) metrics are expected to result in top decile performance
  - Restoration (SAIDI) targets are expected to result in 1st quartile performance
- Gas Emergency Response target reflects our commitments to further EGMA integration, enhanced MA response (45 mins), and advance pipeline safety management

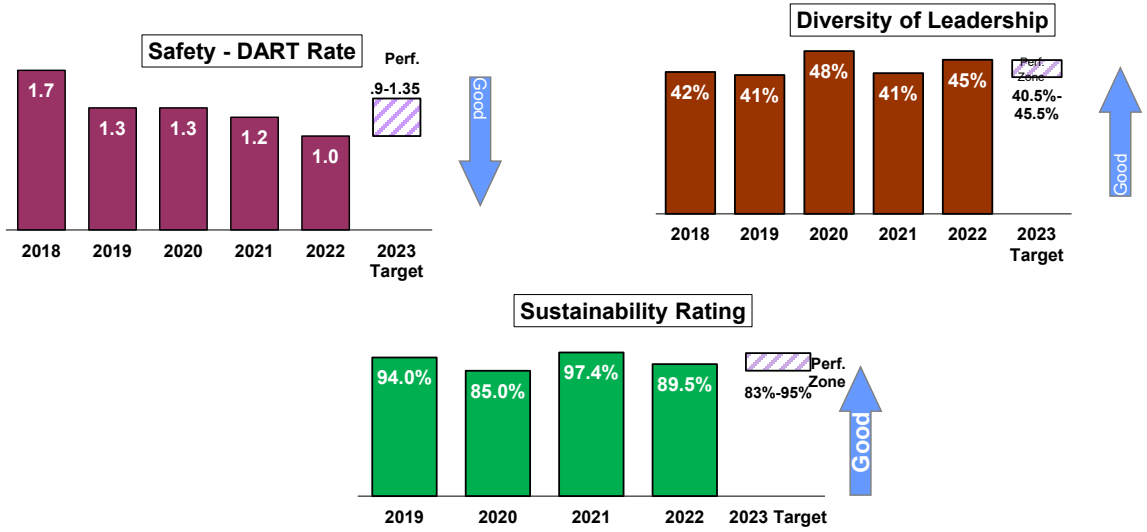






2023 Key Operating Performance Metrics, Continued

- DART Rate Target is set to maintain solid, consistent improvement in performance
- Diversity target range set to 40.5% to 45.5%, which will continue to drive the Company's diversity, equity and inclusion culture
- Sustainability target is top quartile performance when compared to U.S. peer companies



2022 Corporate Non-Financial Performance Goals

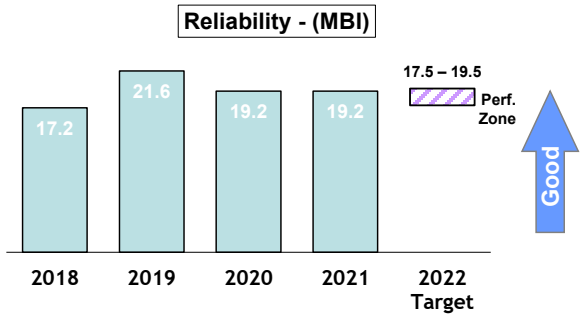
2022 Multi Dimensional Performance Model – Operational Performance

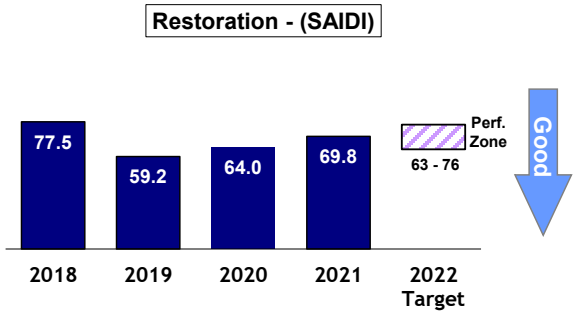
EVERSOURCE ENERGY

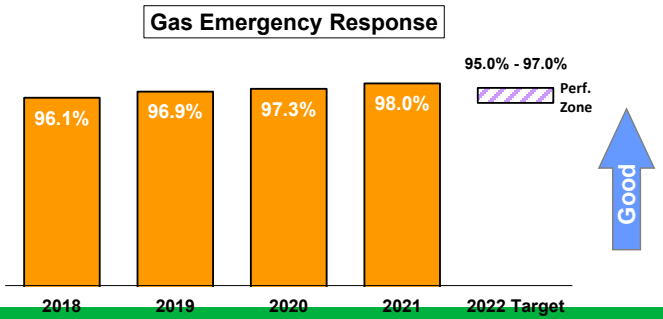
	Category	Plan 2022	Rationale	2021 Actual Results	2021 Target
Operational Performance - Metrics	Reliability - Avg. Months Between Service Interruptions (MBI)	17.5 - 19.5 Months	Reliability Performance targets developed to promote continuous improvement and maintain top decile performance vs industry comparators	19.2	17.2 - 19.2 Months
	Restoration - System Average Restoration Duration (SAIDI)	63 - 76 Minutes	Restoration Performance targets developed to promote continuous improvement and maintain top quartile performance vs industry comparators	69.8	64 - 77 Minutes
	Safety Rate	1.0 - 1.4 Rate	Challenging target that continues to move the Company to improved performance. DART rate calculation changed to OSHA methodology to better align safety metric expectations with regulatory standards, industry peers, and Environmental, Social & Corporate Governance (ESG) reporting	0.9	0.6 - 0.8 Rate
	Gas Emergency Response	95%-97%	Target developed to meet or exceed all regulatory requirements	98.0%	95%-97%
	Diversity Index	40%-45%	Leadership is focused on diversity and inclusion in leadership positions. This is a specific Company measure and is not comparable to others in the industry.	41%	45%
	Sustainability Ranking	85%-97%	Maintaining a high sustainability ranking demonstrates we are focused on responsibly conducting our business in an environmentally sensitive manner for our customers and communities	97%	85%
Operational Performance - Initiatives	Enhance the Customer Experience	Successful advancements of the plan in areas of: 1) Continued enhancement and efficient execution of the Emergency Response Plan 2) Successful go live of the OMNI Customer Information System and new SCADA system 3) Successful go live of new outage management system and analytics platform	Enhancements in these focus areas will lead to improvements in customer satisfaction and engagement	Achieved	
	Clean Energy Execution	Successfully advance & execute clean energy initiatives including carbon neutrality, succcessful start of construction for offshore wind, and achieving state specific goals including grid modernization, energy efficiency, MA Solar program and advance positioning gas for a clean energy future	Eversource is committed to being a catalyst for clean energy. These initiatives will advance the region's clean energy agenda and position Eversource as a leader in clean energy and environmental stewardship	Very positive results	
Reliability weighted 25%, Restoration weighted 25%; All others combined weighted 50%					

2022 Key Operating Performance Metrics

- Reliability targets are designed to promote cost effective, continuous improvement that are expected to result in top decile performance
- Restoration targets are designed to promote cost effective, continuous improvement that are expected to result in 1st quartile performance
- Gas Emergency target reflects response requirement of 45 minutes and meets all regulatory standards

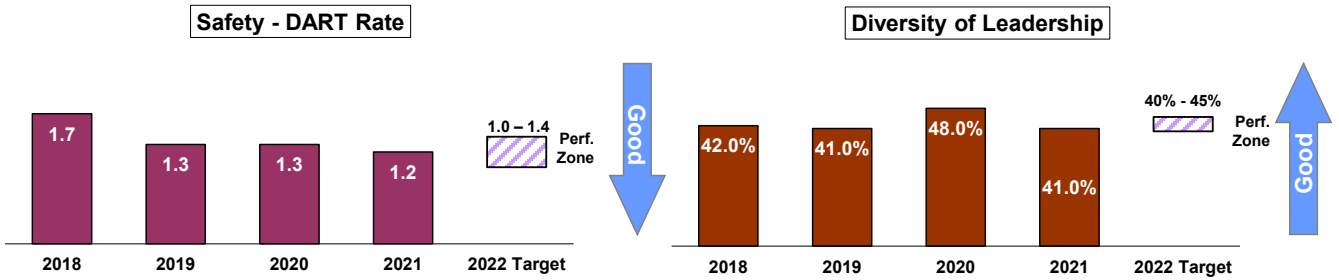


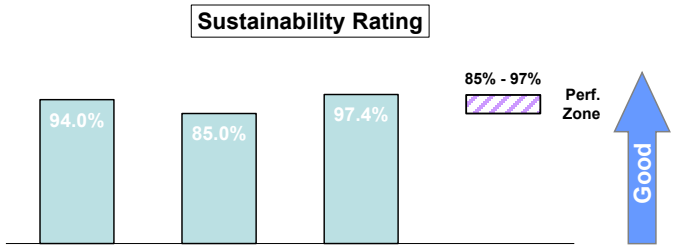




2022 Key Operating Performance Metrics (continued)

- DART Rate shifted to OSHA methodology to better align safety metric expectations with regulatory standards, industry peers, and Environmental, Social & Corporate Governance (ESG) reporting and target was set to maintain solid, consistent performance
- Diversity target will continue to drive the Company's diversity, equity and inclusion culture
- Sustainability target is set to continue high level of performance when compared to U.S. peer companies





2021 Corporate Non-Financial Performance Goals

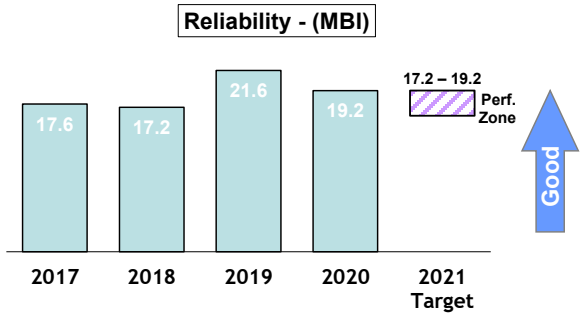
2021 Multi Dimensional Performance Model – Operational Performance

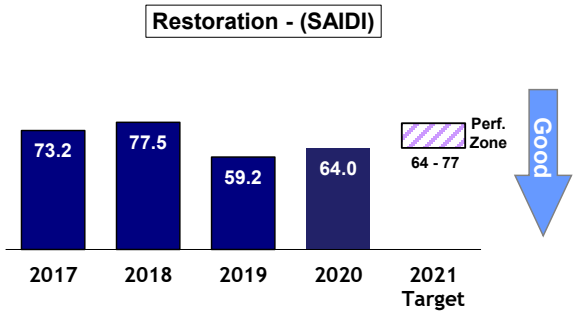
	Category	Plan 2021	Rationale
Operational Performance - Metrics	Reliability - Avg. Months Between Service Interruptions (MBI)	17.2 - 19.2 Months	Reliability Performance targets developed to promote continuous improvement and maintain top quartile performance vs industry comparators
	Restoration - System Average Restoration Duration (SAIDI)	64 - 77 Minutes	Restoration Performance targets developed to promote continuous improvement and maintain top quartile performance vs industry comparators
	Safety Rate	0.6 - 0.8 Rate	Challenging target that continues to move the Company to improved performance
	Gas Emergency Response*	95%-97%	Target developed to meet or exceed all regulatory requirements
	Diversity Index	42%	Leadership is focused on diversity and inclusion in leadership positions. This is a specific Company measure and is not comparable to others in the industry. Target represents 4-year average performance and is increased over 2020.
	Sustainability Ranking	≥75%	Maintaining a high sustainability ranking demonstrates we are focused on responsibly conducting our business in an environmentally sensitive manner for our customers and communities
Operational Performance - Initiatives	Transform the Storm Emergency Response Plan to Enhance the Customer Experience	Successful advancements of the plan in areas of: 1) Internal and external staffing optimization review and improvements 2) Enhancing our community portal for 2-way communication in real time during storm events 3) Upgrading the information technology for the outage management and customer communication infrastructure to ensure scalability and efficiency 4) Invest in technology and process improvements to ensure efficiency and accuracy in the damage assessment phase 5) Focus on gaps and solutions in the logistics part of the restoration, including vehicles and equipment	Enhancements in these key focus areas will lead to improvements in storm response, from the early stages of the planning process, through the actual restoration activities. In addition, improvements will be realized for critical external communication and messaging throughout the event, leading to improvements in the satisfaction of our customers.
	Clean Energy Execution	Successfully advance & execute clean energy initiatives including carbon neutrality, offshore wind, and achieving state specific goals including grid modernization, energy efficiency and positioning gas for a clean energy future	Eversource is committed to being a catalyst for clean energy. These initiatives will advance the region's clean energy agenda and position Eversource as a leader in clean energy and environmental stewardship
Reliability weighted 25%, Restoration weighted 25%; All others combined weighted 50%			

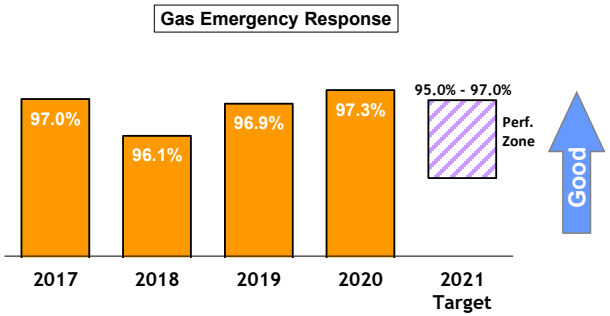
*Gas Emergency Response time requirement lowered from 60 minutes to 45 minutes in MA. Target adjusted accordingly.

2021 Key Operating Performance Metrics

- Reliability and Restoration targets are designed to promote cost effective, continuous improvement that are expected to result in 1st quartile performance
- Gas Emergency target adjusted to reflect new response requirement of 45 minutes in Massachusetts and below average performance currently at EGMA







2021 Key Operating Performance Metrics (continued)

- Safety target was set to maintain solid, consistent performance
- Diversity target was increased to 42%, which will continue to drive the Company's diverse and inclusive culture
- Sustainability target is top quartile performance when compared to U.S. peer companies

