Date Filed: October 21, 2026

Witness: Douglas P. Horton
Request from: Office of Consumer Counsel

Question:

(CONFERENCE) Please confirm that the Company's President and CEO, Joe Nolan, attended the Wolfe Research Utilities, Midstream & Clean Energy Conference 2026 and provide a full transcript of his remarks and interview(s) at the conference.

Response:

Please refer to OCC-944, Attachment 1, for the transcript of the Company's President and CEO, Joe Nolan's interview remarks with analyst Steve Fleishman at the Wolfe Research Utilities, Midstream & Clean Energy Conference 2026, attended on September 30, 2026.

Date Filed: October 20, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(STORM OVERTIME) Please refer to the Response to OCC-605. Please supplement the response as an unlocked Excel file and include columns indicating the employee's job title and a short description of their overtime work performed during the storm.

Response:

Referring to response to OCC-605[i], please refer to OCC-945, Attachment 1, for an unlocked excel file that includes the employee's job title. Please refer to EOE-040, Attachment 3, for description of storm roles.

Prior Referenced Response:

[i] OCC-605 Question

(STORM OVERTIME) For the test year, please provide the amount of overtime worked by each exempt employee by storm (i.e., do not provide a total amount worked for the year, but the amount per employee per each storm).

OCC-605 Response:

Please refer to OCC-605, Attachment 1 CONFIDENTIAL, regarding total amount of overtime worked by each exempt employee by storm.

Date Filed: October 21, 2026

Witness: Sasha P. Lazor and Marianne H. Eichler
Request from: Office of Consumer Counsel

Question:

(VARIABLE PAY) Please refer to CLP-EMPLOYEE-3 and the Response to OCC-613. Individually for 2024 and 2025, please indicate how many employees were categorized as "Improvement Needed to be Successful Contributor," and of those, how many received variable pay awards and how many received merit raises.

Response:

Please refer to Table 1 below for the number of EESCO and CL&P employees categorized as Improvement Needed to be a Successful Contributor ("NI") and number that received merit raises. There were employees rated NI who received a merit increase; however, the average increase was below the Company's guideline of 2% for that rating.

Table 1
EESCO and CL&P Employees Rated Improvement Needed

Eversource Energy Service Company

	Total Improvement Needed (NI) Ratings	Number of NI Ratings Receiving Merit	Number of NI Ratings Receiving Zero Merit
2024	97	58	39
2025	131	76	55

Connecticut Light & Power Company

	Total Improvement Needed (NI) Ratings	Number of NI Ratings Receiving Merit	Number of NI Ratings Receiving Zero Merit
2024	10	3	7
2025	7	0	7

Please refer to Table 2 below for the number of EESCO and CL&P employees categorized as Improvement Needed to be a Successful Contributor ("NI") and number that received variable compensation awards. There were employees rated NI who received a variable compensation award; however, the average award was below the Company's guideline of 70% of target for that rating.

Table 2
EESCO and CL&P Employees Rated Improvement Needed

Eversource Energy Service Company

	Total Improvement Needed (NI) Ratings	Number of NI Ratings Receiving Merit	Number of NI Ratings Receiving Zero Variable Comp
2024	97	58	39
2025	131	76	55

Connecticut Light & Power Company

	Total Improvement Needed (NI) Ratings	Number of NI Ratings Receiving Merit	Number of NI Ratings Receiving Zero Variable Comp
2024	10	3	7
2025	7	0	7

Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-623. Please provide all substantiation and/or evidence supporting the Company's assertion that the vendor performed more work than noted on their timesheet.

Response:

The approved timesheet referenced in OCC-623, serves as the evidence of the crew's work time. As notes in boxes 6 and 7, the crews were on the clock from 06:30 until midnight. 7 hours were compensated at the standby rate and the remaining were compensated at the working rate.

As discussed in OCC-623[i], the crews went to their first call around 13:30 and the crews did not finish up their tickets until midnight. Below are some of the calls completed within this timeframe.

Event #5275428, was the crew's first call of the day. The call was dispatched to the crews at 1:30 pm on 3/11/2024. The location of the event was on Marlborough Rd, Glastonbury. The event consisted of a broken crossarm with primary and secondary wires on the ground.

Event #5275486, was started at 3:18pm on 3/11/2024 and was completed at 11:57pm on 3/11/2024. The location of the event was on Lake Ridge Heights, Middletown. There was a broken frontier pole with multiple spans of electrical and communications wire down due to a large tree falling. The crews had to wait for the tree to be removed and frontier to set their pole before performing the necessary work to complete the event.

Prior Referenced Response:

[i] OCC-623 Question:

(MS24E) Please refer to Exhibit ACCT-2 (CLP-5A-01) (MS24E) p. 25.

a. The start time indicated in box 6 is 5:30 am, however, the start time indicated in box 24 is 13:30. Further, the crew billed for 7 hours of standby and 10.5 hours of work time (two crew members billed for 9 hours of work time). Please reconcile the start times and the total work time.
b. Please confirm that the only work performed during the 17.5 hours billed was the work from 17:00 to 12 am.

OCC-623 Response:

a. The crews were on standby from 05:30am until 12:30pm. The crews then went to their first call around 13:30 and the crews did not finish up their tickets until midnight.

b. No, it is not accurate that the only work performed during the 17.5 hours billed was the work reflected from 17:00 to 12am.

The crew received its first assignment at approximately 13:30. Upon responding to that assignment, the crew was unable to identify an outage or other issue requiring corrective work and immediately made itself available to Eversource for additional assignments. From that point forward, the crew remained mobilized, dedicated to Eversource restoration activities and available for dispatch as directed by the Company.

The timesheet reflects an active field restoration associated with a specific ticket beginning at 17:00; however, the absence of other reference to a particular ticket during the intervening period does not mean that the crew was not working or was off duty and relieved of obligations to Eversource. Work is routinely performed that is not recorded with a particular ticket reference. The time descriptions reflected on the timesheet are intended to document the crew's activity or status in relation to individual tickets and do not capture every activity occurring between assignments.

Accordingly, the periods appearing as unaccounted for time between tickets cannot be interpreted to mean that the crew was not working or that such time should be billed at a standby rate. Standby rates do not apply during the workshift when the crews are actively engaged in the restoration effort over a range of support activities. The crew remained under Eversource's direction and available to support restoration operations through the applicable billing period beginning at 05:30.

Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E – Blue Sky Work) Please refer to the Response to OCC-626. Please describe in detail and provide all written policies and procedures regarding how the Operations Manager verifies the accuracy of the vendor billing on post-storm follow up work after the ERP has been lifted.

Response:

Vendors may be engaged to perform post-storm follow-up work necessary to address conditions arising from storm events. Although the Emergency Response Plan ("ERP") may be lifted and the Company resumes normal operations, storm-related follow-up work remains necessary to address outstanding field conditions, temporary restoration measures, and other activities required to return the system to its pre-storm condition.

After the ERP period, work is reviewed and assigned by the operations teams and charged to the applicable work order and the vendor bills under the Company's standard time-and-materials invoicing process. Prior to payment, vendor billing is reviewed by the operations team to verify that the labor, equipment, and additional charges are supported by the work performed and are appropriately assigned to the corresponding work order. In addition, the Company follows a Delegation of Authority Policy for the authorization and approval process for all vendor billing. In addition, please refer to pages 10-15, in Exhibit CLP-STORM-ACCT-3, for the Company’s Delegation of Authority Policy.

Date Filed: October 19, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-627, Attachment 1. Please explain who created Attachment 1, when it was created, and why it was not included with the timesheet.

Response:

The engineering department creates the circuit sweep forms after each storm event to capture the follow up work needed to be completed. This form was created during the MS24E storm event. The crews most likely don't include them in their timesheet because they are given the work package as "circuit sweeps" with all the damage and locations on the work package. They are in constant communication with the AWC when each and every location is repaired.

Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-628, Attachment 1. Please explain who created Attachment 1, when it was created, and why it was not included with the timesheet.

Response:

The engineering department creates the post storm circuit sweep repairs spreadsheet. These circuit sweeps began during the storm MS24E and continued for a few days after the storm to ensure they captured all of the storm damage that still needed attention. The contractors didn't necessarily include every location in their timesheet because they are given a work package from the local AWC and are in constant communication with the AWC for all completed locations.

Date Filed: October 19, 2026

Witness: John P. DiPaola-Tromba, Sean D. Redding and Jenna Turner
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-629. Exhibit ACCT-2 (CLP-5A-01) (MS24E) p. 65-66, specifically states the vendor was on "standby." Did this crew perform any work or were they idle, waiting for work for two days? If the crew performed work, please describe and provide all evidence and/or substantiation supporting this assertion.

Response:

Referring to the Company's response to OCC-629[i], and Exhibit ACCT-2 (CLP-5A-01) (MS24E), pages 65-66, the tree crew in question worked a single 16-hour overnight shift that started on March 11, 2024, at 21:00, and ended on March 12, 2024, at 13:00. There is no standby designation or rate for tree crews. The term "standby" on a timesheet is a shorthand note that the tree crew is on their assigned storm shift and are actively ready to respond to events. The tree crew did not record any ticket locations where tree work was performed and therefore did not respond to an outage/non-outage event during the assigned 16-hour overnight shift.

Prior Referenced Response:

[i] OCC-629 Question:

(MS24E) Please refer to Exhibit ACCT-2 (CLP-5A-01) (MS24E), p. 65-66. Please confirm that this crew was on standby throughout March 11 and March 12, 2024, performed no work, and was paid overtime.

OCC-629 Response:

The tree crew worked a 16-hour overnight shift which was billed as work time at the overtime rate as it was outside the standard work schedule hours. There is no standby designation or rate for tree crews. The crew did not record any ticket locations.

Date Filed: October 19, 2026

Witness: Mark P. Baldwin, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-713. Is the Company stating in this response that it could not secure double hotel rooms for the invoices in question? If so, please provide evidence thereof.

Response:

In preparation for this response, the Company confirmed with the Hampton by Hilton, as referenced in the Company's response to OCC-713[i], p. 129, that the reservations were made through the hotel's online booking system. At the time the reservations were made, D&D Power did not indicate that multiple occupants would be assigned to the rooms. The Hampton by Hilton further confirmed that the rooms provided to the contractor were double-occupancy rooms.

Additionally, the Company confirmed with the Holiday Inn Express Hartford South, as referenced in OCC-713, p. 157, that rooms with double beds were not available at the time the reservations were booked. As a result, the contractor could not be accommodated in double-bed rooms due to the hotel's room availability limitations at the time of booking.

Based on the information provided by both hotels, the lodging accommodations were secured based on the room inventory available at the time of reservation and the occupancy information supplied during the booking process.

Prior Referenced Response:

[i] OCC-713 Question:

(MS24E) Please refer to Exhibit ACCT-2 (CLP-5A-02) (MS24E), p. 129-144, 157-158. Many of the hotel receipts indicate one adult/guest in the room. Please provide the Company's policy and/or contractual provision with these vendors indicating the provision of individual hotel rooms.

OCC-713 Response:

Referring to Exhibit ACCT-2 (CLP-5A-02) (MS24E), Outside Contractors-Vendors, Line 114, vendor D&D Power LLC, invoice total amount of $324,466.

During storm restoration events, the Company initially utilizes hotels with which it maintains contractual lodging agreements and works to secure all available accommodations within those facilities. When sufficient lodging cannot be obtained through these contracted vendors, the Company will secure accommodations at other available hotels within the affected area to ensure personnel have adequate lodging during the event.

Consistent with past practice, the Company generally requests separate hotel rooms for supervisory personnel, separate accommodations for female employees, and double occupancy arrangements for line crews where practical. However, room availability and hotel capacity constraints are often beyond the Company's control, particularly during widespread storm events when lodging demand is elevated. As a result, hotels may be unable to accommodate all rooming preferences requested by the Company.

In circumstances where double occupancy or other preferred lodging arrangements cannot be accommodated, the Company is responsible for the cost of any room assigned by the hotel to an employee at the time of check-in. The Company's primary objective is to ensure that all personnel responding to the storm event are provided with suitable accommodation and the opportunity to obtain adequate rest between shifts.

Providing lodging to restoration personnel is a necessary component of the Company's storm response efforts, as it enables employees to receive proper rest and safely return to work for their subsequent assignments.

Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-714(a). Please explain how the Company verifies the additional amount of time billed but not indicated as worked on the timesheet.

Response:

The premise of this question is suggesting that the lower section of the timesheet ("Work Distribution" section) represents the amount of hours a contractor should be paid, which is incorrect.

Part of the Company's review process is to verify the accuracy and reasonableness of contractor labor charges using the billable hours per day (Timesheet boxes 10, 11, and 12), dates and times of service (Timesheet boxes 2, 6, and 7), crew information (Timesheet boxes 8 and 9), validation from field supervision overseeing the contractors work, and through consultation with supervisory personnel, as necessary. This review process serves as a key control to ensure that contractor invoices are reasonable, supported, and accurately associated with the applicable event.

Boxes 20 through 25, on the timesheet ("Work Distribution") serve as supporting information but are not representative of the total hours the contractors are entitled to be paid. Contractors are paid for their full shift regardless of whether they are working a specific OMS event. Many required work activities are performed outside of specific OMS event times.

For instance, prior to beginning their first job of the day, the crews eat a meal, conduct safety briefings, perform U.S. Department of Transportation mandated pre-trip inspections on their trucks, and restock their trucks as necessary with material needed for their day. This takes time and the crews are methodical because they do not want to get out into the field without the right equipment or materials. The crews start the work shift by driving from their hotel rooms to the job site and depending on the availability of hotel rooms, that can add an additional 30 minutes or more. At the end of their last job of the day, the crews are required to clean up their job site, properly store all equipment and tools, eat a meal after performing physical labor all day in situations where their personal safety is continually at risk and often in unforgiving conditions; and drive back to their hotel rooms, which again, could be 30 minutes or more away from the jobsite. Therefore, intervals of time at the start and end of the work shift and between restoration "events" is an expected and necessary part of the work shift, for which the crews are paid. Within

a work shift, the crews do not get paid differently for different types of work. Therefore, from a field perspective, the start and stop time is the critical datapoint for the timesheet.

Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-714(b). If the crew split in two and both worked the two jobs ending at 21:30 (one of which started at 13:00 and the other at 14:30), who worked the other three jobs listed on the timesheet?

Response:

For the two events referenced in the question that both ended at 9:30pm, one of the two crews was assigned to both tickets. As both jobs were in approximately the same geographic location (the transformers being approximately 500' away from each other), they were assigned to the contractor at the same time with the expectation that one crew would handle both events to maximize efficiency by reducing travel time between jobsites. The contractor did not separate the times between the two tickets for the crew and considered the end time the same for both jobs.

The other crew handled the overlapping work listed on the timesheet.

Date Filed: October 26, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-716. What did this crew do between 6 am and 8 am and between 8 pm and 10 pm? To the extent the Company can answer the question, please provide evidence and/or substantiation for how it knows the answer.

Response:

For convenience of this response, the timesheet referenced in OCC-716[i] is provided here as OCC-955, Attachment 1 (Exhibit ACCT-2(CLP-5A-02) (MS24E), p. 155).

On this timesheet, the crew properly documented the specific trouble events assigned to them through the OMS, which show a timespan of 8am to 8pm, which is a span of time within the crew's 16-hour workshift running between 6am and 10pm on that same day. Putting all else aside, the two hour increments referenced in the question between 6am and 8 am, and 8pm and 10pm, have to contemplate ***travel time***. Note that the seven jobs listed on the timesheet were located in five different towns, starting in Canaan and Cornwall, CT and ending in Sharon, CT – all located in the remote Northwest section of Connecticut, on the border of New York State, where the closest Eversource work center is at least 25 miles away in Torrington, CT (almost one hour's drive). Typically, the Company does not house crews in that remote location and, instead, the crew would have been working out of a work location and/or hotel further south near the Company's work centers.

In the two-hour intervals at the start and end of the work shift, the crews would have had to travel from their "show up" location to this area to perform work throughout the day and then would have had to travel back to an Eversource work location and/or to their hotel, which in itself would have consumed the better part of the two-hour interval on each end. Note also, that the timesheet indicates that the crews are from Wallingford, CT and may have dispatched directly to, or from, that location, which is 65 miles away, or at least 90 minutes by bucket truck.

In addition, crews cannot just show up at a job site and undertake work on high-voltage equipment without preparation of their truck at the report-in location, a safety instruction, or food – or without then cleaning up their worksite, cleaning up their trucks, potentially reporting back to the Company's work site to check in and grabbing a meal. Given the location of the work performed, the two-hour intervals at each end of the shift are exactly what is expected of the crews, which is

that – in a 16-hour shift – it would be completely routine for the crews to complete 12 hours of "wrench" work directly on the system with a lead time and finish time on each end to complete other work tasks and travel between locations.

Prior Referenced Response:

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[i] OCC-716 Question:

(MS24E) Please refer to Exhibit ACCT-2(CLP-5A-02) (MS24E), p. 155. Box 12 indicates a total work time of 16 hours, but boxes 24 and 25 appear to total a maximum work time of 12 hours.

a. Was this crew on standby from 6 a.m. to 8 a.m.? If yes, please explain why this time was billed as work time and not standby time? If no, please explain what occurred in those two hours and how Eversource is now aware of what occurred.
b. Please explain why the crew ended work at 8 p.m. but billed until 10 p.m.

OCC-716 Response:

a. Based on the Company's review of the specified timesheets, there is no significant missing information within the "Work Distribution" section. The timesheets are not a contemporaneous record of every minute, task, or discrete activity undertaken by a crew in the course of performing its work. Nor is the timesheet the method by which the Company manages the crews or assures that the crew is working how and where the crews are supposed to be. The timesheets are used to document the time worked and general nature of the work performed. Timesheets are typically completed at the end of each workday, with time allotted to the major work assignments completed that day. Given the nature of storm restoration work, it would be impractical and inconsistent with the crews' primary responsibility of safely and efficiently restoring electric service to require personnel to contemporaneously record every minute task or discrete activity performed throughout the workday. The Company manages the crews through the oversight of the employee dispatching the crews and the External Field Resource Coordinator (EFRC), who is physically in the field with the crews, ensuring that the crews are properly engaged and assigned work to restore the system from storm damage. The linemen who are filling out the timesheets are primarily focused on ensuring that their crews are working safely in a dynamic environment that is full of potentially lethal hazards. The EFRC is the Company representative that is responsible for signing the timesheets and have personal knowledge of the work that the crews have performed and the activities the crews have engaged in, particularly in relation to the hours stated in boxes 24 and 25.

   Importantly, the crews are in "working" status for the entire duration of their shift – from start to finish. The Company does not compensate crews based on the specific restoration event to which they are assigned, nor are crews expected to be actively engaged in an "event" every minute of their shift. Time must be allocated at the start and end of each day, as well as between restoration "events," to complete all necessary steps to ensure safe working conditions in the field. For the Resource Management Teams identifying the jobs and deploying crews and the EFRC, the critical focus is to follow procedures, keep the crews safe, and keep them moving efficiently throughout the working shift. In this context, there is no bright line that separates one event from another and neatly segmenting the day from an "event" perspective – all activities whether in preparation of, or "on the pole," are proper work activities that are undertaken during the work shift and will not be specified on the timesheet.

b. Please refer to subpart (a), above. Further, all contractor crews and non-Connecticut based Company employees working storm restoration in Connecticut are required to be lodged in hotel rooms. Prior to beginning their first job of the day, the crews eat a meal, conduct safety briefings, perform U.S. Department of Transportation mandated pre-trip inspections on their trucks, and restock trucks as necessary with material needed for their day. This takes time and the crews are methodical because they don't want to get out into the field without the right equipment or materials. The crews start the work shift by driving from their hotel rooms to the job site and depending on the availability of hotel rooms, that can add an additional 30 minutes or more. At the end of the last job of the day, the crews are required to clean up the job site, properly store all equipment and tools, eat a meal after performing physical labor all day in situations where the personal safety is continually at risk and often in unforgiving conditions; and drive back to the hotel rooms, which again, could be 30 minutes or more away from the jobsite. Therefore, intervals of time at the start and end of the work shift and between restoration "events" is an expected and necessary part of the work shift, for which the crews are paid. Within a work shift, the crews do not get paid differently for different types of work. Therefore, from a field perspective, the start and stop time is the critical data point for the timesheet.

Date Filed: October 21, 2026

Witness: Mark P. Baldwin, Clifford G. Williams, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

(MS24E) Please refer to the Response to OCC-717. What did this crew do between 6am and 8am and between 6 pm and 10 pm? To the extent the Company can answer the question, please provide evidence and/or substantiation for how it knows the answer.

Response:

As evidenced by the approved timesheet, these crews were engaged by the Company in restoration efforts from 6:00am until 10:00pm and were paid according to their respective contract.

Part of the Company's review process is to verify the accuracy and reasonableness of contractor labor charges using the billable hours per day (Timesheet boxes 10, 11, and 12), dates and times of service (Timesheet boxes 2, 6, and 7), crew information (Timesheet boxes 8 and 9), validation from field supervision overseeing the contractors work, and through consultation with supervisory personnel, as necessary. This review process serves as a key control to ensure that contractor invoices are reasonable, supported, and accurately associated with the applicable event.

Boxes 20 through 25, on the timesheet ("Work Distribution") serve as supporting information but are not representative of the total hours the contractors are entitled to be paid. Contractors are paid for their full shift regardless of whether they are working a specific OMS event. Many required work activities are performed outside of specific OMS event times.

For instance, prior to beginning their first job of the day, the crews eat a meal, conduct safety briefings, perform U.S. Department of Transportation mandated pre-trip inspections on their trucks, and restock their trucks as necessary with material needed for their day. This takes time and the crews are methodical because they do not want to get out into the field without the right equipment or materials. The crews start the work shift by driving from their hotel rooms to the job site and depending on the availability of hotel rooms, that can add an additional 30 minutes or more. At the end of their last job of the day, the crews are required to clean up their job site, properly store all equipment and tools, eat a meal after performing physical labor all day in situations where their personal safety is continually at risk and often in unforgiving conditions; and drive back to their hotel rooms, which again, could be 30 minutes or more away from the jobsite. Therefore, intervals of time at the start and end of the work shift and between restoration "events" is an expected and necessary part of the work shift, for which the crews are paid. Within

a work shift, the crews do not get paid differently for different types of work. Therefore, from a field perspective, the start and stop time is the critical datapoint for the timesheet.

This crew documented the OMS tickets ranging from 8am to 6pm on their timesheet referred to in OCC-716[i]. When the crew's shift begins, they need to have a safety tailboard and prepare for their first job of the day. Then they head to their first job. When they complete their final ticket of the day, there is still work that needs to be done before they are finished with their shift. This includes cleaning up their worksite, cleaning up their trucks and grabbing a meal. This was also the final day of the storm and the crews are required to perform demobilization activities including the return of unused materials and any other Company property.

Prior Referenced Response:

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[i] OCC-716 Question:

(MS24E) Please refer to Exhibit ACCT-2(CLP-5A-02) (MS24E), p. 155. Box 12 indicates a total work time of 16 hours, but boxes 24, and 25, appear to total a maximum work time of 12 hours.

a. Was this crew on standby from 6 a.m. to 8 a.m.? If yes, please explain why this time was billed as work time and not standby time? If no, please explain what occurred in those two hours and how Eversource is now aware of what occurred.
b. Please explain why the crew ended work at 8 p.m. but billed until 10 p.m.

OCC-716 Response:

a. Based on the Company's review of the specified timesheets, there is no significant missing information within the "Work Distribution" section. The timesheets are not a contemporaneous record of every minute, task, or discrete activity undertaken by a crew in the course of performing its work. Nor is the timesheet the method by which the Company manages the crews or assures that the crew is working how and where the crews are supposed to be. The timesheets are used to document the time worked and general nature of the work performed. Timesheets are typically completed at the end of each workday, with time allotted to the major work assignments completed that day. Given the nature of storm restoration work, it would be impractical and inconsistent with the crews' primary responsibility of safely and efficiently restoring electric service to require personnel to contemporaneously record every minute task or discrete activity performed throughout the workday. The Company manages the crews through the oversight of the employee dispatching the crews and the External Field Resource Coordinator (EFRC), who is physically in the field with the crews, ensuring that the crews are properly engaged and assigned work to restore the system from storm damage. The linemen who are filling out the timesheets are primarily focused on ensuring that their crews are working safely in a dynamic environment that is full of potentially lethal hazards. The EFRC is the Company representative that is responsible for signing the timesheets and have personal knowledge of the work that the crews have performed and the activities the crews have engaged in, particularly in relation to the hours stated in boxes 24 and 25.

   Importantly, the crews are in "working" status for the entire duration of their shift – from start to finish. The Company does not compensate crews based on the specific restoration event to which they are assigned, nor are crews expected to be actively engaged in an "event" every minute of their shift. Time must be allocated at the start and end of each day, as well as between restoration "events," to complete all necessary steps to

ensure safe working conditions in the field. For the Resource Management Teams identifying the jobs and deploying crews and the EFRC, the critical focus is to follow procedures, keep the crews safe, and keep them moving efficiently throughout the working shift. In this context, there is no bright line that separates one event from another and neatly segmenting the day from an "event" perspective – all activities whether in preparation of, or "on the pole," are proper work activities that are undertaken during the work shift and will not be specified on the timesheet.

b. Please refer to subpart (a), above. Further, all contractor crews and non-Connecticut based Company employees working storm restoration in Connecticut are required to be lodged in hotel rooms. Prior to beginning their first job of the day, the crews eat a meal, conduct safety briefings, perform U.S. Department of Transportation mandated pre-trip inspections on their trucks, and restock trucks as necessary with material needed for their day. This takes time and the crews are methodical because they don't want to get out into the field without the right equipment or materials. The crews start the work shift by driving from their hotel rooms to the job site and depending on the availability of hotel rooms, that can add an additional 30 minutes or more. At the end of the last job of the day, the crews are required to clean up the job site, properly store all equipment and tools, eat a meal after performing physical labor all day in situations where the personal safety is continually at risk and often in unforgiving conditions; and drive back to the hotel rooms, which again, could be 30 minutes or more away from the jobsite. Therefore, intervals of time at the start and end of the work shift and between restoration "events" is an expected and necessary part of the work shift, for which the crews are paid. Within a work shift, the crews do not get paid differently for different types of work. Therefore, from a field perspective, the start and stop time is the critical data point for the timesheet.

Date Filed: October 21, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Consumer Counsel

Question:

(AFFORDABILITY) For each residential rate class, assuming an average monthly usage of 750 kWh and assuming the remaining three components of the bill remain at current charges (i.e., standard service at current rate, transmission and public benefits at current rates), please provide an analysis showing the energy burden for each income threshold in $10,000 increments from $30,000 to $250,000 associated with the proposed rate increase.

Response:

Please refer to OCC-957, Attachment 1, for the requested analysis.

Date Filed: October 21, 2026

Witness: Jessica B. Cain and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(HARDSHIP DOCUMENTATION REVIEW) Presently, does Alorica or the Company review hardship income documents submitted by customers to either verify hardship status or move to a different LIDR tier? If both the Company and Alorica review the documents, please estimate the allocated percentage of review during the test year.

Response:

Financial hardship documents are primarily processed by the Company's third-party vendor partner, Alorica. During annual peak[1] periods, the Company also leverages employees to help complete reviews within the Company's goal of two business days. For example, in 2025, of the 59k total financial hardship documents submitted by customers directly to the Company in 2025:

- 64% (38k) were processed by the Company's third-party partner, Alorica.
- 36% (21k) were processed by Company employees.

[1] Peak annual financial hardship documentation periods typically occur at the beginning and end of the "winter protection" collections moratorium.

Date Filed: October 21, 2026

Witness: Christopher E. Colorio, Mark P. Baldwin, John G. Griffin and Leanne M. Landry
Request from: Office of Consumer Counsel

Question:

(STORM)

a. How do vendors know and/or how does Eversource inform vendors of the storm event number to which to bill storm work?
b. Does this process vary for the type of vendor?
c. If Eversource communicates the event number to vendors in advance of the event, please provide that communication for each event for which the Company is seeking recovery in this proceeding.

Response:

a. The general practice is that line contractors, service crew contractors, damage assessor contracts and wire down guard contractors receive the applicable storm workorder in their demobilization email. A demobilization email is issued to each contractor at the conclusion of their final shift worked for the storm event. The storm workorder provided in that communication serves as the reference number for billing and invoicing purposes. Similarly, vegetation management supervision emails the appropriate storm workorder to all tree contractor vendors responding to the event. For fooding and lodging vendors, the correct storm workorders are assigned to each invoice based on dates and verified by the food and lodging team as part of the invoice review process.

b. Yes. The process is consistent across line, service, wire down guard, damage assessor and vegetation contractors engaged through the hiring process. The difference is in who communicates the storm workorder numbers to the vendors. Storm workorders are not provided to food and lodging vendors. The appropriate workorder numbers are applied to the invoice as part of the invoice review process.

c. Eversource does not provide storm workorders to vendors in advance of a storm event.