Date Filed: October 26, 2026

Witness: Jason Tharp
Request from: Office of Education, Outreach, and Enforcement

Question:

(APPOINTMENTS) Exhibit CLP-REVREQ-2, Schedule H-2.0 (D).

a. Does the Company maintain a record of its service appointments kept or missed? If so, please provide a copy of the record for every year since the last rate case (to present) and indicate by month for each year how many appointments the Company has failed to keep as scheduled and what those appointments were for (e.g., establish new service, etc.).
b. For the same time period, describe in detail all actions the Company has taken to manage the number of missed appointments.
c. Please describe the procedure by which and time frame in which the Company notifies customers it will miss a scheduled appointment.

Supplemental Response:

The Company provides the following information to supplement its' original response.

Please refer to EOE-103-SP01, Attachment 1, for additional insight into meter orders by status and year. Meter Operations[1] also provides additional insight into the appointments for meter order types the team performs[2]:

- When appointments are scheduled, they are automatically highlighted in the field work order system, then given as a priority assignment to the field team to ensure completion.
- When an appointment cannot be kept, the field team notifies the administrative support team as soon as possible to contact the customer. The administrative support team will reach out to the customer to reschedule the appointment and ensure it is marked as a priority.

Original Response:

a. For CL&P, there are multiple types of electric-service appointments, including:

1. Meter Exchange
2. Meter Investigation
3. Crossed Meter Investigation

[1] Referenced as "Meter Dept" in EOE-103 original response, subpart b.1.
[2] See list in EOE-103 original response, subpart b.1.

4. Solar Meter Socket Adaptor
5. New Customer Service Installation (of various types)

The Company's systems capture service appointment information for a period of time, including whether an appointment was:

1. Scheduled
2. Attempted, but Not Complete due to Access Issues
3. Rescheduled by the Customer
4. Rescheduled by the Company (with unstructured notes to indicate the reason)
5. Completed

Within the period of time provided for this response, the Company was not able to complete the volume and complexity of queries for all the records since the last rate case until present for all of the service appointment types listed above. The Company plans to supplement this response once it is available.

b. The Company provides the following process insight about types of appointments scheduled by the Meter Department or Overhead/Underground Line Department including:

1. <u>Meter Dept:</u>
   - Appointment for Solar Meter Socket Adaptor
   - When there are accessibility issues requiring the customer be present
   - Follow-up appointment for a meter swap where the swap cannot occur without an outage (primarily commercial that need a later appointment)

When a Meter Mechanic arrives at a location and they are unable to safely access the meter due to accessibility issues, an appointment will be scheduled with the customer and given a four-hour window. Newer meter panel installations have a bypass switch that allows a meter to be removed without interrupting the customer. In older style panels where this bypass is not present, the customer has to be de-energized. The Meter Mechanic will typically contact the customer at the time of discovery of this setup to see if they are able to take a brief interruption to perform the work.

In the event a brief interruption is not possible, the Company will schedule an appointment to return. With the implementation of the new Meter Socket Adaptor (MSA) for residential solar interconnection following the guidance in the October 16, 2024, Decision in Docket No. 24-08-02, the customer has to be present to ensure their main breaker is open at the time of meter installation/removal and will require appointments for all work at these locations.

2. Overhead/Underground Lines:
   - Disconnect/Reconnect Direct Buried services for customer work
   - Drop service (overhead) for customer work
   - De-energize/Re-energize feed for commercial/industrial customer work
   - Outages for transformer upgrades due to customer work

   The appointments for the Overhead and Underground Departments are construction-based appointments driven by customer work. They include disconnecting/reconnecting overhead and underground feeds for customers to work on their breaker panel, disconnecting and dropping overhead services for customer tree work or roofing/siding work, de-energizing and re-energizing feeds to commercial and industrial customers for internal work, and outages to perform transformer upgrades driven by customer electrical work such as solar installation. Additionally, all new customer growth is classified as a "simple" or "complex" service and is tracked by a 5 or 15 day KPI accordingly.

   Further, when the Company misses an appointment due to conditions outside of its control (weather, for example), the Company reaches out to the customer to reschedule. Typically, when an appointment is made, the Company also schedules a "rain date". The customers are made aware ahead of time that in the event of circumstances outside of our control, and the Company will postpone the appointment to the rain date. If the missed appointment is due to the Company's fault, the Company does its best to reallocate resources to complete the appointment or reschedule it if the customer deems it necessary.

   When the Company becomes aware that it will be unable to keep the appointment, the Company manually calls the customer to inform them the appointment is canceled and it is rescheduled to the rain date or another day and time that works for all parties involved. Occasionally the Company is aware several days in advance (storm approaching, for example) and the customer has several days' notice. On most occasions, the Company becomes aware the morning of the appointment (such as precipitation) and reaches out to the customer at a reasonable timeframe (usually around 7am) while simultaneously giving them as much notice as possible.

c. See response to part b.