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

Question:

(STORM) Please refer to Exhibit ACCT-2 (CLP-13A-5) (MN25K). The following questions pertain to Invoice #IN0001536-R3 and supporting documents (p. 12-23).

a. P. 16-23, please provide an explanation of the handwritten edits performed on these documents. Who was responsible for the editing of these documents, Eversource or the contractor?
b. P. 16 & 17, per review, it was noted that the travel time from Manchester, ME to Portsmouth, NH was 5 hours. Estimated travel time is approximately 2 hours. Per review, it was noted travel time from Portsmouth, NH to Newtown, CT of 5 hours. Estimated travel time is approximately 3 hours. Please provide additional information regarding the trips and an explanation of the significant difference between the actual travel times and estimated travel times.
c. P. 18, provide any additional information regarding the work performed by the crew from the start of the workday (11:00 AM) to the start of the first recorded event (1:00 PM). Provide any additional information regarding the work performed by the crew from the last recorded event (5:00 PM) to the end of the workday (10:00 PM). Please provide an explanation of the work performed during the events described as 'completed on arrival'.
d. P. 19, provide additional information regarding the work performed by the crew from the start of the workday (11:00 AM) to the start of the first recorded event (3:00 PM).
e. P. 20, provide additional information regarding the work performed by the crew from the start of the workday (6:00 AM) to the start of the first recorded event (7:30 AM).
f. P. 21 & 23, provide additional information regarding the delay in the approval by the Eversource representative, dated 3/25/25.
g. P. 22 & 23, per review, it was noted that the travel time from Ridgefield CT to Manchester, ME was 6 hours. Estimated travel time is approximately 4.25 hours. Please provide additional information regarding the trips and an explanation of the significant difference between the actual travel times and estimated travel times.

Response:

Referring to Exhibit ACCT-2 (CLP-13)(MN25K), Outside Line Contractors, at Line 178, vendor Atlantic Power Constructors LLC, invoice in the amount of $419,585.

a. Through the invoice review process, the Company requested that the vendor revise the documents so that the detail of charges tied with the hiring agreement.

b. The Company uses the estimated hours shown on Google Maps for *car travel* as a reference point and multiplies that figure by 1.3 hours to account for the slower speed of a heavy line truck that needs to make more frequent stops than a conventional sedan vehicle. The vendor originally billed for 10 hours of travel. During the review process and conversations with the vendor, it was determined that the vendor began their travels from Manchester, ME, and originally stopped in Hartford, CT. They were then notified by our dispatchers to resume travel to Newtown, CT, due to the need for additional crews to continue restoration in that region. At the time that the travel was queried, direct travel from Manchester, ME, to Newtown, CT, was reflecting 6 hours, including the 1.3 adder. The impact of travel due to the weather conditions were also considered. Factoring in these details, the Company concluded that 8 hours billed travel hours were appropriate.

c. Due to the winter weather conditions on the date in question, it took longer for the crews to arrive to the jobsites. The crews were available at 11:00 AM, however, they were delayed in reaching the work site. In the interest of efficiently assigning available crews to priority work, crews typically are not assigned until they are within an hour of the work area. The delay of the crew traveling from the hotel to the work area is the result of the crew's first job not being assigned until 1:00 PM. The time from the crews' final job at 5:30 PM until the crews end of shift at 10:00 PM is due to the travel conditions back to the crew's hotel, as well as time to eat their evening meal. For the work described as "completed upon arrival," occasionally OMS does not properly model outages, which can result in a smaller outage that should have been combined with a larger outage, and when a crew is assigned the larger outage, they subsequently restore the smaller one. The Company currently has no way of verifying this other than calling customers or physically checking. In the Company's terminology, this designation typically identifies situations where the customer reports that the service line feeding the home is physically down on the ground. When a customer reports that the wire is down and that they are currently without power, the outage management system uses that information as part of its predictive modeling. These types of outages are not included in the larger fuse, recloser, or breaker outage, because the system recognizes that restoring the mainline will not necessarily restore that individual customer. A crew must physically go to the location, pick-up or repair the customer's service line, and restore service. In some instances, the customers report of an outage does not accurately reflect the actual condition at the property. Consequently, when the crew arrives at the reported location, they do not find a condition requiring repair. Despite this, the crew still spent time responding to the report—traveling to the site, assessing the situation, and communicating their findings to the Company.

d. The crew was assigned work at approximately 1:30 PM. The time annotated on the timesheet in this instance was the time arrived on scene and not when the crew were dispatched.

e. During the beginning of the workday, the crews will pick up breakfast, communicate and coordinate with Company Dispatcher, conduct safety briefings, and stock up trucks with necessary equipment before beginning their first assignment.

f. The External Resource Field Coordinator ("ERFC") was a contracted employee for the storm event and had technological issues. Therefore, the External Resource Field Unit Leader reviewed and signed the timesheets on their behalf. The Unit Leader maintains constant communication to ensure the ERFC has the proper resources to perform their duties with the contractor crews.

g. Ridgefield, CT to Manchester, ME reflects a current estimate of 5 hours on Google Maps for *car travel,* which is subject to change depending on time of day the travel is queried. Using the 4.25 hours that the OCC advised in the question to be the travel time and factoring in 1.3 hours explained in subpart (b), the billed travel time of 6 hours is reasonable.