Date Filed: October 14, 2026

Witness: Jared A. Lawrence and Christopher Leigh
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) How does the Company inform customers about a widespread IT issue that may impact multiple customers?

Response:

Appropriate communications for an IT issue are determined based on situation-specific details and impacts. However, the Company may inform customers about an actively occurring widespread IT issue through messaging via self-service channels, such as an informational banner on eversource.com or an upfront IVR message when there are large scale system impacts. The messages may inform customers that a system or tool is unavailable, advises when they can return to try again, and directs them to channel(s) that remain available.