Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/27/2025	2/27/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586607	CTE	External
2/27/2025	2/27/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586595	CTE	External
2/27/2025	2/27/2025			**55**	No							No	No				es	No	Failed to use the CT greeting						N/A	N/A						N/A	N/A	39015391	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586632	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/27/2025	2/27/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586586	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015397	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586645	CTE	External
2/27/2025	2/27/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586495	CTE	External
2/27/2025	2/27/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015317	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/27/2025	2/27/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	N/A	N/A	We missed the opportunity to place notation tool notes of what we advised the customer (EA) within the Gas account. Minute marker 17.01.	N/A	N/A	39586490	CTE	External
2/27/2025	2/27/2025			**95**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A	We want to actively listen to the customer and acknowledge everything they say. Show empathy when customer expresses frustration.	N/A	N/A	N/A	N/A	39586302	CTE	External
2/27/2025	2/27/2025			**85**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A	N/A	We need to recap all calls and go through each system. This QA yielded an error when you did a one part canceling the payment plan.	N/A	N/A	N/A	39586569	CTE	External
2/27/2025	2/27/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A	N/A	N/A	We had an opportunity to document the account properly: The agent didn't document e2	N/A	N/A		CTE	External
2/27/2025	2/27/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A	N/A	N/A	N/A	N/A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/27/2025	2/27/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586914	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A		CTE	External
2/27/2025	2/27/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586580	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586905	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							ustomer eclined	customer declined				N/A	N/A	39015505	CTE	External
2/27/2025	2/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							ustomer eclined	customer declined				N/A	N/A	39015505	CTE	External
2/27/2025	2/27/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015470	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Customer disconnected before these could be offered.	Customer disconnected before t could be offered.	[redacted]			N/A	N/A	39015229	CTE	External
2/28/2025	2/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015343	CTE	External
2/28/2025	2/28/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A				/A	N/A		CTE	External
2/28/2025	2/28/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A				/A	N/A		CTE	External
2/28/2025	2/28/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A				/A	N/A	39015440	CTE	External
2/28/2025	2/28/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A				/A	N/A	39015489	CTE	External
2/28/2025	2/28/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A								Coaching: verbiage provided in the credit help book and on share point.	Coaching: verbiage provided in the credit help book and on share point.				/A	N/A	39015479	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A		CTE	External
2/28/2025	2/28/2025			**100**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39015426	CTE	External
2/28/2025	2/28/2025			**100**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39586588	CTE	External
2/28/2025	2/28/2025			**100**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39015280	CTE	External
2/28/2025	2/28/2025			**95**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		**75**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]						N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015240	CTE	External
2/28/2025	2/28/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39015644	CTE	External
2/28/2025	2/28/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39015377	CTE	External
2/28/2025	2/28/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39586495	CTE	External
2/28/2025	2/28/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39586602	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		95	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]		Yes	No	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	N/A	39015344	CTE	External
2/28/2025	2/28/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39015249	CTE	External
2/28/2025	2/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39015599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586602	CTE	External
2/28/2025	2/28/2025			**90**	Yes							No	Yes			Yes	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point. Minute marker 05.51.	N/A			N/A	N/A	39586625	CTE	External
2/28/2025	2/28/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/28/2025	2/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39586327	CTE	External
2/28/2025	2/28/2025	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]						N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015245	CTE	External
2/28/2025	2/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015257	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39015631	CTE	External
3/3/2025	3/3/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								/A	N/A				/A	N/A	39015483	CTE	External
3/3/2025	3/3/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								/A	Great tone of voice!				/A	N/A	39015358	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**80**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]					/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We want to remain professional and use proper tone and etiquette with the caller at all times. @ 5:39. We should show more compassion for the customer situation.	[redacted]			N/A	N/A	39015493	CTE	External
3/3/2025	3/3/2025			**95**	Yes							Yes	No				/A	N/A	Coaching: CSR Did not properly use IVR Verification. Caller came in Already Authenticated. CSR re-verified complete account information. We do not need to ask for account/phone number when IVR shows verified.						/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource Time Stamp: 6:47				N/A	N/A	39015332	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. from 4:50 until 5:41 we did not interact with the customer. As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]			N/A	N/A	39586632	CTE	External
3/3/2025	3/3/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A						N/A	N/A	39586588	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**90**	Yes	[redacted]						No	Yes	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the eview officer tatement. Please ensure ve are ollowing the complete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]			N/A	N/A	39586645	CTE	External
3/3/2025	3/3/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015423	CTE	External
3/3/2025	3/3/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]							N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air 5:52-6:51. We should be thank the caller for holding even after silent holds. We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer	[redacted]			/A	N/A	39586310	CTE	External
3/3/2025	3/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			/A	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015619	CTE	External
3/3/2025	3/3/2025			**100**	Yes								Yes	Yes				N/A	N/A	N/A												N/A	N/A				N/A	N/A	39015344	CTE	External
3/3/2025	3/3/2025			**90**	Yes								No	Yes				N/A	N/A	N/A												We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.				N/A	N/A	39586321	CTE	External
3/3/2025	3/3/2025			**100**	Yes								Yes	Yes				N/A	N/A	N/A												N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.				N/A	N/A	39586613	CTE	External
3/3/2025	3/3/2025			**100**	Yes								Yes	Yes				N/A	N/A	N/A												N/A	N/A				N/A	N/A	39586495	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015623	CTE	External
3/3/2025	3/3/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A				N/A	N/A	39015322	CTE	External
3/3/2025	3/3/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015435	CTE	External
3/3/2025	3/3/2025			**80**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015278	CTE	External
3/3/2025	3/3/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015257	CTE	External
3/3/2025	3/3/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015383	CTE	External
3/3/2025	3/3/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015604	CTE	External
3/3/2025	3/3/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586575	CTE	External
3/3/2025	3/3/2025	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/3/2025	3/3/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	N/A	39586476	CTE	External
3/3/2025	3/3/202			**90**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	N/A	39015470	CTE	External
3/3/2025	3/3/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	N/A	39586569	CTE	External
3/4/2025	3/4/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	N/A	39015644	CTE	External
3/4/2025	3/4/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	N/A	39015246	CTE	External
3/4/2025	3/4/202			**80**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/202	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 2:25-3:34, 10:23-11:08	[redacted]			/A	N/A	39586327	CTE	External
3/4/2025	3/4/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39015378	CTE	External
3/4/2025	3/4/202			**90**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39586365	CTE	External
3/4/2025	3/4/202			**90**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/2025	[redacted]		**55**	Yes	[redacted]						No	No	[redacted]			/A	N/A	N/A	[redacted]					We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	We had an opportunity to use the proper hold procedure: At 6:02 we placed customer on hold but did not check back for 4 min27; seconds.At 10:44 for 5:25; At 16:20 for 2:52; At 21:12 for 3:38. We should be checking back within 2 minutes.	[redacted]			N/A	N/A	39015363	CTE	External
3/4/2025	3/4/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015464	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]				N/A	N/A	N/A	[redacted]							N/A	Good tone of voice!	[redacted]			/A	N/A	39015625	CTE	External
3/4/2025	3/4/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]				N/A	N/A	N/A	[redacted]							N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]			/A	N/A	39015599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						A	N/A	[redacted]			N/A	N/A	39015333	CTE	External
3/4/2025	3/4/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39015456	CTE	External
3/4/2025	3/4/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							A	Coaching: Avoid using acronyms, provide the full program. Monthly Flat Plan.				N/A	N/A	39586602	CTE	External
3/4/2025	3/4/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39586897	CTE	External
3/4/2025	3/4/2025			**65**	Yes							No	No				N/A	N/A	N/A							had an portunity to vide the iew officer tement. ase ensure are lowing the mplete ipt vided for Review ficer tement ich is ated in the dit help ok along h share nt.	We had an opportunity to return to the customer in 2 minutes or less. Minute marker 06.48 to 15.50 and 16.03 to 18.55. Good job thanking the customer for holding upon each return!				N/A	N/A	39586625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We need to make sure we are listening and paying attention to the accounts we are looking into. We should not be using jargon words when speaking about the automated system. "IVR" 1:24	[redacted]			N/A	N/A	39015440	CTE	External
3/4/2025	3/4/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:11-3:56				N/A	N/A	39586640	CTE	External
3/4/2025	3/4/2025			**95**	Yes							Yes	No				N/A	N/A	N/A							N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				N/A	N/A	39015377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015496	CTE	External
3/4/2025	3/4/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 6:52-7:38				N/A	N/A	39015292	CTE	External
3/4/2025	3/4/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39586968	CTE	External
3/4/2025	3/4/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 8:20-10:00	[redacted]			N/A	N/A	39586973	CTE	External
3/4/2025	3/4/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A						N/A	N/A	39586478	CTE	External
3/4/2025	3/4/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A						N/A	N/A	39015265	CTE	External
3/4/2025	3/4/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A						N/A	N/A	39015309	CTE	External
3/4/2025	3/4/202			**85**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A						N/A	N/A	39015291	CTE	External
3/4/2025	3/4/202			**85**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A						N/A	N/A	39586580	CTE	External
3/4/2025	3/4/202			**90**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A						N/A	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/4/2025	3/4/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	N/A	39586578	CTE	External
3/4/2025	3/4/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A													N/A	N/A	N/A	N/A	39586598	CTE	External
3/4/2025	3/4/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A													N/A	N/A	N/A	N/A	39586603	CTE	External
3/5/2025	3/5/2025			**100**	Yes							Yes	Yes				N/A	N/A	Coaching: We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We are leaving out "clean energy options:													N/A	N/A			N/A	N/A	39015512	CTE	External
3/5/2025	3/5/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A													N/A	N/A	N/A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	We had an opportunity to use the proper hold procedure: We placed customer on a silent hold at 6:03. We did not check back until 11:40. We should be checking in with the customer at 2 minutes.	[redacted]	[redacted]	[redacted]	/A	N/A	39015428	CTE	External
3/5/2025	3/5/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We did not thanked customer for holding. 1:29-2:00, 3:19-4:46, 6:08-6:49, 7:46-8:29	[redacted]	[redacted]	[redacted]	/A	N/A	39015521	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/202	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]					N/A	We had an opportunity to use hold to avoid dead air. Minute marker 03.19 to 05.48 and 11.11 to 12.48. Thank the customer for waiting upon each return.	[redacted]			N/A	N/A	39586976	CTE	External
3/5/2025	3/5/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A						N/A	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]						N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 8:49-9:55 We had an opportunity to use the proper hold procedure: 12:33-18:30	[redacted]			N/A	N/A	39015215	CTE	External
3/5/2025	3/5/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							Call dropped but CSR called customer back and gave CRO statement	N/A				N/A	N/A	39586651	CTE	External
3/5/2025	3/5/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				N/A	N/A	39015492	CTE	External
3/5/2025	3/5/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				N/A	N/A	39586905	CTE	External
3/5/2025	3/5/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/2025	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We did not thanked customer for holding. 3:28-3:58, 4:02-5:03, 11:04-12:54	[redacted]			N/A	N/A	39015368	CTE	External
3/5/2025	3/5/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							N/A	N/A							N/A	N/A	39015479	CTE	External
3/5/2025	3/5/2025			**70**	Yes							o	No				N/A	N/A	N/A							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. From 2:48 until 3:47 and4:15 until 5:01. If we're using a silent hold we should advise the customer and thank them for waiting.			N/A	N/A	39586480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A				N/A	N/A	39015328	CTE	External
3/5/2025	3/5/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39015452	CTE	External
3/5/2025	3/5/202			**90**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/2025	[redacted]		**100**	Yes	[redacted]						s	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39586908	CTE	External
3/5/2025	3/5/2025			**95**	Yes							s	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39586984	CTE	External
3/5/2025	3/5/2025			**70**	Yes							s	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39587005	CTE	External
3/5/2025	3/5/2025			**90**	Yes							s	No				N/A	N/A	N/A								N/A	We had an opportunity to use hold or use silent hold procedures to avoid dead air. Minute marker 05.19 to 06.20. Thank the customer for waiting/holding upon each return.					N/A	N/A	39586609	CTE	External
3/5/2025	3/5/2025			**95**	Yes							s	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39586930	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/5/2025	3/5/202	[redacted]		**85**	Yes	[redacted]						No	Yes	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39586895	CTE	External
3/6/2025	3/6/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015216	CTE	External
3/6/2025	3/6/2025			**55**	No							Yes	Yes				N/A	N/A	We failed to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" Minute marker 00.02.						N/A	N/A				/A	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A				N/A	N/A	39586981	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	Good empathy!				N/A	N/A	39586601	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39015317	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015343	CTE	External
3/6/2025	3/6/202			**70**	Yes							No	Yes				N/A	N/A	N/A							e had an opportunity to rovide the view officer atement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A				N/A	N/A	39586992	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required." Great empathy!	[redacted]			N/A	N/A	39015426	CTE	External
3/6/2025	3/6/202			**95**	Yes							es	Yes				N/A	N/A	N/A								N/A	Great tone of voice!				N/A	N/A	39015325	CTE	External
3/6/2025	3/6/202			**100**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39586988	CTE	External
3/6/2025	3/6/202			**100**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39586599	CTE	External
3/6/2025	3/6/202			**95**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				N/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**85**	Yes	[redacted]						No	Yes	[redacted]			N/A	N/A	N/A	[redacted]							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39586595	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	Coaching: CSR Did not properly use IVR Verification. Caller came in Already Authenticated. CSR re-verified complete account information.				N/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]									N/A	N/A	[redacted]			/A	N/A	39015344	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A										N/A	N/A				/A	N/A	39015619	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A										N/A	N/A				/A	N/A	39015479	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A										N/A	N/A				/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We can use empathy to show understanding of the customers concern . Minute marker 00.56, 02.26 and 04.15. Examples: "Let's see what we can do to help you today." "I understand and I'm here to help." "I understand."	[redacted]			N/A	N/A	39015358	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39015249	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39015237	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39586588	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**90**	No	[redacted]						Yes	No	[redacted]			N/A	N/A	We failed to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" even if the phone does not ring we should provide the greeting once the caller is on the line	[redacted]								N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			/A	N/A	39015423	CTE	External
3/6/2025	3/6/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A					/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]					oaching: We hould still ffer the tatement ven when the aller is equesting a eview officer	When speaking with customers always avoid background noise. 7:00-7:25	[redacted]			/A	N/A	39015493	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A						/A	N/A				/A	N/A	39015433	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A						/A	N/A				/A	N/A	39015433	CTE	External
3/6/2025	3/6/2025			**85**	Yes							Yes	Yes				/A	N/A	N/A						/A	N/A				/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/6/2025	3/6/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						A	N/A	[redacted]			N/A	N/A	39586495	CTE	External
3/6/2025	3/6/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39015245	CTE	External
3/6/2025	3/6/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39015257	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39015496	CTE	External
3/6/2025	3/6/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							stomer connected l	N/A				N/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/202	[redacted]		**70**	Yes	[redacted]						No	Yes	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39015397	CTE	External
3/7/2025	3/7/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39015435	CTE	External
3/7/2025	3/7/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39015600	CTE	External
3/7/2025	3/7/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39015623	CTE	External
3/7/2025	3/7/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							call dropped	N/A					N/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	Coaching: We want to provide the full greeting t the customer. THANK YOU FOR CALLING EVERSOURCE. MY NAME IS ___. WE HAVE SPECIAL ASSISTANCE PROGRAMS, PROTECTIONS AND LOW INCOME DISCOUNT RATES FOR FINANCIAL HARDSHIP CUSTOMERS. AS WELL AS CLEAN ENERGY OPTIONS AND WEATHERIZATION PROGRAMS THAT MIGHT BENEFIT YOU, CAN I ASK YOU A FEW	[redacted]					/A	N/A	[redacted]			N/A	N/A	39015604	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					N/A	N/A	[redacted]					/A	N/A	39015625	CTE	External
3/7/2025	3/7/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A						/A	N/A	39586497	CTE	External
3/7/2025	3/7/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A						/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]										N/A	N/A	[redacted]			/A	N/A	39015332	CTE	External
3/7/2025	3/7/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]										N/A	N/A	[redacted]			/A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/202	[redacted]		**85**	Yes	[redacted]						cs	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required." Great tone and willingness to help!	[redacted]			N/A	N/A	39015599	CTE	External
3/7/2025	3/7/202			**95**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A						N/A	N/A	39586975	CTE	External
3/7/2025	3/7/202			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	Coaching: Thank the customer for waiting upon return. Minute marker 05.54. Good tone of voice and willingness to help!				N/A	N/A	39586602	CTE	External
3/7/2025	3/7/202			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A						N/A	N/A	39015377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 2:33-3:04, 3:05-3:44	[redacted]			N/A	N/A	39015440	CTE	External
3/7/2025	3/7/2025			**85**	Yes							No	Yes				/A	N/A	N/A							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A			N/A	N/A	39015456	CTE	External
3/7/2025	3/7/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We did not thanked customer for golding. 2:58-3:42, 3:45-4:50	[redacted]	[redacted]	[redacted]	N/A	N/A	39587005	CTE	External
3/7/2025	3/7/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015377	CTE	External
3/7/2025	3/7/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015419	CTE	External
3/7/2025	3/7/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We did not thanked the customer for holding. 9.29-10:22	[redacted]	[redacted]	[redacted]	N/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015483	CTE	External
3/7/2025	3/7/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]	[redacted]	[redacted]	/A	N/A	39586976	CTE	External
3/7/2025	3/7/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/7/2025	3/7/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							/A	N/A	[redacted]					N/A	N/A	39015378	CTE	External
3/7/2025	3/7/202			**80**	Yes							No	No				N/A	N/A	N/A								Ve failed to rovide the eview officer tatement. lease ensure e are llowing the omplete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.							N/A	N/A	39586613	CTE	External
3/7/2025	3/7/202			**80**	Yes							Yes	No				N/A	N/A	N/A								/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.							N/A	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	Coaching: Agent failed to ask for both account number or phone number	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015280	CTE	External
3/10/2025	3/6/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015352	CTE	External
3/10/2025	3/10/2025			**85**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015512	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/202	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]								N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]				N/A	N/A	39015617	CTE	External
3/10/2025	3/10/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]								N/A	N/A	[redacted]				N/A	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39015368	CTE	External
3/10/2025	3/10/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								/A	N/A				/A	N/A	39015333	CTE	External
3/10/2025	3/10/2025			**95**	Yes							Yes	No				N/A	N/A	N/A								/A	We should not use any jargon words, "dear." 00:24 We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 5:09-6:43, 8:21-9:37 We should actively listen when asking customer for name or any type of information. We verified customer name more than 2 times. 1:34, 136, 1:43, 12:17				/A	N/A	39015492	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**75**	Yes	[redacted]						No	Yes	[redacted]			N/A	N/A	N/A	[redacted]							Ve had an pportunity to rovide the eview officer tatement. lease ensure e are ollowing the omplete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]			N/A	N/A	39015353	CTE	External
3/10/2025	3/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			N/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]					N/A	When speaking with a customer we want to avoid background noise during the call.	[redacted]			N/A	N/A	39586480	CTE	External
3/10/2025	3/10/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A				N/A	N/A	39015343	CTE	External
3/10/2025	3/10/2025			**80**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	Coaching: when using a silent hold when we come back we should always thank the customer for waiting.				N/A	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39015237	CTE	External
3/10/2025	3/10/2025			**95**	Yes							Yes	No				N/A	N/A	N/A						ote: ustomer eclined.	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We used "they" @ 3:46 We also had the opportunity to answer in the alloted time frame. Call was answered @ 23sec.					N/A	N/A	39015325	CTE	External
3/10/2025	3/10/2025			**75**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A					N/A	N/A	39015644	CTE	External
3/10/2025	3/10/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A					N/A	N/A	39586984	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]							N/A	We used "they" when speaking of Eversource. @ 2:51.	[redacted]			/A	N/A	39586981	CTE	External
3/10/2025	3/10/2025			**95**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015363	CTE	External
3/10/2025	3/10/2025			**100**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39587006	CTE	External
3/10/2025	3/10/2025			**95**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39586930	CTE	External
3/10/2025	3/10/2025			**85**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015464	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]				N/A	N/A	39015711	CTE	External
3/10/2025	3/10/2025			**95**	Yes							Yes	No				N/A	N/A	N/A							/A	We didn't follow proper hold procedure: We should always advise when we are placing a cx on hold.					N/A	N/A	39015331	CTE	External
3/10/2025	3/10/2025			**70**	Yes							No	Yes				N/A	N/A	N/A							Ve had an pportunity to rovide the eview officer tatement. lease ensure e are ollowing the omplete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.	N/A				N/A	N/A	39586895	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					N/A	N/A			N/A	N/A			/A	N/A	39015344	CTE	External
3/10/2025	3/10/2025			**100**	Yes							Yes	Yes				N/A	N/A	Good job on prequalification to increase 10% LIDR to 50%!						N/A	Great tone of voice!			/A	N/A	39015479	CTE	External
3/10/2025	3/10/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A			/A	N/A	39015619	CTE	External
3/10/2025	3/10/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A			/A	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	Wonderful tone of voice!	[redacted]			/A	N/A	39586588	CTE	External
3/10/2025	3/10/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39586598	CTE	External
3/10/2025	3/10/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39015383	CTE	External
3/10/2025	3/10/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39586578	CTE	External
3/10/2025	3/10/202			**80**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39586365	CTE	External
3/10/2025	3/10/202			**95**	Yes							Yes	No				/A	N/A	N/A								N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.				/A	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/10/2025	3/10/2025	[redacted]		90	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]				N/A	N/A	N/A	39586580	CTE	External
3/10/2025	3/10/2025			85	Yes							es	Yes				/A	N/A	N/A								N/A	N/A					N/A	N/A	N/A	39586627	CTE	External
3/10/2025	3/10/2025			90	Yes							es	Yes				/A	N/A	N/A								N/A	N/A					N/A	N/A	N/A	39586569	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/10/2025	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]							N/A	We had an opportunity to use the proper hold procedure: We had several holds for over 2 minutes. @ 6:20 for 4:01 & @10:27 for 2:02 (6 holds totaling 9:16) we also didn't thank the caller when returning from hold, or wait to get permission/acknowledgment from the customer when placing them on hold.	[redacted]			N/A	N/A	39586905	CTE	External
3/11/2025	3/11/2025			**95**	Yes							es	Yes				N/A	N/A	N/A								N/A	N/A					N/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/10/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	Coaching: We should've provide an acknowlegement statement of some sort when the customer advised she has a newborn.	[redacted]			/A	N/A	39586557	CTE	External
3/11/2025	3/11/202			**95**	Yes							es	No				N/A	N/A	N/A							/A	We should not be working on previous accounts when taking a new call. We should always finish taking notes after finishing up a call each time. 00:03-1:59 We had an opportunity to use the proper hold procedure: 7:13-10:07				/A	N/A	39015233	CTE	External
3/11/2025	3/11/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015631	CTE	External
3/11/2025	3/11/202			**85**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586497	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A			/A	N/A	39015328	CTE	External
3/11/2025	3/10/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A			/A	N/A	39015452	CTE	External
3/11/2025	3/11/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						Coaching: Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with sharepoint.	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 1:59-2:49, 8:04-8:44			/A	N/A	39586327	CTE	External
3/11/2025	3/11/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						N/A	N/A			/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/10/2025	[redacted]		**75**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]				/A	N/A	39586908	CTE	External
3/11/2025	3/11/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015419	CTE	External
3/11/2025	3/11/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015483	CTE	External
3/11/2025	3/11/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/202	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015416	CTE	External
3/11/2025	3/11/202			**100**	Yes							es	Yes				/A	N/A	N/A							/A	N/A				N/A	N/A	39015600	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	Coaching: Agent failed to ask for both account number or phone number	[redacted]					N/A	N/A	[redacted]					/A	N/A	39015377	CTE	External
3/11/2025	3/11/2025	[redacted]		**85**	Yes	[redacted]						o	No	[redacted]			/A	N/A	N/A	[redacted]	We failed to provide the eview officer tatement. Please ensure ve are llowing the complete cript rovided for he Review Officer Statement hich is ocated in the redit help ook along ith share oint.	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]					/A	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39015329	CTE	External
3/11/2025	3/11/2025			**80**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39015322	CTE	External
3/11/2025	3/11/2025			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39015352	CTE	External
3/11/2025	3/11/2025			**95**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39015265	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015332	CTE	External
3/11/2025	3/11/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required." Great tone of voice.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015378	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39586645	CTE	External
3/11/2025	3/11/202			**80**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39586575	CTE	External
3/11/2025	3/11/202			**100**	Yes							Yes	Yes				N/A	N/A	Coaching: Provide the complete greeting and obtain a yes o no to wanting to qualify for hardship.						/A	N/A				/A	N/A	39015599	CTE	External
3/11/2025	3/11/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015341	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/11/2025	3/11/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			A	N/A	N/A	[redacted]	[redacted]	[redacted]						/A	N/A	[redacted]			/A	N/A	39015496	CTE	External
3/11/2025	3/11/202			**100**	Yes							Yes	Yes				A	N/A	N/A									/A	N/A				/A	N/A	39586478	CTE	External
3/11/2025	3/11/202			**100**	Yes							Yes	Yes				A	N/A	N/A									/A	N/A				/A	N/A	39586476	CTE	External
3/11/2025	3/11/202			**90**	Yes							No	Yes				A	N/A	N/A									e had an opportunity to rovide the view officer atement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A						/A	N/A	39013470	CTE	External
3/11/2025	3/11/202			**90**	Yes							Yes	No				A	N/A	N/A									/A	We had an opportunity to use the proper hold procedure: 8:37-12:51						/A	N/A	39015309	CTE	External
3/11/2025	3/11/202			**100**	Yes							Yes	Yes				A	N/A	N/A									/A	N/A				/A	N/A	39015315	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]		/A	N/A	39015390	CTE	External
3/12/2025	3/12/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A			/A	N/A	39586968	CTE	External
3/12/2025	3/12/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."				/A	N/A	39015625	CTE	External
3/12/2025	3/12/2025			**95**	Yes							Yes	No				N/A	N/A	N/A							/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We did not thanked customer for holding. 6:00-6:54				/A	N/A	39015521	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]					N/A	Great tone of voice!	[redacted]			N/A	N/A	39586602	CTE	External
3/12/2025	3/12/2025			**95**	Yes							es	No				N/A	N/A	N/A						N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				N/A	N/A	39015317	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	N/A							N/A	N/A	39586625	CTE	External
3/12/2025	3/12/202			**80**	No							No	Yes				N/A	N/A	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A					N/A	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:28-4:10, 5:48-6:25	[redacted]			N/A	N/A	39015246	CTE	External
3/12/2025	3/12/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A							N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	We should not have asked the customer if there had been L90 placed. We can search in CAACs to check for a previous L90. On this account it has expired.	[redacted]			N/A	N/A	39586992	CTE	External
3/12/2025	3/12/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	Coaching: We used "they" when speaking of Eversource. @ 5:46.	[redacted]			N/A	N/A	39015297	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A	[redacted]				/A	N/A	39586906	CTE	External
3/12/2025	3/11/2025			**80**	Yes							es	Yes				/A	N/A	N/A							/A	N/A					/A	N/A	39586988	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39015346	CTE	External
3/12/2025	3/10/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015426	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/202	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A				N/A	N/A	39015291	CTE	External
3/12/2025	3/12/202			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air					N/A	N/A	39015423	CTE	External
3/12/2025	3/12/202			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required." Good tone of voice!					N/A	N/A	39586976	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]						N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 1:13-2:14, 3:08-3:52, 5:27-6:17, 10:49-12:24	[redacted]			N/A	N/A	39586640	CTE	External
3/12/2025	3/12/2025			**100**	Yes							es	Yes				/A	N/A	N/A							N/A	N/A					N/A	N/A	39015344	CTE	External
3/12/2025	3/12/2025			**95**	Yes							es	Yes				/A	N/A	N/A							N/A	N/A					N/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A	[redacted]				N/A	N/A	39015358	CTE	External
3/12/2025	3/12/202			**95**	Yes							es	No				/A	N/A	N/A							/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.					N/A	N/A	39015249	CTE	External
3/12/2025	3/12/202			**100**	Yes							es	Yes				/A	N/A	N/A							/A	N/A					N/A	N/A	39586588	CTE	External
3/12/2025	3/12/202			**95**	Yes							es	Yes				/A	N/A	N/A							/A	N/A					N/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/12/2025	3/12/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	coaching: avoid repeated holds	[redacted]			/A	N/A	39015246	CTE	External
3/13/2025	3/13/2025			100	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A					/A	N/A	39015280	CTE	External
3/13/2025	3/12/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]						/A	We should not be using jargon words when speaking to customer. 12:39					/A	N/A	39586968	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	N/A			N/A	N/A	39015512	CTE	External
3/13/2025	3/13/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	Good empathy!				N/A	N/A	39015479	CTE	External
3/13/2025	3/13/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	Good empathy!				N/A	N/A	39015479	CTE	External
3/13/2025	3/13/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We had an opportunity to use the proper hold procedure: We had a hold for 2:25. Coaching: Also, try to use mute when having to cough,etc.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015328	CTE	External
3/13/2025	3/13/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586557	CTE	External
3/13/2025	3/13/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Good empathy!	[redacted]	[redacted]	[redacted]	/A	N/A	39015383	CTE	External
3/13/2025	3/13/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/202	[redacted]		**70**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]					A	We had an opportunity to use the proper hold procedure: 8:35-16:11	[redacted]			/A	N/A	39015215	CTE	External
3/13/2025	3/13/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					A	Good job on being patient and polite!	[redacted]			/A	N/A	39015600	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]										N/A	N/A			N/A	N/A	N/A	39015644	CTE	External
3/13/2025	3/13/2025			100	Yes							Yes	Yes				N/A	N/A	N/A											N/A	N/A			N/A	N/A	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	Coaching: Please provide the full greeting. "We have special assistance programs, protections and low income discount rates for financial hardship customers as well as Clean energy options and weatherization program that might benefit you," May I ask you a few questions to determine if you may qualify?"	[redacted]								N/A	N/A	[redacted]			N/A	N/A		/A	N/A	39015604	CTE	External
3/13/2025	3/13/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A									N/A	N/A		/A	N/A	39015363	CTE	External
3/13/2025	3/13/2025			**85**	Yes							Yes	Yes				N/A	N/A	N/A									N/A	N/A		/A	N/A	39015456	CTE	External
3/13/2025	3/13/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A									N/A	N/A		/A	N/A	39015440	CTE	External
3/13/2025	3/13/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A									N/A	N/A		/A	N/A	39015333	CTE	External
3/13/2025	3/13/2025			**85**	Yes							Yes	Yes				N/A	N/A	N/A									N/A	N/A		/A	N/A	39015378	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015433	CTE	External
3/13/2025	3/13/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e had an opportunity to rovide the view officer tatement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586635	CTE	External
3/13/2025	3/13/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:49-5:16. Coaching: We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer	[redacted]	[redacted]	[redacted]	/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/202	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]						/A	We want to remain professional and use proper tone and etiquette with the caller at all times. We could shown compassion when caller was talking about his health issues.	[redacted]			/A	N/A	39015505	CTE	External
3/13/2025	3/13/202	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]						/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:33-4:44, 4:51-6:41	[redacted]			/A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015599	CTE	External
3/13/2025	3/13/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015492	CTE	External
3/13/2025	3/13/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015353	CTE	External
3/13/2025	3/13/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015368	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/202	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]						N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			/A	N/A	39586599	CTE	External
3/13/2025	3/13/202			**95**	Yes							es	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/202	[redacted]		**75**	Yes	[redacted]						cs	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015257	CTE	External
3/13/2025	3/13/202			**85**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39015280	CTE	External
3/13/2025	3/13/202			**95**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39586575	CTE	External
3/13/2025	3/13/202			**75**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39015341	CTE	External
3/13/2025	3/13/202			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39015496	CTE	External
3/13/2025	3/13/202			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39586478	CTE	External
3/13/2025	3/13/202			**85**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39586476	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/13/2025	3/13/2025	[redacted]		**90**	Yes	[redacted]						o	Yes	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A	[redacted]			/A	N/A	39015309	CTE	External
3/13/2025	3/13/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							N/A	N/A			/A	N/A	39015315	CTE	External
3/14/2025	3/14/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."			/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/13/2025	[redacted]		**65**	Yes	[redacted]						No	Yes	[redacted]			N/A	N/A	N/A	[redacted]							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A	[redacted]			/A	N/A	39586985	CTE	External
3/14/2025	3/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]			/A	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	Good job on correcting behaviour on reading correct greeting!	[redacted]						/A	N/A	[redacted]			/A	N/A	39015617	CTE	External
3/14/2025	3/14/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/13/2025	[redacted]		**75**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]						/A	We had a hold for 2:56 @ 5:40. Great job on providing an empathy/acknowledgement statement.	[redacted]			/A	N/A	39015452	CTE	External
3/14/2025	3/14/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015390	CTE	External
3/14/2025	3/14/2025			**90**	Yes							No	Yes				N/A	N/A	N/A							e had an opportunity to rovide the view officer atement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."			/A	N/A	39015397	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	[redacted]			/A	N/A	39015233	CTE	External
3/14/2025	3/14/202			**80**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."				/A	N/A	39586976	CTE	External
3/14/2025	3/14/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015265	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015464	CTE	External
3/14/2025	3/14/2025			**75**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39586625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/13/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586908	CTE	External
3/14/2025	3/14/2025			**85**	Yes							es	Yes				/A	N/A	N/A							/A	N/A				N/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015631	CTE	External
3/14/2025	3/14/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We can stop when the customer starts speaking to avoid over talking the customer. Minute marker 03.32 and 10.02. Need to be mindful of tone and match the customers energy. Customer mentioned we were overtaking. Minute marker 10.35.	[redacted]			N/A	N/A	39586602	CTE	External
3/14/2025	3/14/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point. The agent just came back (orm LOA)	N/A	[redacted]			N/A	N/A	39586494	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	/A	N/A	39586640	CTE	External
3/14/2025	3/14/2025	[redacted]	[redacted]	**90**	No	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	N/A	N/A	We failed to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer. We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 1:01-2:44 4:55-5:53	[redacted]	[redacted]	[redacted]	/A	N/A	39586321	CTE	External
3/14/2025	3/14/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We want to wait till the customer stops speaking or stop when the customer starts speaking, to avoid over talking the customer. Minute marker 04.22, 06.13 to 6.19.	[redacted]	[redacted]	[redacted]	/A	N/A	39015240	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]					A	N/A	[redacted]					N/A	N/A	39015377	CTE	External
3/14/2025	3/14/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A						A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 7:34-8:17					N/A	N/A	39015521	CTE	External
3/14/2025	3/14/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A						A	N/A						N/A	N/A	39586906	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**85**	Yes	[redacted]						cs	No	[redacted]			/A	N/A	N/A	[redacted]						N/A	When speaking with a customer we want to avoid background noise during the call. (throughout call agents side has background noise). @ 1:24 & 5:30.	[redacted]			/A	N/A	39015331	CTE	External
3/14/2025	3/14/2025			**85**	Yes							cs	Yes				/A	N/A	N/A							Coaching: we need to stick to the script as it is only intended if the customer is not able to reach a satisfactory arrangement. Not to just give extra time to avoid shut off.	N/A			/A	N/A	39015419	CTE	External
3/14/2025	3/14/2025			**90**	Yes							cs	No				/A	N/A	N/A							N/A	We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer			/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015321	CTE	External
3/14/2025	3/14/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 5:03-5:39	[redacted]	[redacted]	[redacted]	/A	N/A	39586645	CTE	External
3/14/2025	3/14/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586567	CTE	External
3/14/2025	3/14/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]							N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 1:53-2:49, 9:23-11:35, 11:44-13:12	[redacted]			/A	N/A	39015332	CTE	External
3/14/2025	3/14/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015297	CTE	External
3/14/2025	3/14/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	Great tone of voice!				/A	N/A	39586930	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A						N/A	N/A	39015435	CTE	External
3/14/2025	3/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A						N/A	N/A	39586981	CTE	External
3/14/2025	3/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.						N/A	N/A	39586609	CTE	External
3/14/2025	3/14/2025	[redacted]		**80**	Yes	[redacted]						No	Yes	[redacted]			/A	N/A	N/A	[redacted]						e had an opportunity to ovide the view officer atement. ease ensure e are llowing the omplete ript ovided for e Review fficer atement hich is cated in are point.	N/A						N/A	N/A	39586895	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]								/A	N/A	[redacted]			/A	N/A	39015600	CTE	External
3/14/2025	3/14/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A									/A	N/A				/A	N/A	39586607	CTE	External
3/14/2025	3/14/2025			**75**	Yes							Yes	Yes				/A	N/A	N/A									/A	N/A				/A	N/A	39015470	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A				N/A	N/A	39015483	CTE	External
3/14/2025	3/14/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							oaching: atement ould be read d of the call yle you vised the stomer of is statement ter advising e did not ve any other otions. We not want to pen the door misleading stomers as RO will be e best otion.	N/A				N/A	N/A	39015419	CTE	External
3/14/2025	3/14/2025			**90**	Yes							Yes	Yes				/A	N/A	N/A							/A	N/A				N/A	N/A	39586569	CTE	External
3/14/2025	3/14/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							/A	Great tone of voice!				N/A	N/A	39586603	CTE	External
3/14/2025	3/14/2025			**85**	Yes							Yes	Yes				/A	N/A	N/A							/A	N/A				N/A	N/A	39586580	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/14/2025	3/14/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]							A	Great tone of voice!	[redacted]			/A	N/A	39586578	CTE	External
3/14/2025	3/14/2025			**90**	Yes							es	Yes				N/A	N/A	N/A								A	N/A				/A	N/A	39587006	CTE	External
3/17/2025	3/17/2025			**95**	Yes							es	No				N/A	N/A	N/A								A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				/A	N/A	39586497	CTE	External
3/17/2025	3/17/2025			**100**	Yes							es	Yes				N/A	N/A	N/A								A	N/A				/A	N/A	39015619	CTE	External
3/17/2025	3/17/2025			**90**	Yes							es	No				N/A	N/A	N/A								A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				/A	N/A	39015644	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation pre	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	aller hung up	N/A	[redacted]	[redacted]	/A	N/A	39015480	CTE	External
3/17/2025	3/17/2025			**80**	Yes							Yes	No				/A	N/A	N/A									/A	We had an opportunity to use the proper hold procedure: At 2:55 we placed customer on hold for 3 min 19 sec. We should be checking back with the customer within 2 minutes.				/A	N/A	39015333	CTE	External
3/17/2025	3/17/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A									/A	N/A			/A	N/A	39015479	CTE	External
3/17/2025	3/17/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A									/A	N/A			/A	N/A	39015711	CTE	External
3/17/2025	3/17/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A									/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 2:19-2:53				/A	N/A	39586327	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]								N/A	Coaching: customer said would call Friday after 6 to make DP. We should have advised close at 6. Will need to call Monday. If paying with a card money must be showing available or card will decline.	[redacted]			/A	N/A	39015512	CTE	External
3/17/2025	3/17/2025			**90**	Yes							Yes	Yes				/A	N/A	N/A									N/A	N/A				/A	N/A	39015358	CTE	External
3/17/2025	3/17/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A									N/A	N/A				/A	N/A	39015246	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]									Coaching: lease ensure e are llowing the omplete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]			/A	N/A	39015237	CTE	External
3/17/2025	3/17/2025			**95**	Yes							Yes	No				/A	N/A	N/A													/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 7:55-10:01				/A	N/A		CTE	External
3/17/2025	3/17/2025			**65**	Yes							No	Yes				/A	N/A	N/A													/A	N/A				/A	N/A	39015617	CTE	External
3/17/2025	3/17/2025			**95**	Yes							Yes	No				/A	N/A	N/A													/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 6:25-7:29				/A	N/A		CTE	External

Ve had an pportunity to rovide the eview officer tatement. lease ensure e are llowing the omplete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]									/A	N/A	[redacted]			/A	N/A	39015377	CTE	External
3/17/2025	3/17/202			**70**	Yes							No	No				/A	N/A	N/A								e failed to ovide the view officer atement. ease ensure e are llowing the mplete ript ovided for e Review fficer atement hich is cated in the edit help ook along ith share oint.	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.					/A	N/A	39015423	CTE	External
3/17/2025	3/14/202			**100**	Yes							Yes	Yes				/A	N/A	N/A										/A	N/A				/A	N/A	39015325	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]				/A	N/A	39015215	CTE	External
3/17/2025	3/17/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39015265	CTE	External
3/17/2025	3/17/202			**80**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39015317	CTE	External
3/17/2025	3/17/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39586365	CTE	External
3/17/2025	3/17/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39586651	CTE	External
3/17/2025	3/17/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39015456	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/202	[redacted]		**60**	Yes	[redacted]						o	Yes	[redacted]			/A	N/A	N/A	[redacted]						e had an portunity to ovide the view officer tement. ease ensure e are llowing the mplete ript ovided for e Review ficer atement hich is cated in the edit help ok along th share int.	N/A	[redacted]			/A	N/A	39586586	CTE	External
3/17/2025	3/17/202			**90**	Yes							es	Yes				/A	N/A	N/A							A	N/A				/A	N/A	39015440	CTE	External
3/17/2025	3/17/202			**75**	Yes							es	Yes				/A	N/A	N/A							A	N/A				/A	N/A	39015625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015291	CTE	External
3/17/2025	3/17/202			**80**	Yes							es	Yes				N/A	N/A	N/A												/A	N/A				N/A	N/A	39015426	CTE	External
3/17/2025	3/17/202			**100**	Yes							es	Yes				N/A	N/A	N/A												/A	N/A				N/A	N/A	39015363	CTE	External
3/17/2025	3/17/202			**85**	Yes							es	No				N/A	N/A	N/A												/A	We can use hold to avoid dead air. Minute marker 13.07 to 15.00.				N/A	N/A	39586602	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]		/A	N/A	39015548	CTE	External
3/17/2025	3/17/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.			/A	N/A	39586601	CTE	External
3/17/2025	3/17/2025			**90**	Yes							Yes	No				/A	N/A	N/A								N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer - Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.			/A	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586595	CTE	External
3/17/2025	3/17/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015249	CTE	External
3/17/2025	3/17/2025			**95**	Yes							Yes	No				N/A	N/A	N/A							/A	Per our QA monitoring expectations, we had an opportunity at 1:52 in the call to share a willingness statement to assure the caller in the beginning prior to providing the service. We could have shared, "I'll be happy to review your account to check you MPP."				/A	N/A	39586321	CTE	External
3/17/2025	3/17/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/17/2025	3/17/2025	[redacted]		**85**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]						/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			/A	N/A	39015433	CTE	External
3/17/2025	3/17/2025			**85**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015257	CTE	External
3/17/2025	3/17/2025			**80**	Yes							o	Yes				N/A	N/A	N/A							e had an opportunity to rovide the view officer tatement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A				/A	N/A	39015248	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]		**100**	Yes	[redacted]							Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A	N/A	39015216	CTE	External
3/18/2025	3/17/2025	[redacted]		**100**	Yes	[redacted]							Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]		**90**	Yes	[redacted]						cs	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A	39015416	CTE	External
3/18/2025	3/18/2025			**100**	Yes							cs	Yes				/A	N/A	N/A						/A	N/A						/A	N/A	39015435	CTE	External
3/18/2025	3/18/2025			**95**	Yes							cs	No				/A	N/A	N/A						/A	We had an opportunity to use the proper hold procedure: We had a hold @ 4:47 for 2:10.						/A	N/A	39015343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/202	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015278	CTE	External
3/18/2025	3/17/202			**85**	Yes							es	No				N/A	N/A	N/A							/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. @:52 & 8:02 We want to remain professional and use proper tone and etiquette with the caller at all times. -There were a few times that we attempted to provide an acknowledgment statement, but started to match the customer's tone. During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. @6:59 When speaking with				/A	N/A		CTE	External
3/18/2025	3/18/202			**90**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586640	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			N/A	N/A	39015631	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				N/A	N/A	39586635	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				N/A	N/A	39015419	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				N/A	N/A	39586627	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				N/A	N/A	39015483	CTE	External
3/18/2025	3/18/202			**70**	Yes							o	Yes				/A	N/A	N/A								e had an opportunity to provide the view officer atement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in hare point.	Coaching: We want to ask the customer for permission to place them on hold prior to using hold. Thank the customer for waiting/holding upon return. Good job retuning in 2 minutes or less!				N/A	N/A	39586641	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				N/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	39015332	CTE	External
3/18/2025	3/18/202			**95**	Yes							es	Yes				N/A	N/A	N/A							/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We should thank the caller for holding even silent holds.				/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Avoid background noise throughout the call. Great ownership offering to walk the customer through how to upload the document needed!	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586625	CTE	External
3/18/2025	3/18/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586490	CTE	External
3/18/2025	3/18/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: We ad an pportunity to ffer ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015292	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]		**100**	Yes	[redacted]						cs	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]				N/A	N/A	39015521	CTE	External
3/18/2025	3/18/2025			**90**	Yes							cs	Yes				/A	N/A	N/A								/A	N/A					N/A	N/A	39586586	CTE	External
3/18/2025	3/18/2025			**90**	No							es	No				/A	N/A	We failed to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"							/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				N/A	N/A	39586310	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]	[redacted]	**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e had an portunity to ovide the view officer tement. ease ensure e are llowing the mplete ript ovided for e Review ficer atement hich is cated in the edit help ok along th share int.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586645	CTE	External
3/18/2025	3/18/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586575	CTE	External
3/18/2025	3/18/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015464	CTE	External
3/18/2025	3/18/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015352	CTE	External
3/18/2025	3/18/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015440	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586365	CTE	External
3/18/2025	3/18/2025			**95**	Yes								Yes				/A	N/A	N/A												N/A	N/A				/A	N/A	39015246	CTE	External
3/18/2025	3/18/2025			**100**	Yes								Yes				/A	N/A	N/A												N/A	N/A				/A	N/A	39586609	CTE	External
3/18/2025	3/18/2025			**100**	Yes								Yes				/A	N/A	N/A												N/A	N/A				/A	N/A	39586613	CTE	External
3/18/2025	3/18/2025			**80**	Yes								Yes				/A	N/A	N/A												N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."				/A	N/A	39586897	CTE	External
3/18/2025	3/18/2025			**100**	Yes								Yes				/A	N/A	N/A												N/A	N/A				/A	N/A	39586613	CTE	External
3/18/2025	3/18/2025			**100**	Yes								Yes				/A	N/A	N/A												N/A	N/A				/A	N/A	39015496	CTE	External
3/18/2025	3/18/2025			**100**	Yes								Yes				/A	N/A	N/A												N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 8:36-9:13				/A	N/A	39015368	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/202	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]						/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			/A	N/A	39586478	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586601	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015378	CTE	External
3/18/2025	3/18/202			**95**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586632	CTE	External
3/18/2025	3/18/202			**90**	Yes							es	No				N/A	N/A	N/A							/A	We should avoid using "they/them" when speaking of anyone within Eversource				/A	N/A	39015644	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586476	CTE	External
3/18/2025	3/18/202			**90**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586645	CTE	External
3/18/2025	3/18/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015315	CTE	External
3/18/2025	3/18/202			**95**	Yes							es	No				N/A	N/A	N/A							/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.				/A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/18/2025	3/18/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]															/A	N/A						
3/18/2025	3/18/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]															/A	N/A						
3/18/2025	3/18/2025	[redacted]		**90**	Yes	[redacted]						No	Yes	[redacted]			/A	N/A	N/A	[redacted]															Ve had the pportunity to ffer Review fficer	N/A	[redacted]			/A	N/A	39015470	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/17/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	Coaching: Be mindful of small talk and try to have control of the call to wrap up in a timely manner.	[redacted]			/A	N/A	39015297	CTE	External
3/19/2025	3/19/202	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/18/2025	[redacted]		95	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	Coaching: Be mindful of silent holds @ 5:02 (we did thank the caller for holding)	[redacted]			/A	N/A	39586908	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015229	CTE	External
3/19/2025	3/19/202			**85**	Yes							es	Yes				/A	N/A	N/A							/A	N/A				/A	N/A	39015331	CTE	External
3/19/2025	3/19/202			**100**	Yes							es	Yes				/A	N/A	N/A							/A	N/A				/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]						ustomer nded the call.	Good tone of voice!	[redacted]			A	N/A	39586588	CTE	External
3/19/2025	3/19/2025			**85**	Yes							o	Yes				A	N/A	N/A							e had an portunity to ovide the view officer atement. ease ensure e are llowing the mplete ript ovided for e Review fficer atement hich is cated in the edit help ok along ith share int.	N/A				A	N/A	39015401	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/2025	[redacted]		**90**	Yes	[redacted]						s	No	[redacted]			A	N/A	*call transferred*	[redacted]						N/A	We had an opportunity to use the proper hold procedure: We should thank caller for holding, and advise the reason for hold. We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. @4:21 & 7:27 When speaking with a customer we want to avoid background noise during the call. @ 4:21	[redacted]			/A	N/A	39586480	CTE	External

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3/19/2025	3/18/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]						/A	We had an opportunity to use the proper hold procedure: We need to always thank the caller for holding on all holds. COACHING: We want to remain professional and use proper tone and etiquette with the caller at all times. Try to use the mute button or attempt to say excuse me when having to cough or sneeze, etc.	[redacted]			A	N/A	39015328	CTE	External
3/19/2025	3/19/2025			**85**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					A	N/A		CTE	External
3/19/2025	3/19/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					A	N/A	39586490	CTE	External
3/19/2025	3/18/2025			**95**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						N/A	Good tone of voice!	[redacted]			N/A	N/A	39015383	CTE	External
3/19/2025	3/19/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 7:37-8:19				N/A	N/A	39015492	CTE	External
3/19/2025	3/19/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				N/A	N/A		CTE	External
3/19/2025	3/19/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				N/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/2025	[redacted]		**90**	Yes	[redacted]							Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39586569	CTE	External
3/19/2025	3/19/2025			**100**	Yes								Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39586580	CTE	External
3/19/2025	3/19/2025			**80**	Yes								Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39586563	CTE	External
3/19/2025	3/19/2025			**80**	Yes								Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39586563	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/202	[redacted]		**90**	Yes	[redacted]						o	Yes	[redacted]			N/A	N/A	N/A	[redacted]					e had an opportunity to rovide the view officer atement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is eated in the redit help ook along ith share oint.	N/A	[redacted]			/A	N/A	39015233	CTE	External
3/19/2025	3/19/202			**95**	Yes							es	Yes				N/A	N/A	Coaching: Agent failed to ask for both account number or phone number					/A	N/A			/A	N/A	39586578	CTE	External
3/19/2025	3/19/202			**85**	Yes							es	Yes				N/A	N/A	N/A					/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:06-3:43, 3:48-4:30			/A	N/A	39015353	CTE	External
3/19/2025	3/19/202			**100**	Yes							es	Yes				N/A	N/A	N/A					/A	N/A			/A	N/A	39015240	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/202	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]						/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			/A	N/A	39586914	CTE	External
3/19/2025	3/19/202			**100**	Yes							es	Yes				/A	N/A	N/A							/A	N/A				/A	N/A	39586599	CTE	External
3/19/2025	3/19/202			**90**	Yes							es	Yes				/A	N/A	N/A							/A	Coaching , work on avoid dead air.				/A	N/A	39586906	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/2025	[redacted]		95	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]									/A	N/A	[redacted]			/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/202	[redacted]		**100**	Yes	[redacted]						cs	Yes	[redacted]			/A	N/A	N/A	[redacted]									/A	N/A	[redacted]			N/A	N/A	39586609	CTE	External
3/19/2025	3/19/202			**95**	Yes							es	No				/A	N/A	N/A										/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.			N/A	N/A	39586930	CTE	External
3/19/2025	3/19/202			**95**	Yes							es	Yes				/A	N/A	N/A										/A	N/A				N/A	N/A	39586895	CTE	External
3/19/2025	3/19/202			**100**	Yes							es	Yes				/A	N/A	N/A										/A	N/A				N/A	N/A	39586603	CTE	External
3/19/2025	3/19/202			**100**	Yes							es	Yes				/A	N/A	N/A										/A	N/A				N/A	N/A	39015390	CTE	External
3/19/2025	3/19/202			**100**	Yes							es	Yes				/A	N/A	N/A										/A	N/A				N/A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/19/2025	3/19/202	[redacted]		**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015341	CTE	External
3/20/2025	3/18/202			**85**	Yes							Yes	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39586557	CTE	External
3/20/2025	3/20/202			**100**	Yes							Yes	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39015464	CTE	External
3/20/2025	3/18/202			**70**	Yes							Yes	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39015280	CTE	External
3/20/2025	3/20/202			**95**	Yes							Yes	No				/A	N/A	N/A									A	We had an opportunity to use the proper hold procedure: 2:35-5:35				/A	N/A	39015456	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/202	[redacted]		100	Yes	[redacted]						s	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 5:48-6:19	[redacted]			N/A	N/A		CTE	External
3/20/2025	3/20/202	[redacted]		100	Yes	[redacted]						s	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			N/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	We had a hold for 2:14 @ 6:08.	[redacted]			/A	N/A	39015330	CTE	External
3/20/2025	3/20/2025	[redacted]		**45**	Yes	[redacted]						o	Yes	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in share point.	Coaching: We had an opportunity to use hold to avoid dead air. Minute marker 18.33 to 20.33. Thank the customer for waiting upon return.	[redacted]			/A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015377	CTE	External
3/20/2025	3/20/202			**95**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A		CTE	External
3/20/2025	3/20/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39015333	CTE	External
3/20/2025	3/20/202			**95**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39015352	CTE	External
3/20/2025	3/20/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	coaching we want to avoid awkward silence moments 8:03-8:41				N/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/20	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	very nice tone of voice with customer	[redacted]	[redacted]	[redacted]	N/A	N/A	39586595	CTE	External
3/20/2025	3/20/20	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	We had an opportunity to use the proper hold procedure: 2:37-6:37	[redacted]	[redacted]	[redacted]	N/A	N/A	39015215	CTE	External
3/20/2025	3/20/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	Coaching: CSR Did not properly use IVR Verification. Caller came in Already Authenticated CSR re-verified complete account information.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586651	CTE	External
3/20/2025	3/20/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586595	CTE	External
3/20/2025	3/20/20	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015246	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/2025	[redacted]		**65**	Yes	[redacted]						No	No	[redacted]			/A	N/A	N/A	[redacted]							e had an portunity to ovide the view officer atement. ease ensure e are llowing the mplete ript ovided for e Review fficer atement hich is cated in the edit help ok along ith share int.	We had a hold for 2:40. We also used "they"@7:25 when speaking of Eversource.	[redacted]			N/A	N/A	39015317	CTE	External
3/20/2025	3/20/2025			**90**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A			N/A	N/A	39015378	CTE	External
3/20/2025	3/20/2025			**80**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A			N/A	N/A	39586490	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A			N/A	N/A	39015479	CTE	External
3/20/2025	3/20/2025			**85**	Yes							Yes	Yes				/A	N/A	N/A								/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 2:41-3:27			N/A	N/A	39586327	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]				/A	N/A	39015397	CTE	External
3/20/2025	3/20/202	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	s t l t s t h							Coaching: we should use the standard script for review officer:	N/A	[redacted]				/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/20	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	Coaching ; we should not speak over the customer, pause allow the customer to speak and begin speaking again.	[redacted]			N/A	N/A	39586627	CTE	External
3/20/2025	3/20/20			**90**	Yes							No	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39015378	CTE	External
3/20/2025	3/20/20			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					N/A	N/A	39586627	CTE	External
3/20/2025	3/20/20			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	Kudos you helped me 110%!					N/A	N/A	39015358	CTE	External
3/20/2025	3/20/20			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	thank you for showing empathy					N/A	N/A	39586567	CTE	External
3/20/2025	3/20/20			**90**	Yes							Yes	No				N/A	N/A	N/A							N/A	We need to avoid background noise when on a call. Very noticeable at 6 minutes into call and throughout the end.					N/A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							A	N/A	[redacted]			/A	N/A	39586567	CTE	External
3/20/2025	3/20/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A	39586580	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A	39015493	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A	39586580	CTE	External
3/20/2025	3/20/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A		CTE	External
3/20/2025	3/20/2025			**90**	Yes							Yes	Yes				/A	N/A	N/A								A	coaching: we could have been a bit more energetic				/A	N/A	39586586	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A	39015493	CTE	External
3/20/2025	3/20/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A	39015492	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								stomer said t the prevs nt went r it	Customer said that the prevs agent went over it				/A	N/A	39015318	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								A	N/A				/A	N/A	39015318	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/2025	[redacted]		**85**	Yes	[redacted]						s	No	[redacted]			N/A	N/A	N/A	[redacted]					/A	We want to void using they them when speaking of Eversource. Minute marker 08.02 and 08.08. Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]			/A	N/A	39015400	CTE	External
3/20/2025	3/20/2025			**95**	Yes							s	No				N/A	N/A	N/A						all ended	agent should yield to the customer a few times throughout th call agent interrupted th customer.				/A	N/A	39015492	CTE	External
3/20/2025	3/20/2025			**95**	Yes							s	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015249	CTE	External
3/20/2025	3/20/2025			**95**	Yes							s	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015368	CTE	External
3/20/2025	3/20/2025			**100**	Yes							s	Yes				N/A	N/A	N/A						all drop	Call drop				/A	N/A	39015368	CTE	External
3/20/2025	3/20/2025			**100**	Yes							s	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/20/2025	3/20/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	N/A	[redacted]			/A	N/A	39015261	CTE	External
3/20/2025	3/20/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39015433	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39586586	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39015245	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39015245	CTE	External
3/20/2025	3/20/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A								Didn't read erbatim cript for RRES and sed incorrect cript for ESS n change to 16,000	N/A	N/A				/A	N/A	39015341	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39015257	CTE	External
3/20/2025	3/20/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A		CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39015248	CTE	External
3/20/2025	3/20/2025			**85**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39586607	CTE	External
3/20/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A	N/A				/A	N/A	39015341	CTE	External
3/20/2025	3/20/2025			**95**	Yes							Yes	No				N/A	N/A	N/A								N/A	N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.			/A	N/A	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/20	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]		N/A	N/A	39015644	CTE	External
3/21/2025	3/21/20			**90**	Yes							Yes	No				N/A	N/A	N/A							N/A	We had an opportunity to use the proper hold procedure: 6:59-9:07					N/A	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**85**	Yes	[redacted]						o	Yes	[redacted]			/A	N/A	COACHING We must always provide CT CREDIT Greeting wh the call com in on CTE CREDIT lin (coaching since it was auth on ivr and commercial acct)	[redacted]						e had an pportunity to rovide the view officer atement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is eated in the redit help ook along ith share oint.	N/A	[redacted]			N/A	N/A	39015328	CTE	External
3/21/2025	3/21/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015440	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/20/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			A	N/A	N/A	[redacted]						/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. @7:33 & 15:15 When speaking with a customer we want to avoid background noise during the call. @2:02 & 4:09.	[redacted]			/A	N/A		CTE	External
3/21/2025	3/21/2025			**90**	Yes							No	Yes				A	N/A	N/A							e had an opportunity to rovide the view officer atement. lease ensure e are llowing the omplete ript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A			/A	N/A	39015265	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	Good tone of voice!				/A	N/A	39586588	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A				/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**95**	No	[redacted]						Yes	Yes	[redacted]			N/A	N/A	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We missed the opportunity to provide the end of our script or allow the customer to respond with yes or no. Minute marker 00.13.	[redacted]					/A	Great tone of voice!	[redacted]			N/A	N/A	39015604	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				N/A	N/A	39015397	CTE	External
3/21/2025	3/20/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				N/A	N/A		CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				N/A	N/A	39015297	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required." Minute marker 04.41.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015625	CTE	External
3/21/2025	3/21/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. From 9:52 until 11:00 we did not interact with the customer. If we're using a silent hold we should advise and thank the customer for waiting.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			A	N/A	N/A	[redacted]						/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 6:01-6:52	[redacted]			/A	N/A	39015521	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A				/A	N/A	39015292	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."				/A	N/A	39015631	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	Coaching: Avoid background noise. Minute marker 12.12.	[redacted]			/A	N/A	39586602	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes				/A	N/A	N/A								N/A	Coaching: W want to ensur we keep proper pace throughout th call by avoiding excessive dead air. 2:14 2:50, 3:10-3:45, 5:24-5:58				/A	N/A	39586640	CTE	External
3/21/2025	3/21/2025			**90**	Yes							cs	No				/A	N/A	N/A								N/A	We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from custome 0:43-1:45 silent hold We should thank the caller for holding even silent holds.				/A	N/A	39586321	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes				/A	N/A	N/A								N/A	Great connection with customer				/A	N/A	39586575	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			A	N/A	N/A	[redacted]										N/A	N/A	[redacted]			A	N/A	39586905	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes				A	N/A	N/A											N/A	N/A				A	N/A	39586625	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes				A	N/A	N/A											N/A	N/A				A	N/A	39015483	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes				A	N/A	N/A											N/A	N/A				A	N/A	39586635	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes				A	N/A	N/A											N/A	N/A				A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/20	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. @13:20 When speaking with a customer we want to avoid background noise during the call. @9:19	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586480	CTE	External
3/21/2025	3/21/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
3/21/2025	3/21/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**95**	No	[redacted]						cs	Yes	[redacted]				N/A	We had an opportunity t use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" Customer must be given the chance to respond with yes or no. Minute marker 00.18.	[redacted]					A	N/A	[redacted]			/A	N/A	39015599	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes					N/A	N/A						A	N/A			/A	N/A	39015368	CTE	External
3/21/2025	3/21/2025			**85**	Yes							cs	Yes					N/A	N/A						A	N/A			/A	N/A	39586586	CTE	External
3/21/2025	3/21/2025			**100**	Yes							cs	Yes					N/A	N/A						A	N/A			/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/20	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e had an opportunity to ovide the view officer atement. ease ensure e are llowing the omplete ript ovided for e Review fficer atement hich is cated in the edit help ook along ith share oint.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015416	CTE	External
3/21/2025	3/21/20	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:41-4:33	[redacted]	[redacted]	[redacted]	/A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for ing	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**100**	Yes	[redacted]						s	Yes	[redacted]				N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39586567	CTE	External
3/21/2025	3/21/2025			**85**	Yes							s	No					N/A	N/A								/A	When speaking with a customer we want to avoid background noise during the call. at 4:01 detected background noise.				/A	N/A	39015363	CTE	External
3/21/2025	3/21/2025			**75**	Yes							s	Yes					N/A	N/A								/A	N/A				/A	N/A	39015329	CTE	External
3/21/2025	3/21/2025			**100**	Yes							s	Yes					N/A	N/A								/A	N/A				/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/202	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]				N/A	N/A							A	Rep sounds borderline bothered with handling customer. We must be pleasant and cordial at all times.	[redacted]			A	N/A	39586897	CTE	External
3/21/2025	3/21/202			**90**	Yes							No	Yes					A	N/A	N/A						d review icer for mmercial ounts	N/A			A	N/A	39586908	CTE	External
3/21/2025	3/21/202			**100**	Yes							Yes	Yes					A	N/A	N/A						A	N/A			A	N/A	39015229	CTE	External
3/21/2025	3/21/202			**90**	Yes							Yes	Yes					A	N/A	If no clear indication or tech issue while delivering script, ask the hardship question again						A	N/A			A	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]					/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. 1:25-2:12 silent hold we must thank the caller for holding We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer	[redacted]			N/A	N/A	39586595	CTE	External
3/21/2025	3/21/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A						/A	Coaching: 15:56-17:35 We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.				N/A	N/A	39586595	CTE	External
3/21/2025	3/21/2025			**95**	Yes							Yes	No				N/A	N/A	N/A						/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				N/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]							Coaching: RO is not a protection and we should advise the customer it is	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]				/A	N/A	39015493	CTE	External
3/21/2025	3/21/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						N/A	Coaching: Thank the customer for holding upon return. Minute marker 13.46. Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer/read" or "I am required." Good tone of voice!	[redacted]				A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]								N/A	N/A	Coaching: W want to ensur we keep proper pace throughout th call by avoiding excessive dead air.	[redacted]			/A	N/A	39586613	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A									N/A	N/A	N/A			/A	N/A	39586603	CTE	External
3/21/2025	3/21/2025			**95**	Yes							Yes	No				/A	N/A	N/A									Coaching: We failed to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	We want to remain profossional and use prope tone and etiquette with the caller at a times. possibly eating 1:30 We should be using soft skills and words/phrase like please and thank yo when asking for and receiving information from custome Coaching: W want to ensur we keep proper pace throughout th call by avoiding excessive dead air.			/A	N/A	39586310	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A									N/A	N/A	N/A			/A	N/A	39015240	CTE	External
3/21/2025	3/21/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A									N/A	N/A	N/A			/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/21/2025	3/21/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A		CTE	External
3/21/2025	3/21/2025			**85**	Yes							Yes	No				/A	N/A	N/A						/A	When speaking with a customer we want to avoid background noise during the call.					/A	N/A	39586569	CTE	External
3/24/2025	3/24/2025			**85**	Yes							Yes	Yes				/A	N/A	N/A						/A	N/A					/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]		/A	N/A	39586908	CTE	External
3/24/2025	3/24/202			**75**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A			/A	N/A	39586914	CTE	External
3/24/2025	3/24/202			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A			/A	N/A	39015216	CTE	External
3/24/2025	3/24/202			**85**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A			/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**75**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	If no clear response to your opening . Say it again	[redacted]								N/A	You yawned on the call and the customer heard it . Dear air asking questions in chat	[redacted]			N/A	N/A	39586908	CTE	External
3/24/2025	3/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]								N/A	N/A	[redacted]			N/A	N/A	39015317	CTE	External
3/24/2025	3/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]								N/A	N/A	[redacted]			N/A	N/A	39586490	CTE	External
3/24/2025	3/24/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]								N/A	N/A	[redacted]			N/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015261	CTE	External
3/24/2025	3/24/2025			**95**	Yes							es	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39015343	CTE	External
3/24/2025	3/24/2025			**85**	Yes							es	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39015440	CTE	External
3/24/2025	3/24/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39015440	CTE	External
3/24/2025	3/24/2025			**85**	Yes							Yes	No				/A	N/A	N/A								/A	Watch tone and use good listening skills do not match customer's tone or energy when they are upset				/A	N/A		CTE	External
3/24/2025	3/24/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."				/A	N/A	39586651	CTE	External
3/24/2025	3/24/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39015377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]									N/A	N/A	[redacted]				A	N/A	39015280	CTE	External
3/24/2025	3/21/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]									N/A	N/A	[redacted]				A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A				N/A	N/A	39015237	CTE	External
3/24/2025	3/24/2025			**85**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015512	CTE	External
3/24/2025	3/24/2025			**85**	Yes							No	Yes				N/A	N/A	N/A							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	Coaching: We had a hold for 2:04.				N/A	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						A	N/A	[redacted]			N/A	N/A	39015352	CTE	External
3/24/2025	3/24/2025			**90**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39015619	CTE	External
3/24/2025	3/24/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:28-4:10				N/A	N/A	39015390	CTE	External
3/24/2025	3/24/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A							A	N/A				N/A	N/A	39586930	CTE	External
3/24/2025	3/24/2025			**90**	Yes							Yes	No				N/A	N/A	N/A							A	Dead air				N/A	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/202	[redacted]		**65**	Yes	[redacted]						No	No	[redacted]			N/A	N/A	N/A	[redacted]							We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 4:13-5:08	[redacted]			/A	N/A	39586327	CTE	External
3/24/2025	3/24/202			**80**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015617	CTE	External
3/24/2025	3/24/202			**85**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015309	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]				/A	N/A	[redacted]			N/A	N/A	39015492	CTE	External
3/24/2025	3/24/2025			**85**	Yes							Yes	Yes				/A	N/A	N/A					/A	N/A				N/A	N/A	39586569	CTE	External
3/24/2025	3/24/2025			**95**	Yes							Yes	No				/A	N/A	N/A					/A	We had an opportunity to use the proper hold procedure: 2:38-4:50				N/A	N/A	39015315	CTE	External
3/24/2025	3/24/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A					/A	N/A				N/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/202	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]					N/A	N/A	[redacted]	N/A			39015291	CTE	External
3/24/2025	3/24/202			**95**	Yes							es	No				/A	N/A	N/A						N/A	We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer					N/A	N/A	39015346	CTE	External
3/24/2025	3/24/202			**95**	Yes							es	No				/A	N/A	N/A						N/A	We had an opportunity to properly answer the call with in the allotted time frame (6 seconds). 00:10					N/A	N/A	39015215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015548	CTE	External
3/24/2025	3/24/2025			**90**	Yes							es	No				/A	N/A	N/A							N/A	We failed to use proper hold procedure: we must thank the after after each hold During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]		/A	N/A	39586599	CTE	External
3/24/2025	3/24/2025			**100**	Yes							es	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015346	CTE	External
3/24/2025	3/24/2025			**100**	Yes							es	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/24/2025	3/24/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]						/A	N/A	[redacted]		/A	N/A	39015423	CTE	External
3/24/2025	3/24/2025			**100**	Yes							es	Yes				A	N/A	N/A							/A	N/A			/A	N/A	39015423	CTE	External
3/24/2025	3/24/2025			**90**	Yes							es	Yes				A	N/A	N/A							/A	N/A			/A	N/A	39015470	CTE	External
3/24/2025	3/24/2025			**90**	Yes							es	Yes				A	N/A	N/A							/A	N/A			/A	N/A	39586906	CTE	External
3/24/2025	3/24/2025			**100**	Yes							es	Yes				A	N/A	N/A							/A	N/A			/A	N/A	39586580	CTE	External
3/24/2025	3/24/2025			**75**	Yes							o	Yes				A	N/A	N/A							/A	N/A			/A	N/A	39586906	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/24/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A		CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A				N/A	N/A	N/A	39015329	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	COACHING: During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We used "they" once while speaking of Eversource. @ 9:35.			N/A	N/A		CTE	External
3/25/2025	3/25/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				N/A	N/A	39015333	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/202	[redacted]		**55**	Yes	[redacted]						No	No	[redacted]			N/A	N/A	N/A	[redacted]						We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	We should actively listen to what the customer is saying and not ask the customer to repeat	[redacted]				/A	N/A	39586632	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					/A	N/A	39586645	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					/A	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586607	CTE	External
3/25/2025	3/25/2025	[redacted]		**85**	No	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We did not include: Clean Energy Options	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015512	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: We ad an pportunity to ffer ESS. lease ensure e are llowing the omplete ript rovided for ese energy rograms hich is cated in the redit help ook along ith share oint. on't prompt e customer y asking if ey are a nter, just rovide the erbiage.	We used "they" when speaking of Eversource. @ 3:09 & 9:30.	[redacted]	[redacted]	[redacted]	/A	N/A	39015297	CTE	External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	soft tone when speaking to customer good job	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586588	CTE	External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015416	CTE	External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A		CTE	External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586588	CTE	External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Coaching: lets be more energetic during the calls, and taking our time to explain things so customers are fully understanding all the information provided	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586635	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]			/A	Coaching: During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. When speaking with customers always avoid background noise. @0.06	[redacted]			/A	N/A	39586310	CTE	External
3/25/2025	3/25/202			**100**	Yes							Yes	Yes				/A	N/A	N/A				/A	N/A				/A	N/A	39586930	CTE	External
3/25/2025	3/25/202			**90**	Yes							No	Yes				/A	N/A	N/A				/A	Ve had an pportunity to rovide the eview officer tatement. lease ensure e are ollowing the omplete cript rovided for he Review fficer tatement hich is ocated in the redit help ook along ith share oint.	N/A			/A	N/A	39015397	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586609	CTE	External
3/25/2025	3/25/2025			**95**	Yes							es	No				N/A	N/A	N/A							/A	Did not directly acknowledge the customer at the start of the call to ensure they knew we could hear them				/A	N/A		CTE	External
3/25/2025	3/25/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586635	CTE	External
3/25/2025	3/25/2025			**95**	Yes							es	Yes				N/A	N/A	Coaching point, the IVR verification status was true so we didn't need to do full verification							/A	N/A				/A	N/A		CTE	External
3/25/2025	3/25/2025			**85**	Yes							o	Yes				N/A	N/A	N/A							e had an pportunity to rovide the view officer tatement. lease ensure e are llowing the omplete cript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A				/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015702	CTE	External
3/25/2025	3/25/2025			**100**	Yes							es	Yes				A	N/A	N/A			/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."					/A	N/A	39015631	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]							Coaching: We should not read this script as an option for payment plan due to 2 broken plans in last 12months.	We should avoid using "they/them" when speaking of anyone within Eversource.	[redacted]				A	N/A	39015317	CTE	External
3/25/2025	3/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							Customer hung up.	Coaching: We need to try not speaking over customers when ever possible.	[redacted]				A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	s	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
3/25/2025	3/25/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	s	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	s	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	baching: We iled to offer RES. Please sure we are llowing the mplete ript ovided for se energy ograms hich is cated in the edit help ok along th share int.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015452	CTE	External
3/25/2025	3/25/2025			**90**	No							es	Yes				/A	N/A	Failed to use the CT greeting												A	N/A			/A	N/A	39015328	CTE	External
3/25/2025	3/25/2025			**100**	Yes							es	Yes				/A	N/A	N/A												A	N/A			/A	N/A	39015397	CTE	External
3/25/2025	3/25/2025			**100**	Yes							es	Yes				/A	N/A	N/A												A	N/A			/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							A	Great tone of voice and good job in explaining Pura verbatims.	[redacted]			/A	N/A	39015292	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A								A	N/A				/A	N/A	39015292	CTE	External
3/25/2025	3/25/202			**90**	Yes							Yes	No				N/A	N/A	N/A								A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				/A	N/A	39586906	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A								A	N/A				/A	N/A	39015397	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	No				N/A	N/A	N/A								A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				/A	N/A	39586914	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	No				N/A	N/A	N/A								A	be sure to check in more regularly during hold periods				/A	N/A	39015249	CTE	External
3/25/2025	3/25/202			**85**	Yes							Yes	Yes				N/A	N/A	N/A								A	N/A				/A	N/A	39015249	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39586651	CTE	External
3/25/2025	3/25/202			**95**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015619	CTE	External
3/25/2025	3/25/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				/A	N/A	39015249	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586557	CTE	External
3/25/2025	3/25/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/25/2025	3/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]				N/A	N/A	39586557	CTE	External
3/25/2025	3/25/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A					N/A	N/A	39586563	CTE	External
3/25/2025	3/25/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A					N/A	N/A	39015433	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	/A	N/A	39015617	CTE	External
3/26/2025	3/26/2025			**85**	Yes								Yes				N/A	N/A	N/A											/A	N/A			/A	N/A	39586365	CTE	External
3/26/2025	3/26/2025			**75**	Yes								Yes				N/A	N/A	N/A											/A	N/A			/A	N/A		CTE	External
3/26/2025	3/26/2025			**90**	Yes								No				N/A	N/A	N/A											/A	When speaking with a customer we want to avoid background noise during the call. At 10:13 could here phone ringing in background.			/A	N/A	39015644	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/202	[redacted]		**95**	Yes	[redacted]						s	No	[redacted]			N/A	N/A	N/A	[redacted]							/A	We had an opportunity to use the proper hold procedure:4:38-6:47	[redacted]			A	N/A	39015711	CTE	External
3/26/2025	3/26/202	[redacted]		**85**	Yes	[redacted]						s	No	[redacted]			N/A	N/A	N/A	[redacted]							/A	We should always sound professional on any call even after we have to repeat ourselves, we can say, " as I mentioned earlier or as I previously stated." 9:21 Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 4:07-4:51	[redacted]			A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**65**	No	[redacted]						o	No	[redacted]			/A	N/A	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]					e had an portunity to rovide the view officer atement. lease ensure e are llowing the omplete ript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. At 5:41 until 7:11 we did not interact with the customer. If we're using a silent hold we should advise the customer and thank them for waiting.	[redacted]				/A	N/A	39015480	CTE	External
3/26/2025	3/26/2025			**100**	Yes							cs	Yes				/A	N/A	N/A						/A	Great job for explaining to customer how MPP works.					/A	N/A	39015456	CTE	External
3/26/2025	3/26/2025			**100**	Yes							cs	Yes				/A	N/A	N/A						/A	N/A					/A	N/A	39015363	CTE	External
3/26/2025	3/26/2025			**100**	Yes							cs	Yes				/A	N/A	N/A						/A	N/A					/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**100**	Yes	[redacted]						cs	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015265	CTE	External
3/26/2025	3/26/2025			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A	39586895	CTE	External
3/26/2025	3/26/2025			**95**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A				N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]					/A	We need to utilize our soft skills by acknowledging what the customer says and avoid speaking over them whenever possible.	[redacted]				/A	N/A	39586641	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				/A	N/A	N/A						/A	N/A						/A	N/A	39015344	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				/A	N/A	N/A						/A	N/A						/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**80**	Yes	[redacted]						No	Yes	[redacted]			/A	N/A	N/A	[redacted]						We had an opportunity to provide the eview officer tatement. Please ensure ve are ollowing the omplete cript rovided for he Review Officer Statement hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]			/A	N/A	39015314	CTE	External
3/26/2025	3/26/2025			**95**	Yes							Yes	No				/A	N/A	N/A							N/A	We should not be working on previous account when taking a new call. All notes must be done before taking a new call. 1:13-1:58 Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:33-4:11				/A	N/A	39015368	CTE	External
3/26/2025	3/26/2025			**90**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015400	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015245	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015440	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A	39015377	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				/A	N/A	N/A								/A	N/A				/A	N/A	39015358	CTE	External
3/26/2025	3/26/2025			**75**	Yes							o	Yes				/A	N/A	N/A							e failed to rovide the view officer atement. lease ensure e are llowing the omplete ript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	N/A			/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]							A	N/A	[redacted]			/A	N/A	39586641	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				A	N/A	N/A								A	N/A				/A	N/A	39015325	CTE	External
3/26/2025	3/26/2025			**90**	Yes							es	No				A	N/A	N/A								A	Asked the caller to wait at the start of the call while notating previous account			/A	N/A	39015383	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				A	N/A	N/A								A	N/A				/A	N/A	39015229	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				A	N/A	N/A								A	N/A				/A	N/A	39015229	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]								stomer clined, and ted that she nts to leave account as	N/A	[redacted]			/A	N/A	39015604	CTE	External
3/26/2025	3/26/2025			**90**	Yes							es	Yes				A	N/A	N/A									A	N/A				/A	N/A	39015229	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				A	N/A	N/A									A	N/A				/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			A	N/A		CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				A	N/A	39586599	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				A	N/A	39015343	CTE	External
3/26/2025	3/26/2025			**95**	Yes							Yes	No				N/A	N/A	N/A							ustomer isconnected efore it could e offered	Coaching: to use empathy with the customer when expressing a tough time.				A	N/A	39015604	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			/A	N/A	39015548	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39586645	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39015248	CTE	External
3/26/2025	3/26/2025			**75**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39015512	CTE	External
3/26/2025	3/26/2025			**80**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39015341	CTE	External
3/26/2025	3/26/2025			**95**	Yes							Yes	No				/A	N/A	N/A								N/A	Coaching we could have provided some empathy or acknowledged when customer mentioned was on dialysis/ transplant list				/A	N/A	39586480	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39586480	CTE	External
3/26/2025	3/26/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A				/A	N/A	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A	39586613	CTE	External
3/26/2025	3/26/2025			**80**	Yes							es	Yes				N/A	N/A	N/A						/A	N/A						/A	N/A	39586578	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				N/A	N/A	N/A						/A	N/A						/A	N/A	39015363	CTE	External
3/26/2025	3/26/2025			**100**	Yes							es	Yes				N/A	N/A	N/A						/A	N/A						/A	N/A	39015245	CTE	External
3/26/2025	3/26/2025			**95**	Yes							es	Yes				N/A	N/A	N/A						/A	N/A						/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Coaching: We need to utilize our soft skills by acknowledging what the customer says and using empathy statements when they mention a concern such a shut off notice.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586625	CTE	External
3/26/2025	3/26/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015433	CTE	External
3/26/2025	3/26/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586598	CTE	External
3/26/2025	3/26/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586603	CTE	External
3/26/2025	3/26/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015363	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/26/2025	3/26/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586895	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				A	N/A	N/A												/A	N/A				N/A	N/A	39586478	CTE	External
3/26/2025	3/26/2025			**95**	Yes							Yes	No				A	N/A	N/A												/A	Dead air TS 3:30-4:30				N/A	N/A	39015435	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				A	N/A	N/A												oaching: gent should ot offer CRO or more time o get HS nformation n.	N/A				N/A	N/A	39015216	CTE	External
3/26/2025	3/26/2025			**100**	Yes							Yes	Yes				A	N/A	N/A												/A	N/A				N/A	N/A	39015216	CTE	External
3/27/2025	3/27/2025			**95**	Yes							Yes	Yes				A	N/A	N/A												/A	N/A				N/A	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/202	[redacted]		**85**	Yes	[redacted]							No	[redacted]			/A	N/A	N/A	[redacted]					e had an portunity to ovide the view officer tement. ease ensure e are llowing the mplete ript ovided for e Review ficer atement hich is cated in the edit help ok along th share int.	We had an opportunity to use the proper hold procedure: 11:17-13:54	[redacted]			/A	N/A	39015246	CTE	External
3/27/2025	3/27/202			**95**	Yes							s	Yes				/A	N/A	N/A						A	N/A					/A	N/A	39586595	CTE	External
3/27/2025	3/27/202			**100**	Yes							s	Yes				/A	N/A	N/A						A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 6:00-6:36			/A	N/A	39015521	CTE	External
3/27/2025	3/27/202			**100**	Yes							s	Yes				/A	N/A	N/A						A	N/A					/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]	[redacted]	[redacted]	/A	N/A	39015377	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**65**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e had an portunity to ovide the view officer atement. ease ensure e are llowing the mplete ript ovided for e Review fficer atement hich is cated in the edit help ook along ith share int.	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 2:05-2:52, 4:26-5:00, 7:14-7:45	[redacted]	[redacted]	[redacted]	/A	N/A	39586640	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015343	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015343	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015332	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	he customer eclined.	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015332	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015644	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586651	CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A		CTE	External
3/27/2025	3/27/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/2025	[redacted]		**100**	Yes	[redacted]						s	Yes	[redacted]			A	N/A	N/A	[redacted]							/A	N/A	[redacted]			/A	N/A		CTE	External
3/27/2025	3/27/2025			**90**	Yes							s	Yes				A	N/A	N/A								/A	N/A				/A	N/A	39015426	CTE	External
3/27/2025	3/27/2025			**100**	Yes							s	Yes				A	N/A	N/A								/A	N/A				/A	N/A	39015426	CTE	External
3/27/2025	3/27/2025			**95**	Yes							s	Yes				A	N/A	N/A								/A	N/A				/A	N/A	39015297	CTE	External
3/27/2025	3/27/2025			**90**	Yes							s	Yes				A	N/A	N/A								/A	Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 13:26-14:00				/A	N/A		CTE	External
3/27/2025	3/27/2025			**95**	Yes							s	Yes				A	N/A	N/A								/A	N/A				/A	N/A	39586635	CTE	External
3/27/2025	3/27/2025			**95**	Yes							s	No				A	N/A	N/A								/A	We should avoid using "they" when speaking of anyone with in Eversource.				/A	N/A	39015317	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]								A	N/A	[redacted]			/A	N/A		CTE	External
3/27/2025	3/27/2025			**100**	Yes							es	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39586588	CTE	External
3/27/2025	3/27/2025			**95**	Yes							es	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39015331	CTE	External
3/27/2025	3/27/2025			**85**	Yes							es	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39015331	CTE	External
3/27/2025	3/27/2025			**90**	Yes							es	Yes				/A	N/A	N/A									A	N/A				/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We placed the customer on hold before they could say yes or no to holding. Minute marker 00.50. We want to wait till the customer is done speaking before trying to answer to avoid over talking. Minute marker 04.43. Coaching: We want to have out past notes submitted before assisting the next customer. This will help avoid using hold before the account is verified. Good job thanking the customer for holding upon return!	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015383	CTE	External
3/27/2025	3/27/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/20	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						A	N/A	[redacted]			/A	N/A	39015493	CTE	External
3/27/2025	3/27/20			**95**	Yes							es	Yes				N/A	N/A	N/A							A	N/A				/A	N/A	39015470	CTE	External
3/27/2025	3/27/20			**100**	Yes							es	Yes				N/A	N/A	N/A							A	N/A				/A	N/A	39586476	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/27/2025	3/27/2025	[redacted]		**70**	Yes	[redacted]						No	Yes	[redacted]			/A	N/A	N/A	[redacted]						We had an opportunity to provide the eview officer tatement. Please ensure we are ollowing the complete cript rovided for he Review Officer Statement hich is ocated in the redit help ook along with share oint.	N/A	[redacted]			/A	N/A	39015291	CTE	External
3/27/2025	3/27/2025			**95**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015548	CTE	External
3/28/2025	3/28/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015352	CTE	External
3/28/2025	3/28/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			/A	N/A	Coaching: Be sure to have screen readily available for review to see if account is authenticate or not.	[redacted]							A	We had an opportunity to use the proper hold procedure: At3:35 hold for 2 min 29 seconds. We should check back within 2 minutes.	[redacted]				A	N/A	39586905	CTE	External
3/28/2025	3/28/2025			**95**	Yes							es	No				/A	N/A	N/A								A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.					A	N/A	39586480	CTE	External
3/28/2025	3/28/2025			**95**	Yes							es	Yes				/A	N/A	N/A								A	N/A					A	N/A	39015440	CTE	External
3/28/2025	3/28/2025			**100**	Yes							es	Yes				/A	N/A	N/A								A	N/A					A	N/A	39015328	CTE	External
3/28/2025	3/28/2025			**85**	Yes							es	Yes				/A	N/A	N/A								A	N/A					A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/202	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]						N/A	We had an opportunity to use the proper hold procedure: At 4:15 we placed customer on silent hold and did not check back until 8:36. Even with silent hold we should still check back within 2 minutes.	[redacted]			/A	N/A	39015452	CTE	External
3/28/2025	3/28/202			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39586557	CTE	External
3/28/2025	3/28/202			**95**	Yes							Yes	No				/A	N/A	N/A							N/A	When speaking with a customer we want to avoid background noise during the call. 5:48-6:11				/A	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A	N/A	39586908	CTE	External
3/28/2025	3/28/202			**95**	Yes							es	No				/A	N/A	N/A						/A	We should always check in with in a minute of customer placing us on hold. 10:08-11:29, 11:57-1252					/A	N/A	N/A	39586365	CTE	External
3/28/2025	3/28/202			**100**	Yes							es	Yes				/A	N/A	N/A						/A	N/A						/A	N/A	N/A	39015331	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]								/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:26-4:16, 4:21-5:36	[redacted]			/A	N/A	39586327	CTE	External
3/28/2025	3/28/2025			**90**	Yes							es	No				N/A	N/A	N/A									/A	When speaking with a customer we want to avoid background noise during the call. (we had noise throughout the call)				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]							/A	We want to remain professional and use proper tone and etiquette with the caller at all times. Although we had asked for either the phone number or account number and the customer stated did not have account number would need to look up another way we could have been more courteous by responding that's fine could I please have the phone number on the account. We should be answering questions not just stating what was needed to avoid disconnect. AH had to ask	[redacted]			/A	N/A	39015505	CTE	External
3/28/2025	3/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]						/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	New Verbatim ESS: Lastly we would like to inform you of our Energy Storage Solutions Program which can include the following benefits to you: Battery energy storage can provide emergency back up If the power goes out Through the Energy Storage Solutions program, you could qualify for up to $16,000 to purchase and install a battery system plus earn incentives when your system contributes to the grid during peak summer and winter	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015600	CTE	External
3/28/2025	3/28/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015401	CTE	External
3/28/2025	3/28/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	/A	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]							N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 8:07-11:36	[redacted]			N/A	N/A	39586599	CTE	External
3/28/2025	3/28/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								N/A	N/A						N/A	N/A	39586609	CTE	External
3/28/2025	3/28/2025			**75**	Yes							No	Yes				/A	N/A	N/A							Failed to advised of the " PURA STATEMENT "	N/A						N/A	N/A	39015631	CTE	External
3/28/2025	3/28/2025			**95**	Yes							Yes	No				/A	N/A	N/A							N/A	actively listen to the customer , customer had to repeat herself several times while giving information for acct, cc payment						N/A	N/A	39586310	CTE	External
3/28/2025	3/28/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A						N/A	N/A	39015631	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]							OACHING: ou only need do the view officer ce during e call.	N/A	[redacted]			A	N/A	39015229	CTE	External
3/28/2025	3/28/2025			**80**	Yes							es	Yes				/A	N/A	N/A								A	N/A				A	N/A	39015600	CTE	External
3/28/2025	3/28/2025			**95**	Yes							es	No				/A	N/A	N/A								A	When speaking with a customer we want to avoid background noise during the call. 2:59, 4:40 Coaching: We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 5:24-6:04				A	N/A	39015390	CTE	External
3/28/2025	3/28/2025			**100**	Yes							es	Yes				/A	N/A	N/A								A	N/A				A	N/A	39015216	CTE	External
3/28/2025	3/28/2025			**85**	Yes							es	Yes				/A	N/A	N/A								A	N/A				A	N/A	39015240	CTE	External
3/28/2025	3/28/2025			**100**	Yes							es	Yes				/A	N/A	N/A								A	N/A				A	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/202	[redacted]		**80**	Yes	[redacted]						es	No	[redacted]			N/A	N/A	N/A	[redacted]						/A	We had an opportunity to use hold to avoid dead air. Minute marker 2.01 to 03.17. Thank the customer for waiting upon return. Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]			N/A	N/A		CTE	External
3/28/2025	3/28/202			**90**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					N/A	N/A		CTE	External
3/28/2025	3/28/202			**100**	Yes							es	Yes				N/A	N/A	N/A							/A	N/A					N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]							N/A	Coaching: As a reminder we want to use proper ownership when informing customer about our additional programs we offer. We want to avoid using phrases like "I have to offer" or "I am required."	[redacted]			/A	N/A	39015317	CTE	External
3/28/2025	3/28/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39586569	CTE	External
3/28/2025	3/28/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39586905	CTE	External
3/28/2025	3/28/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A								N/A	N/A				/A	N/A	39015464	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]					eclined.	Good tone!	[redacted]			N/A	N/A	39586602	CTE	External
3/28/2025	3/28/2025			**90**	Yes							Yes	No				N/A	N/A	N/A						/A	should avoid " they" when speaking of anyone within Eversource.				N/A	N/A	39015419	CTE	External
3/28/2025	3/28/2025			**95**	Yes							Yes	Yes				N/A	N/A	N/A						/A	N/A				N/A	N/A	39015358	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/20	[redacted]		**90**	No	[redacted]						es	No	[redacted]			A	N/A	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We must allow the customer to respond with an answer.	[redacted]								N/A	We interrupted the customer to finish verifying the account. We need to wait till the customer is done speaking before we respond or continue. Minute marker 00.56. coaching: We can use hold/silent hold if needing some time to complete notes. Thank the customer for waiting upon return.	[redacted]			/A	N/A	39015599	CTE	External
3/28/2025	3/28/20	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]								N/A	N/A	[redacted]			/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/202	[redacted]		**80**	Yes	[redacted]						es	No	[redacted]			/A	N/A	N/A	[redacted]							N/A	We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. We should thank the caller for holding even silent holds.	[redacted]			/A	N/A	39586321	CTE	External
3/28/2025	3/28/202	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]							N/A	N/A	[redacted]			/A	N/A	39015378	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			A	N/A	N/A	[redacted]																		
3/28/2025	3/28/2025			**95**	Yes							es	Yes				A	N/A	N/A																			
3/28/2025	3/28/2025			**100**	Yes							es	Yes				A	N/A	N/A																			
3/28/2025	3/28/2025			**100**	Yes							es	Yes				A	N/A	N/A																			
3/28/2025	3/28/2025			**80**	Yes							es	Yes				A	N/A	N/A																			

| Evaluation Datetime indexed | Interaction The Datetime indexed | Evaluator Name | Evaluatee Name | Evaluation Score | 1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR | 1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing | 2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines | 2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II | 2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only) | 2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1) | 2.2.3 Offer 18 month, Monthly Flat Plan | 2.3 Offer and provide benefits of Weatherization | 2.4 Offer RRES & ESS | 2.5 Discuss/Explain Review Officer | 3.1 Update RECAP | 3.2 Documentation & followed proper procedure | 4.1 Did the CSR resolve customers reason for calling | 5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance | NICE ID | Gas or Electric: | Internal/External |

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/28/2025	3/28/2025	[redacted]		**95**	Yes	[redacted]						cs	No	[redacted]			N/A	N/A	N/A	[redacted]						/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.	[redacted]				/A	N/A	39015249	CTE	External
3/28/2025	3/28/2025			**85**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015261	CTE	External
3/28/2025	3/28/2025			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015433	CTE	External
3/28/2025	3/28/2025			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015245	CTE	External
3/28/2025	3/28/2025			**100**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015248	CTE	External
3/28/2025	3/28/2025			**95**	Yes							cs	Yes				N/A	N/A	N/A							/A	N/A					/A	N/A	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/30/2025	3/30/2025	[redacted]		**85**	Yes	[redacted]						s	Yes	[redacted]			N/A	N/A	N/A	[redacted]							/A	N/A	[redacted]				A	N/A	39586321	CTE	External
3/31/2025	3/31/2025			**90**	Yes							s	Yes				N/A	N/A	N/A								/A	N/A					A	N/A	39586632	CTE	External
3/31/2025	3/31/2025			**95**	Yes							s	Yes				N/A	N/A	N/A								/A	N/A					A	N/A	39015480	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/202	[redacted]		**95**	Yes	[redacted]						es	No	[redacted]			/A	N/A	Coaching: We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]						A	We had an opportunity to properly answer the call with in the allotted time frame (6 seconds). 00:13	[redacted]			/A	N/A	39015492	CTE	External
3/31/2025	3/31/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			/A	N/A	N/A	[redacted]						A	N/A	[redacted]			/A	N/A	39015512	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/202	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]					A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 3:38-4:15, 9:32-11:15	[redacted]			/A	N/A	39015521	CTE	External
3/31/2025	3/31/202			**95**	Yes							Yes	No				/A	N/A	N/A						A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. From 3:07 until 4:40 we did not interact with the customer. If we're using a silent hold we should advise the customer and thank them for waiting.				/A	N/A	39015397	CTE	External
3/31/2025	3/31/202			**100**	Yes							Yes	Yes				/A	N/A	N/A						A	N/A				/A	N/A	39015246	CTE	External
3/31/2025	3/31/202			**80**	Yes							Yes	No				/A	N/A	N/A						A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.				/A	N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			A	N/A	N/A	[redacted]						A	N/A	[redacted]			/A	N/A	39015292	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							A	N/A				/A	N/A	39015617	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							A	N/A				/A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**95**	Yes	[redacted]						Yes	No	[redacted]			/A	N/A	N/A	[redacted]					/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. From 5:13 until 7:08 we did not interact with the customer. If we're using a silent hold we should advise the customer and thank them for waiting.	[redacted]				/A	N/A	39015644	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A						/A	N/A				/A	N/A	39586635	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A						/A	N/A				/A	N/A	39586635	CTE	External
3/31/2025	3/31/2025			**80**	Yes							Yes	No				/A	N/A	N/A						/A	We had an opportunity to return to our customer in 2 minutes or less. Minute marker 4.38 to 7.20.				/A	N/A	39015479	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015358	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39015377	CTE	External
3/31/2025	3/31/2025			**95**	Yes							Yes	No				N/A	N/A	N/A							/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 1:15-1:59, 2:31-3:01, 5:10-5:41, 5:53-7:03, 8:58-9:57. 9:58-10:42, 10:51-12:03, 12:06-13:45, 14:07-17:23			/A	N/A		CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				N/A	N/A	N/A							/A	N/A				/A	N/A	39586588	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**80**	Yes	[redacted]						Yes	No	[redacted]			A	N/A	N/A	[redacted]						/A	We failed to show empathy several times the customer mention medical conditions in the home and we did not even acknowledge her. We did not go over medical until the we started to recap the call. We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.	[redacted]				/A	N/A	39586609	CTE	External
3/31/2025	3/31/2025			**95**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A						/A	N/A	39015400	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A						/A	N/A	39015516	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A						/A	N/A	39015314	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]				N/A	N/A	[redacted]					/A	Coaching: We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			N/A	N/A	39586321	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes					N/A	N/A						/A	Coaching point to not say "have to" when getting ready to read the PURA scripts				N/A	N/A		CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes					N/A	N/A						/A	N/A				N/A	N/A		CTE	External
3/31/2025	3/31/2025			**95**	Yes							Yes	Yes					N/A	N/A						/A	N/A				N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]							/A	N/A	[redacted]					/A	N/A	39586603	CTE	External
3/31/2025	3/31/2025			**65**	Yes							No	No				/A	N/A	N/A								e failed to rovide the view officer atement. lease ensure e are llowing the omplete ript rovided for e Review fficer tatement hich is cated in the redit help ook along ith share oint.	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource. We should take ownership when it comes to offering programs: If the customer decided to hang up or refuse the programs after we off that is fine. We should not be telling the customer they can hang up if they want instead we need to offer the information o the customers.					/A	N/A			
3/31/2025	3/31/2025			**85**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39586603	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A	39586598	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A								/A	N/A					/A	N/A		CTE	External
3/31/2025	3/31/2025			**85**	Yes							No	Yes				/A	N/A	N/A								idn't offer RO	N/A					/A	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			A	N/A	N/A	[redacted]						/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 11:16-12:20, 12:24-13:00, 13:42-14:17, 16:49-17:34 We should not use jargon words when speaking with customer. 21:44	[redacted]			/A	N/A	39586480	CTE	External
3/31/2025	3/31/2025			**80**	Yes							Yes	Yes				A	N/A	N/A							/A	Coaching: Possibly eating 1:42-1:52				/A	N/A	39586310	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	Coaching When speaking with customers always avoid background noise. 2:05-2:11 6:07 noise background				/A	N/A	39586567	CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A				/A	N/A		CTE	External
3/31/2025	3/31/2025			**100**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A				/A	N/A	39015314	CTE	External
3/31/2025	3/31/2025			**95**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A				/A	N/A	39586569	CTE	External
3/31/2025	3/31/2025			**95**	Yes							Yes	Yes				A	N/A	N/A							/A	N/A				/A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A	39586478	CTE	External
3/31/2025	3/31/2025			**60**	Yes							o	Yes				N/A	N/A	N/A							We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N/A				/A	N/A		CTE	External
3/31/2025	3/31/2025			**95**	Yes							es	Yes				N/A	N/A	N/A							Customer declined	N/A				/A	N/A	39586895	CTE	External
3/31/2025	3/31/2025			**85**	Yes							es	Yes				N/A	N/A	N/A							N/A	Coaching: We should be using soft skills and words/phrases like please and thank you when asking for and receiving information from customer				/A	N/A	39586908	CTE	External
3/31/2025	3/31/2025			**100**	Yes							es	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39586602	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/202	[redacted]		**75**	Yes	[redacted]						Yes	No	[redacted]			N/A	N/A	N/A	[redacted]							N/A	Excuse our self or use mute, if needing to cough. Minute markers 03.26, 04.48, 09.44, 11.40, 13.16 and 13.32. We had the opportunity to use hold to avoid dead air. Minute marker 14.17 to 16.02. Good Empathy!	[redacted]			/A	N/A	39586580	CTE	External
3/31/2025	3/31/202			**100**	Yes							Yes	Yes				N/A	N/A	Customer declined							N/A	N/A				/A	N/A	39015248	CTE	External
3/31/2025	3/31/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39015248	CTE	External
3/31/2025	3/31/202			**75**	No							Yes	Yes				N/A	N/A	Customer stated "yes" to the greeting, We verified the customer then asked how may we assist with the account.							customer disconnected	customer disconnected				/A	N/A	39015470	CTE	External
3/31/2025	3/31/202			**85**	Yes							es	Yes				N/A	N/A	N/A							N/A	N/A				/A	N/A	39586575	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/202	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			N/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A	39586586	CTE	External
3/31/2025	3/31/202			**85**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					/A	N/A	39015479	CTE	External
3/31/2025	3/31/202			**95**	Yes							Yes	No				N/A	N/A	N/A							N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air.					/A	N/A	39586906	CTE	External
3/31/2025	3/31/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					/A	N/A	39015599	CTE	External
3/31/2025	3/31/202			**100**	Yes							Yes	Yes				N/A	N/A	N/A							N/A	N/A					/A	N/A	39015599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
3/31/2025	3/31/2025	[redacted]		**85**	Yes	[redacted]						es	No	[redacted]			A	N/A	N/A	[redacted]							N/A	During the call we should always claim ownership and avoid the use of they/them when speaking of Eversource.	[redacted]			/A	N/A	39586914	CTE	External
3/31/2025	3/31/2025			**95**	Yes							es	Yes				A	N/A	N/A								N/A	N/A				/A	N/A		CTE	External
3/31/2025	3/31/2025			**100**	Yes							es	Yes				A	N/A	N/A								N/A	N/A				/A	N/A	39586895	CTE	External
4/1/2025	4/1/2025			**70**	Yes							o	No				s	Yes	N/A								We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586588	CTE	External
4/1/2025	4/1/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015363	CTE	External
4/1/2025	4/1/202			**50**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586645	CTE	External
4/1/2025	4/1/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	We had an opportunity t use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We need to include: as well as a Clean Energy Options	[redacted]					/A	N/A	[redacted]			N/A	N/A	39587228	CTE	External
4/1/2025	4/1/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39015249	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. Be sure we include the website when offering energy programs.	N/A	[redacted]			/A	N/A	39015280	CTE	External
4/1/2025	4/1/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586476	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/2025	[redacted]		**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Customer declined .	[redacted]	[redacted]	[redacted]	/A	N/A	39587226	CTE	External
4/1/2025	4/1/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point. Ve need to nclude the ebsite on RES.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015315	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should read the full script on RRES including the website.	N/A	[redacted]			/A	N/A	39015329	CTE	External
4/1/2025	4/1/202			**90**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015548	CTE	External
4/1/2025	4/1/202			**90**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39587233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]						N/A	N/A	39015261	CTE	External
4/1/2025	4/1/2025			**100**	Yes							es	Yes				es	Yes	N/A							/A	N/A							N/A	N/A	39015383	CTE	External
4/1/2025	4/1/2025			**100**	Yes							es	Yes				es	Yes	N/A							/A	call ended.							N/A	N/A	39015600	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/202	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]			all the ustomer back nd offer ardship	N/A	39587216	CTE	External
4/1/2025	4/1/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015440	CTE	External
4/1/2025	4/1/202			**85**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586613	CTE	External
4/1/2025	4/1/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39587221	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/1/2025	4/1/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]						ustomer eclined ograms.	N/A	[redacted]			N/A	N/A	39586635	CTE	External
4/1/2025	4/1/2025			**100**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A	39587229	CTE	External
4/1/2025	4/1/2025			**100**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A	39587225	CTE	External
4/1/2025	4/1/2025			**90**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A		CTE	External
4/1/2025	4/1/2025			**100**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A	39015245	CTE	External
4/1/2025	4/1/2025			**95**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A	39015324	CTE	External
4/1/2025	4/1/2025			**100**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A	39015248	CTE	External
4/2/2025	4/2/2025			**100**	Yes							Yes	Yes			es	Yes	N/A							/A	N/A				N/A	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer ong with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point. ven though ustomer lives housing we hould still ttempt to ffer the rogram. AH ay know omeone that ould be terested.	N/A	[redacted]	[redacted]	[redacted]	all back to ffer MPP and k if receives ate benefits r 50% IDR.	N/A	39586975	CTE	External
4/2/2025	4/2/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e need to view MPP etails.	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]		es	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015246	CTE	External
4/2/2025	4/2/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]		es	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586976	CTE	External
4/2/2025	4/2/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]		es	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015644	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A	39586627	CTE	External
4/2/2025	4/2/2025			**75**	Yes							es	Yes				o	Yes	N/A							N/A	N/A					all back to ffer MFP	N/A	39586478	CTE	External
4/2/2025	4/2/2025			**90**	Yes							es	Yes				es	Yes	N/A							N/A	N/A					/A	N/A	39015346	CTE	External
4/2/2025	4/2/2025			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A					/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39587218	CTE	External
4/2/2025	4/2/2025			**90**	Yes							Yes	Yes			es	Yes	N/A						oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point. Ve should not sk if the ustomer ants the ebsite we eed to rovide the nformation to he customer.	N/A				N/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39587227	CTE	External
4/2/2025	4/2/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						eclined dditional nergy savings rograms. ustomer terrupted hen ttempting to rovide ESS.	N/A					N/A	N/A	39586931	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39587220	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						A	N/A	[redacted]			/A	N/A	39586310	CTE	External
4/2/2025	4/2/2025			**95**	Yes							es	Yes				es	Yes	N/A							A	N/A				/A	N/A	39587216	CTE	External
4/2/2025	4/2/2025			**100**	Yes							es	Yes				es	Yes	N/A							aching: hen oviding the ergy ograms we nt to review h program ividually h the stomer ng with the nefits of h program tion. Please the rbiage ovided in credit help ok and in re point.	N/A				/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**60**	Yes	[redacted]						o	No	[redacted]			No	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]				all back to e if eligible r 50% LIDR	N/A	39015617	CTE	External
4/2/2025	4/2/2025	[redacted]		**65**	Yes	[redacted]						o	Yes	[redacted]			No	Yes	N/A	[redacted]						We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			e need to ll the stomer back advise DR, and to vise the stomer that e need one nth of pay abs for rdship so if e customer ts paid weekly we ed two. The stomer vise she ts paid weekly	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**80**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]						/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in share point.	[redacted]			/A	N/A	39587214	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015496	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015619	CTE	External
4/2/2025	4/2/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015278	CTE	External
4/2/2025	4/2/2025			**100**	Yes							Yes	Yes				Yes	Yes	Agent failed to ask for both account number or phone number							N/A	N/A				/A	N/A	39015377	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							New Verbiage ESS Lastly we would like to inform you of our Energy Storage Solutions Program which can include the following benefits to you: Battery energy storage can provide emergency back up If the power goes out Through the Energy Storage Solutions program, you could qualify for up to $16,000 to purchase and install a battery system plus earn incentives when your system contributes to the grid during peak summer and winter	N/A					/A	N/A	39587217	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after the greeting "Thank you for calling Eversource my name is ___ may I please have your first and last name."	[redacted]					N/A	N/A	[redacted]			We need to call the customer back to offer available plans	N/A	39586607	CTE	External
4/2/2025	4/2/2025			**90**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39587223	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39587217	CTE	External
4/2/2025	4/2/2025			**90**	Yes							Yes	Yes				es	No	N/A						N/A	N/A				N/A	N/A	39587226	CTE	External
4/2/2025	4/2/2025			**75**	Yes							Yes	Yes				es	No	N/A						N/A	N/A				N/A	N/A	39587225	CTE	External
4/2/2025	4/2/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39587233	CTE	External
4/2/2025	4/2/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39586613	CTE	External
4/2/2025	4/2/2025			**90**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39587231	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/2/2025	4/2/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in share point. New Verbiage for ESS: Lastly we would like to inform you of our Energy Storage Solutions Program which can include the following benefits to you: Battery energy storage can provide emergency back up If the power goes out Through the	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015358	CTE	External
4/2/2025	4/2/202			**100**	Yes			es	Yes				es	Yes	N/A																	N/A	N/A				N/A	N/A	39586569	CTE	External
4/3/2025	4/2/202			**100**	Yes			es	Yes				es	Yes	N/A																	N/A	N/A				N/A	N/A	39015368	CTE	External
4/3/2025	4/3/202			**60**	Yes			es	No				o	Yes	N/A																	N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					Offer MFP and route account L90.	N/A	39587215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/3/2025	4/3/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015479	CTE	External
4/3/2025	4/3/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39586651	CTE	External
4/3/2025	4/3/202			**70**	Yes							No	No				es	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					N/A	N/A	39015505	CTE	External
4/3/2025	4/3/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39586598	CTE	External
4/3/2025	4/3/202			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39587231	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/3/2025	4/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586632	CTE	External
4/3/2025	4/3/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015604	CTE	External
4/3/2025	4/3/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015604	CTE	External
4/3/2025	4/3/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39587223	CTE	External
4/3/2025	4/3/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586603	CTE	External
4/3/2025	4/3/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/3/2025	4/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			s	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We need to include the website when reading script.	N/A	[redacted]			A	N/A	39015280	CTE	External
4/3/2025	4/3/2025	[redacted]		**65**	Yes	[redacted]						Yes	No	[redacted]			s	Yes	N/A	[redacted]							N/A	N/A	[redacted]			A	N/A	39586975	CTE	External
4/3/2025	4/3/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]							N/A	N/A	[redacted]			ll the tomer back l provide ails for PP	N/A	39587221	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/3/2025	4/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015378	CTE	External
4/3/2025	4/3/2025			**85**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A						Call the customer back and see if they qualify for the 50%	N/A	39587229	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/3/2025	4/3/2025	[redacted]		**55**	Yes	[redacted]						o	No	[redacted]			o	Yes	N/A	[redacted]												Ve had an pportunity to ffer RRES nd ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in hare point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in share point. Minute marker 14.55.	[redacted]			ustomer call ack to rovide 50% IDR details nce qualified or hardship, RES & ESS nd Review fficer.	N/A	39586641	CTE	External
4/3/2025	4/3/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]												oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A	[redacted]			/A	N/A	39587227	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/3/2025	4/3/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						/A	N/A	[redacted]				Call the customer back and offer ecure upload, advise the customer they can qualify a ow income liscount rate, offer the 18 nfp , offer the energy programs.	N/A	39586769	CTE	External
4/4/2025	4/4/2025			**95**	Yes							Yes	Yes				o	Yes	N/A							/A	N/A					Call back to give correct amount of match each month.	N/A	39586575	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]				Yes	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We need to keep with the required script on energy programs.	N/A	[redacted]				N/A	N/A	39015470	CTE	External
4/4/2025	4/4/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]				Yes	Yes	N/A	[redacted]							N/A	N/A	[redacted]				N/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586930	CTE	External
4/4/2025	4/4/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586906	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]						e had an opportunity to ffer RRES nd ESS. lease ensure e are llowing the omplete cript rovided for ese energy rograms hich is cated in hare point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in share point.	[redacted]			/A	N/A	39015400	CTE	External
4/4/2025	4/4/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586914	CTE	External
4/4/2025	4/4/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39587006	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015240	CTE	External
4/4/2025	4/4/2025	[redacted]		**85**	Yes	[redacted]						o	Yes	[redacted]			o	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point. Even though the customer said they rent we should still offer energy programs. They may know someone that would be interested.	N/A	[redacted]			Call back to give energy programs.	N/A	39586580	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015521	CTE	External
4/4/2025	4/4/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015215	CTE	External
4/4/2025	4/4/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						oaching: We ad an pportunity to ffer ESS. lease ensure e are llowing the omplete cript rovided for ese energy rograms hich is cated in the redit help ook along ith share oint.	N/A				/A	N/A	39015292	CTE	External
4/4/2025	4/4/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015390	CTE	External
4/4/2025	4/4/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]	[redacted]	**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	ustomer call ack to rovide omplete etails of PP.	N/A	39587218	CTE	External
4/4/2025	4/4/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586968	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586601	CTE	External
4/4/2025	4/4/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586931	CTE	External
4/4/2025	4/4/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586595	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/20	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in share point.	N/A	[redacted]			/A	N/A	39587214	CTE	External
4/4/2025	4/4/20	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					all dropped	call dropped	[redacted]			/A	N/A	39587220	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Ustomer eclined rograms ince she was till at work.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39587215	CTE	External
4/4/2025	4/4/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39587228	CTE	External
4/4/2025	4/4/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39587231	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39587223	CTE	External
4/4/2025	4/4/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A						N/A	N/A	39587226	CTE	External
4/4/2025	4/4/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							rd party eclined had a r. ppointment.	N/A						N/A	N/A	39587217	CTE	External
4/4/2025	4/4/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A						N/A	N/A	39587219	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39587233	CTE	External
4/4/2025	4/4/2025			**95**	Yes							es	Yes				No	No	N/A							Call drop	Call drop				/A	N/A	39015240	CTE	External
4/4/2025	4/4/2025			**95**	Yes							es	Yes				No	Yes	N/A							N/A	N/A				PP details.	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						oaching: We ad an pportunity to ffer ESS. lease ensure e are llowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]			N/A	N/A	39015464	CTE	External
4/4/2025	4/4/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015492	CTE	External
4/4/2025	4/4/2025			**90**	Yes							Yes	Yes				Yes	No	N/A						/A	Call disconnected					N/A	N/A	39015600	CTE	External
4/4/2025	4/4/2025			**100**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A					N/A	N/A	39015631	CTE	External
4/4/2025	4/4/2025			**85**	Yes							No	Yes				Yes	Yes	N/A						oaching: Vhen roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in hare point.	N/A				Customer call back to offer MFP while waiting for the account to qualify for MPP.	N/A	39015358	CTE	External
4/4/2025	4/4/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/4/2025	4/4/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015249	CTE	External
4/4/2025	4/4/2025			**90**	Yes							Yes	Yes				Yes	No	N/A							/A	N/A				N/A	N/A	39015317	CTE	External
4/4/2025	4/4/2025			**100**	Yes							Yes	Yes				No	No	N/A							/A	N/A				N/A	N/A	39015480	CTE	External
4/4/2025	4/4/2025			**100**	Yes							Yes	Yes				No	No	N/A							/A	N/A				N/A	N/A	39015644	CTE	External
4/7/2025	4/7/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015440	CTE	External
4/7/2025	4/7/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015456	CTE	External
4/7/2025	4/7/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015233	CTE	External
4/7/2025	4/7/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39015383	CTE	External
4/7/2025	4/7/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015246	CTE	External
4/7/2025	4/7/2025			**80**	Yes							Yes	Yes				No	Yes	N/A						/A	Customer interrupted.				ustomer call ack to advise 4 day hold n the ccount.	N/A	39015604	CTE	External
4/7/2025	4/7/2025			**75**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A	t t t			e need to oover edical steps nd route ccount to 90.	N/A	39586627	CTE	External
4/7/2025	4/7/2025			**95**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015339	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/2025	[redacted]		**95**	No	[redacted]						Yes	Yes	[redacted]			Yes	Yes	We had an opportunity use the prope CSR Greetin "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energ Options & weatherizatio program that might benefi you, Can I as you a few questions to determine if you may qualify?" We must allow the customer to provide a yes or no to the greeting. Minute marker 00.15	[redacted]					/A	N/A	[redacted]			N/A	N/A	39015599	CTE	External
4/7/2025	4/7/2025			**90**	Yes							Yes	No				Yes	Yes	N/A					/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					N/A	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]		N/A	N/A	39586480	CTE	External
4/7/2025	4/7/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A			N/A	N/A	39015346	CTE	External
4/7/2025	4/7/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A			N/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]			oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A	[redacted]			We need to call the customer back o advise LIDR	N/A	39015493	CTE	External
4/7/2025	4/7/2025			**95**	Yes							Yes	Yes				es	Yes	N/A				ustomer eclined	N/A				N/A	N/A	39015328	CTE	External
4/7/2025	4/7/2025			**100**	Yes							Yes	Yes				es	Yes	N/A				/A	N/A				N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					ew Verbiage SS: astly we ould like to nform you of ur Energy torage olutions rogram hich can nclude the ollowing enefits to ou: attery energy torage can rovide mergency ack up If the ower goes ut hrough the nergy torage olutions rogram, you ould qualify or up to 16,000 to urchase and nstall a attery system lus earn ncentives hen your ystem ontributes to he grid during eak summer nd winter	N/A	[redacted]			N/A	N/A	39587218	CTE	External
4/7/2025	4/7/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39015325	CTE	External
4/7/2025	4/7/2025			**100**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A					/A	N/A	39015216	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						New Verbiage ESS: Lastly we would like to inform you of our Energy Storage Solutions Program which can include the following benefits to you: Battery energy storage can provide emergency back up If the power goes out Through the Energy Storage Solutions program, you could qualify for up to $16,000 to purchase and install a battery system plus earn incentives when your system contributes to the grid during peak summer and winter	N/A	[redacted]			Customer call back needed to provide complete details of the plan. Monthly amount and due date.	N/A	39587217	CTE	External
4/7/2025	4/7/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39015344	CTE	External
4/7/2025	4/7/202			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39015435	CTE	External
4/7/2025	4/7/202			**100**	Yes							Yes	Yes				es	No	N/A							N/A	N/A						N/A	N/A	39015363	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/20	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]			/A	N/A	[redacted]			Customer call back needed to provide full details of MPP. The account is reviewed every 3 to 6 months. If 2 consecutive payments are missed it will cause the plan to break and be removed from the program. Late payments or make up payments are not matched.	N/A	39586931	CTE	External
4/7/2025	4/7/20			**95**	Yes							Yes	Yes				es	No	N/A				/A	N/A				N/A	N/A	39015328	CTE	External
4/7/2025	4/7/20			**85**	Yes							Yes	Yes				es	Yes	N/A				/A	N/A				N/A	N/A	39587223	CTE	External
4/7/2025	4/7/20			**80**	Yes							Yes	Yes				es	No	N/A				/A	N/A				N/A	N/A	39015401	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586588	CTE	External
4/7/2025	4/7/202			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39587227	CTE	External
4/7/2025	4/7/202			**85**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39587216	CTE	External
4/7/2025	4/7/202			**70**	Yes							o	No				o	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					ll the stomer back d provide e remaining the energy ogram.	N/A	39586769	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/7/2025	4/7/2025	[redacted]		**95**	Yes	[redacted]						s	Yes	[redacted]		es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39587221	CTE	External
4/7/2025	4/7/2025			**90**	Yes							s	Yes			es	Yes	N/A							N/A	N/A					N/A	N/A	39015249	CTE	External
4/7/2025	4/7/2025			**85**	Yes							s	Yes			es	Yes	N/A							N/A	N/A					N/A	N/A	39015245	CTE	External
4/7/2025	4/7/2025			**90**	Yes							s	Yes			es	Yes	N/A							N/A	N/A					N/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/8/2025	4/8/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015352	CTE	External
4/8/2025	4/8/2025			**70**	Yes							es	Yes				o	Yes	N/A							N/A	N/A				ustomer call ack to requalify for ardship, IDR and PP details if ualified ardship.	N/A	39015702	CTE	External
4/8/2025	4/7/2025			**55**	Yes							o	No				es	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are ollowing the complete script provided for hese energy programs which is ocated in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/8/2025	4/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	N/A	[redacted]							N/A	N/A				N/A	N/A	39015229	CTE	External
4/8/2025	4/8/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39586981	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/8/2025	4/8/2025	[redacted]		**55**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]					Call the customer back and finish the process for hardship . Advise the customer with hardship they could qualify for 10% or 50% low income discount rate	N/A	39586906	CTE	External
4/8/2025	4/8/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015711	CTE	External
4/8/2025	4/8/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/8/2025	4/8/2025	[redacted]		**70**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					ew verbatim SS: astly we ould like to form you of ur Energy orage olutions rogram hich can clude the llowing nefits to ou: attery energy orage can ovide ergency ck up If the wer goes t hrough the nergy orage olutions ogram, you uld qualify r up to 6,000 to urchase and stall a ttery system us earn centives hen your stem ntributes to e grid during ak summer d winter	N/A	[redacted]			/A	N/A	39586976	CTE	External
4/8/2025	4/8/2025			**100**	Yes							es	Yes				es	Yes	N/A											/A	N/A				/A	N/A	39015352	CTE	External
4/8/2025	4/8/2025			**100**	Yes							es	Yes				es	Yes	N/A											/A	N/A				/A	N/A	39015368	CTE	External
4/8/2025	4/8/2025			**100**	Yes							es	Yes				es	Yes	N/A											/A	N/A				/A	N/A	39015292	CTE	External
4/8/2025	4/8/2025			**100**	Yes							es	Yes				es	Yes	N/A											/A	N/A				/A	N/A	39015248	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/8/2025	4/8/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					N/A	N/A	[redacted]					/A	N/A	39015617	CTE	External
4/8/2025	4/8/202			**75**	Yes							No	No				es	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					/A	N/A	39586575	CTE	External
4/8/2025	4/8/202			**95**	Yes							Yes	Yes				o	Yes	N/A						N/A	N/A						all the stomer back d provide e details for PP	N/A	39015291	CTE	External
4/8/2025	4/8/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39015470	CTE	External
4/9/2025	4/9/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39015492	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		**85**	Yes	[redacted]						No	Yes	[redacted]			es	Yes	N/A	[redacted]				e had an opportunity to offer RRES nd ESS. lease ensure e are llowing the omplete cript rovided for ese energy rograms hich is cated in the redit help ook along ith share oint.	N/A	[redacted]			/A	N/A	39015464	CTE	External
4/9/2025	4/9/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]				/A	N/A	[redacted]			/A	N/A	39015378	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/7/2025	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			B to go over ardship, IDR, and PP.	N/A	39586985	CTE	External
4/9/2025	4/9/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586327	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/7/20	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				customer called back in after this call.	N/A	39586567	CTE	External
4/9/2025	4/7/20			**100**	Yes							Yes	Yes	N/A			Yes	Yes	N/A						/A	N/A					N/A	N/A	39015401	CTE	External
4/9/2025	4/8/20			**95**	Yes							Yes	Yes	N/A			Yes	Yes	N/A						/A	N/A					N/A	N/A	39586992	CTE	External
4/9/2025	4/9/20			**100**	Yes							Yes	Yes	N/A			Yes	Yes	N/A						ew verbatim SS: astly we ould like to form you of ur Energy orage olutions rogram hich can clude the llowing nefits to ou: attery energy orage can ovide nergency ck up If the ower goes t hrough the nergy orage olutions ogram, you ould qualify r up to 6,000 to rchase and stall a attery system us earn centives hen your stem ontributes to e grid during eak summer d winter	N/A					N/A	N/A	39015400	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/8/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015317	CTE	External
4/9/2025	4/8/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586490	CTE	External
4/9/2025	4/9/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586905	CTE	External
4/9/2025	4/9/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39587006	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]	[redacted]	**65**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015377	CTE	External
4/9/2025	4/9/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015423	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]			all the ustomer ack. and rovide details or	N/A	39015324	CTE	External
4/9/2025	4/9/2025			**65**	Yes							No	No				o	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				all the ustomer back nd she if they ualify for the 0%	N/A	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]					A	N/A	[redacted]			Customer call back to provide step by steps instructions to upload the benefit letter for Medicaid. Customer expressed does not do good online, provide Fax or mailing address.	N/A	39015600	CTE	External
4/9/2025	4/9/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					A	N/A	[redacted]			N/A	N/A	39015390	CTE	External
4/9/2025	4/9/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					A	N/A	[redacted]			N/A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		75	No	[redacted]						cs	Yes	[redacted]			Yes	Yes	We failed to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]										A	N/A	[redacted]			N/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39586569	CTE	External
4/9/2025	4/9/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39586602	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		**60**	Yes	[redacted]						es	No	[redacted]			o	Yes	N/A	[redacted]					/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			We need to call the customer back to offer available plans	N/A	39015397	CTE	External
4/9/2025	4/9/2025			**100**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39586578	CTE	External
4/9/2025	4/9/2025			**100**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39587218	CTE	External
4/9/2025	4/9/2025			**95**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39586930	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/9/2025	4/9/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]							N/A	N/A	39586914	CTE	External
4/9/2025	4/9/2025			**95**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A								Call the customer back and provide details for npp.	N/A	39015240	CTE	External
4/9/2025	4/9/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							N/A	N/A	39015433	CTE	External
4/10/2025	4/10/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/10/2025	4/10/2025	[redacted]		**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	MFP cb / with details.	N/A	39015215	CTE	External
4/10/2025	4/10/2025	[redacted]		**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015390	CTE	External
4/10/2025	4/10/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586973	CTE	External
4/10/2025	4/10/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586545	CTE	External

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4/10/2025	4/10/2025	[redacted]		**95**	Yes	[redacted]						s	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015619	CTE	External
4/10/2025	4/10/2025			**75**	Yes							s	Yes				es	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after the Ct greeting						N/A	N/A						N/A	N/A	39586599	CTE	External
4/10/2025	4/10/2025			**100**	Yes							s	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015440	CTE	External
4/10/2025	4/10/2025			**100**	Yes							s	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015246	CTE	External
4/10/2025	4/10/2025			**100**	Yes							s	Yes				es	No	N/A						N/A	N/A						N/A	Customer valled to pay past due balance	39015521	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/10/2025	4/10/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	[redacted]					N/A	New verbiage ESS: Lastly we would like to inform you of our Energy Storage Solutions Program which can include the following benefits to you: Battery energy storage can provide emergency back up If the power goes out Through the Energy Storage Solutions program, you could qualify for up to $16,000 to purchase and install a battery system plus earn incentives when your system contributes to the grid during peak summer and winter	N/A	[redacted]			stomer call k to vide all ails of P. (Noted) stomer has en called k.	N/A	39015625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/10/2025	4/10/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				A	N/A	39015631	CTE	External
4/10/2025	4/10/202			**95**	Yes							Yes	Yes					Yes	Yes	N/A						N/A	N/A					A	N/A	39586975	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/10/2025	4/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015521	CTE	External
4/10/2025	4/10/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586968	CTE	External
4/10/2025	4/10/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586632	CTE	External
4/10/2025	4/10/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/10/2025	4/10/20	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]			Yes	Yes	N/A	[redacted]					N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39586603	CTE	External
4/10/2025	4/10/20			**100**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A						/A	N/A	39586598	CTE	External
4/11/2025	4/11/20			**80**	Yes							es	Yes				No	Yes	N/A						N/A	N/A						e need to eview MPP	N/A	39587233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]	[redacted]	**65**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e had an pportunity to ffer RRES nd ESS. lease ensure e are llowing the omplete ript rovided for ese energy rograms hich is eated in the redit help ook along ith share oint.	04/01	[redacted]	[redacted]	[redacted]	REview energy programs.	N/A	39587219	CTE	External
4/11/2025	4/11/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39587220	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39587225	CTE	External
4/11/2025	4/11/202	[redacted]	[redacted]	**65**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	Ter MPP.	N/A	39587226	CTE	External
4/11/2025	4/11/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	e need to ll the stomer back advise L90 hile we wait r documents r hardship	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39587228	CTE	External
4/11/2025	4/11/2025			**95**	Yes							cs	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39587231	CTE	External
4/11/2025	4/11/2025			**90**	Yes							cs	Yes				Yes	Yes	Coaching: Please use greeting script.							N/A	N/A				/A	N/A	39587215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/202	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]					N/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586613	CTE	External
4/11/2025	4/11/202			**75**	Yes							Yes	Yes				Yes	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after CT greeting						N/A	N/A				N/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						oaching: lways follow e verbiage ovided in e credit help ook and on are point.	N/A	[redacted]			N/A	N/A	39015280	CTE	External
4/11/2025	4/11/202			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39015352	CTE	External
4/11/2025	4/11/202			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39015325	CTE	External
4/11/2025	4/11/202			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39586557	CTE	External
4/11/2025	4/11/202			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39586595	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]				Offer MFP/ MPP.	N/A	39015314	CTE	External
4/11/2025	4/11/2025			**100**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A					N/A	customer calling to cancel MFP due to moving soon.	39586490	CTE	External
4/11/2025	4/11/2025			**90**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A					N/A	customer calling to make payment	39586992	CTE	External
4/11/2025	4/11/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39586563	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		100	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	N	[redacted]					A	N/A	[redacted]			N/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015344	CTE	External
4/11/2025	4/11/2025			**95**	Yes							Yes	Yes				es	No	N/A						N/A	N/A				N/A	N/A	39015493	CTE	External
4/11/2025	4/11/2025			**100**	Yes							Yes	Yes				o	No	N/A						N/A	N/A				N/A	N/A	39015492	CTE	External
4/11/2025	4/11/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/202	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					A	N/A	[redacted]				A customer call back is needed to obtain the monthly or annual amount of income	N/A	39586545	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			o	No	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39015278	CTE	External
4/11/2025	4/11/2025			**100**	Yes							Yes	Yes				es	No	N/A						/A	N/A				/A	N/A	39015368	CTE	External
4/11/2025	4/11/2025			**85**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A				/A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						/A	N/A	[redacted]			Call the customer back and see if they qualify for the 50% Provide the customer with correct details for mpp	N/A	39015333	CTE	External
4/11/2025	4/11/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586557	CTE	External
4/11/2025	4/11/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015483	CTE	External
4/11/2025	4/11/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39587226	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39015377	CTE	External
4/11/2025	4/11/202			**85**	Yes							Yes	Yes				o	Yes	N/A						/A	N/A				Call the customer back and offer the 18 mfp	N/A	39015548	CTE	External
4/11/2025	4/11/202			**90**	Yes							Yes	Yes				es	Yes	N/A						ew ESS erbiage: astly we ould like to form you of ur Energy orage olutions rogram hich can clude the llowing nefits to ou: attery energy orage can ovide ergency ck up If the ower goes t hrough the nergy orage olutions ogram, you ould qualify r up to 6,000 to urchase and stall a attery system us earn centives hen your stem ontributes to e grid during eak summer d winter	N/A				N/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586627	CTE	External
4/11/2025	4/11/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586627	CTE	External
4/11/2025	4/11/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015363	CTE	External
4/11/2025	4/11/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after the CT greeting	[redacted]						oaching: For SS please nsure to use he new script, he one used is he old one	N/A	[redacted]			N/A	N/A	39015288	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]	[redacted]	**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: You were doing notes from the previous call and took almost 2 minutes to bring up this calls account. We need to be ready to focus on the calls when they come in with no distractions.	[redacted]					N/A	N/A	[redacted]				/A	N/A	39587215	CTE	External
4/11/2025	4/11/2025	[redacted]	[redacted]	**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/11/2025	4/11/2025	[redacted]		**80**	Yes	[redacted]							Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**70**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]						/A	N/A	[redacted]			ccount needs o be routed to 90 and dvise ustomer of 0 day rotection. all back to dvise CAA or EA as 1 dult reported o income.	N/A	39015397	CTE	External
4/14/2025	4/14/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015423	CTE	External
4/14/2025	4/14/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		95	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/202	[redacted]		**85**	Yes	[redacted]						No	Yes	[redacted]			es	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point. CUstomer did tell landlord does not allow the weatherization but we did not attempt to offer the energy programs.	N/A	[redacted]				N/A	39015464	CTE	External
4/14/2025	4/11/202			**100**	Yes							Yes	Yes				es	Yes	N/A					N/A	N/A				N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/11/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586905	CTE	External
4/14/2025	4/14/2025			**100**	Yes							es	Yes				es	Yes	N/A							We provide a Residential Renewable Energy Program which can include the following benefits to you: Upgrading with solar energy can potentially increase the value of your home. Thanks to Renewable Energy Solutions from Eversource, installing solar is more affordable than you may think. A variety of financing options are available, like solar loans, leases, and Power Purchase Agreements or PPAs Renewable Energy Solutions	N/A			/A	N/A	39015358	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point	N/A	[redacted]			/A	N/A	39015644	CTE	External
4/14/2025	4/14/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015711	CTE	External
4/14/2025	4/14/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015278	CTE	External
4/14/2025	4/14/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586588	CTE	External
4/14/2025	4/14/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						oaching: hen oviding the ergy ograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program otion. Please e the erbiage ovided in e credit help ook and in are point.	N/A	[redacted]			/A	N/A	39015631	CTE	External
4/14/2025	4/11/202			**90**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39586480	CTE	External
4/14/2025	4/11/202			**95**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015328	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	Coaching: "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]					/A	N/A	[redacted]			/A	N/A	39586327	CTE	External
4/14/2025	4/14/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A						/A	N/A						/A	N/A	39015377	CTE	External
4/14/2025	4/14/2025			**90**	Yes							Yes	Yes			No	Yes	N/A						/A	N/A						PP details.	N/A	39015246	CTE	External
4/14/2025	4/14/2025			**90**	Yes							Yes	Yes			No	Yes	N/A						/A	N/A						e had an opportunity to fer MPP nce account hardship.	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]	[redacted]	**95**	No	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	We had an opportunity to use the proper CSR Greeting. We didn't state: Thank you for calling Eversource, My Name Is _____ All calls are required to be branded.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Coaching: Be mindful we only need to go over Review officer one time on the call.	[redacted]	[redacted]	[redacted]	/A	N/A	39015229	CTE	External
4/14/2025	4/14/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]				oaching: We ad an pportunity to fer ESS. ease ensure e are llowing the omplete ript ovided for ese energy ograms hich is cated in the edit help ook along ith share oint. If stomer ates rents we n still offer ese ograms. The stomer uld advise eir landlord may know meone that ould be terested.	N/A	[redacted]			N/A	N/A	39586476	CTE	External
4/14/2025	4/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A					oaching: hen oviding the ergy ograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program tion. Please e the rbiage ovided in e credit help ook and in are point. cluding the ebsite ldress for ch program dividually.	N/A				N/A	N/A	39015315	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586580	CTE	External
4/14/2025	4/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015249	CTE	External
4/14/2025	4/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586897	CTE	External
4/14/2025	4/14/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015344	CTE	External
4/14/2025	4/14/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A	s a b n t l h b n					N/A	N/A	39015346	CTE	External
4/14/2025	4/14/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A	u s (					N/A	N/A	39586981	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should include the website when giving details of each program, not coming back and asking if they would like it.	N/A	[redacted]			N/A	N/A	39015512	CTE	External
4/14/2025	4/14/2025	[redacted]		**75**	Yes	[redacted]						No	No	[redacted]		o	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity t provide the review office statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			We had the opportunity to offer energy program	N/A	39015261	CTE	External
4/14/2025	4/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39587227	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/14/2025	4/14/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]					We had the opportunity to offer RRES and ESS	We had the opportunity to offer review officer	[redacted]			/A	N/A	39015433	CTE	External
4/14/2025	4/14/2025			**85**	Yes							Yes	No				es	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39586599	CTE	External
4/14/2025	4/14/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015245	CTE	External
4/14/2025	4/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015248	CTE	External
4/15/2025	4/15/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015363	CTE	External
4/15/2025	4/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015216	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A						N/A	N/A	39015483	CTE	External
4/15/2025	4/15/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We could still advise if there is someone they know may be interested in the energy programs.	N/A					N/A	N/A	39015265	CTE	External
4/15/2025	4/14/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586992	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]								New ESS Verbatim: Lastly we would like to inform you of our Energy Storage Solutions Program which can include the following benefits to you: Battery energy storage can provide emergency back up If the power goes out Through the Energy Storage Solutions program, you could qualify for up to $16,000 to purchase and install a battery system plus earn incentives when your system contributes to the grid during peak summer and winter	N/A	[redacted]			/A	N/A	39587217	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015332	CTE	External
4/15/2025	4/15/2025			**100**	Yes							es	Yes				No	Yes	N/A							N/A	N/A					N/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					/A	N/A	[redacted]			call back to offer MPP	N/A	39586603	CTE	External
4/15/2025	4/15/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39586931	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]				N/A	N/A	[redacted]			/A	N/A	39586321	CTE	External
4/15/2025	4/15/2025			**95**	Yes							Yes	Yes				es	Yes	N/A					N/A	N/A				/A	N/A	39586632	CTE	External
4/15/2025	4/15/2025			**85**	Yes							Yes	Yes				o	Yes	N/A					N/A	N/A				e need to all the ustomer back o offer edical	N/A	39586613	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						/A	N/A	[redacted]				Call back to give details of MPP	N/A	39586645	CTE	External
4/15/2025	4/15/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39586914	CTE	External
4/15/2025	4/15/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39586975	CTE	External
4/15/2025	4/15/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39586906	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]		/A	N/A	39015479	CTE	External
4/15/2025	4/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]		/A	N/A	39586976	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	39586930	CTE	External
4/15/2025	4/15/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015383	CTE	External
4/15/2025	4/15/2025			**80**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39586578	CTE	External
4/15/2025	4/15/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015604	CTE	External
4/15/2025	4/15/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39586569	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/15/2025	4/15/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	N/A	39015470	CTE	External
4/15/2025	4/15/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	N/A	39015291	CTE	External
4/15/2025	4/15/2025			**95**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A						Call the customer back and offer the CAA	N/A	39586575	CTE	External
4/15/2025	4/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015240	CTE	External
4/16/2025	4/16/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015416	CTE	External
4/16/2025	4/16/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015440	CTE	External
4/16/2025	4/16/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015456	CTE	External
4/16/2025	4/16/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015292	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/16/2025	4/16/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: We are not using the complete verbiage. We are leaving out protections. Please follow the correct verbiage: We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]								N/A	N/A	[redacted]				N/A	N/A	39587220	CTE	External
4/16/2025	4/16/2025			**100**	Yes							Yes	Yes	N/A			Yes	Yes	N/A													Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				N/A	N/A	39015368	CTE	External
4/16/2025	4/16/2025			**100**	Yes							Yes	Yes	N/A			Yes	Yes	N/A													N/A	N/A				N/A	N/A	39015318	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/16/2025	4/16/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after the CT greeting	[redacted]					N/A	N/A	[redacted]			We need to call the customer back to advise CAA and 211	N/A	39586607	CTE	External
4/16/2025	4/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586557	CTE	External
4/16/2025	4/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586968	CTE	External
4/16/2025	4/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586905	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Q	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/16/2025	4/16/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after CT greeting	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39586601	CTE	External
4/16/2025	4/16/202			**90**	Yes							es	Yes				es	Yes	N/A								N/A	N/A				N/A	N/A	39586973	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/16/2025	4/16/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer ong with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point. e sure we are ading the orrect erbiage for SS	N/A	[redacted]			/A	N/A	39015328	CTE	External
4/16/2025	4/16/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39586567	CTE	External
4/16/2025	4/16/2025	F		**90**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A					e need to all the ustomer back o advise the ardship has een renewed nd we do not eed any dditional ocuments.	N/A	39586595	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/16/2025	4/16/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015390	CTE	External
4/16/2025	4/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39587229	CTE	External
4/16/2025	4/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39587228	CTE	External
4/16/2025	4/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015496	CTE	External
4/17/2025	4/17/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39015330	CTE	External
4/17/2025	4/16/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A	39015318	CTE	External
4/17/2025	4/17/2025			**70**	Yes							o	No				No	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.						Customer call back to provide MPP details, any payment made to the account will be matched. Offer weatherization RRES & ESS and eview officer.	N/A	39015702	CTE	External
4/17/2025	4/17/2025			**95**	Yes							es	Yes				Yes	Yes	Coaching: Provide the greeting before verification.							N/A	N/A							N/A	N/A	39015400	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]		s	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39015492	CTE	External
4/17/2025	4/17/2025			**85**	Yes							es	Yes			s	Yes	N/A							N/A	N/A							N/A	N/A	39015625	CTE	External
4/17/2025	4/17/2025			**100**	Yes							es	Yes			s	Yes	N/A							N/A	N/A							N/A	N/A	39586981	CTE	External
4/17/2025	4/17/2025			**100**	Yes							es	Yes			s	Yes	N/A							N/A	N/A							N/A	N/A	39015343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39015314	CTE	External
4/17/2025	4/17/2025			**95**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A				all back to ive MPP etails	N/A	39586988	CTE	External
4/17/2025	4/17/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015521	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**90**	Yes	[redacted]						No	Yes	[redacted]			Yes	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39586635	CTE	External
4/17/2025	4/17/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015452	CTE	External
4/17/2025	4/17/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer ong with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point.	N/A	[redacted]			N/A	N/A	39015423	CTE	External
4/17/2025	4/17/202			**80**	Yes							Yes	Yes				es	Yes	N/A						oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer ong with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point.	N/A				N/A	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						ll dropped	call dropped	[redacted]			N/A	N/A	39015397	CTE	External
4/17/2025	4/17/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39586321	CTE	External
4/17/2025	4/17/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39015352	CTE	External
4/17/2025	4/17/2025			**90**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39015278	CTE	External
4/17/2025	4/17/2025			**95**	Yes							Yes	Yes				es	No	N/A							/A	N/A				N/A	N/A	39015505	CTE	External
4/17/2025	4/17/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39586931	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**65**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Customer call back to provide all details of MPP. 2 or more payments are missed may be removed, RRESS and ESS.	N/A	39586641	CTE	External
4/17/2025	4/17/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586602	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]			/A	N/A	[redacted]			N/A	N/A	39015378	CTE	External
4/17/2025	4/17/202			**95**	Yes							Yes	Yes				es	No	N/A				/A	N/A				N/A	N/A	39586905	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]							aching: hen oviding the ergy ograms we nt to review ch program dividually th the stomer ng with the nefits of ch program tion. Please e the rbiage ovided in credit help ok. w verbiage SS: stly we uld like to form you of r Energy orage lutions ogram hich can clude the llowing nefits to u: ttery energy orage can ovide ergency ck up If the wer goes t	N/A	[redacted]			/A	N/A	39015358	CTE	External
4/17/2025	4/17/202			**95**	Yes							Yes	Yes				es	Yes	N/A								A	N/A				/A	N/A	39586588	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39015249	CTE	External
4/17/2025	4/17/202			**95**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A					/A	N/A	39015261	CTE	External
4/17/2025	4/17/202			**95**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A					/A	N/A	39015433	CTE	External
4/17/2025	4/17/202			**100**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A					/A	N/A	39015245	CTE	External
4/17/2025	4/17/202			**100**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A					/A	N/A	39586575	CTE	External
4/17/2025	4/17/202			**90**	Yes							No	Yes				es	Yes	N/A						Ve had an pportunity to ffer RRES nd ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.								/A	N/A					/A	N/A	39015470	CTE	External
4/17/2025	4/17/202			**95**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A					/A	N/A	39586569	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/17/2025	4/17/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39586906	CTE	External
4/18/2025	4/18/2025			**100**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015644	CTE	External
4/18/2025	4/18/2025			**95**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015631	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/2	[redacted]		**55**	Yes	[redacted]						Yes	No	[redacted]			No	Yes	N/A	[redacted]					Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]				all back to ffer MFP	N/A	39015505	CTE	External
4/18/2025	4/18/2			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						/A	N/A	39015614	CTE	External
4/18/2025	4/18/2			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						/A	N/A	39015215	CTE	External
4/18/2025	4/18/2			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						/A	N/A	39586476	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. Including websites and not asking if would like more information after reading all programs.	N/A	[redacted]			A	N/A	39015315	CTE	External
4/18/2025	4/18/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				A	N/A	39015229	CTE	External
4/18/2025	4/18/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				A	N/A	39586490	CTE	External
4/18/2025	4/18/202			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					oaching: We ad an portunity to fer RRES. ease ensure e are llowing the mplete ript ovided for ese energy ograms hich is cated in the edit help ook along ith share oint.	N/A	[redacted]			/A	N/A	39015329	CTE	External
4/18/2025	4/18/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A			/A	N/A	39015600	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/202	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point.	N/A	[redacted]			/A	N/A	39586897	CTE	External
4/18/2025	4/18/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						ustomer eclined.	N/A				/A	N/A	39015604	CTE	External
4/18/2025	4/18/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015479	CTE	External
4/18/2025	4/18/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/202	[redacted]		**60**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	N/A	[redacted]						A	N/A	[redacted]			e-qualify d review FP and PP.	N/A	39587233	CTE	External
4/18/2025	4/18/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	N/A	[redacted]						A	N/A	[redacted]			A	N/A	39015619	CTE	External
4/18/2025	4/18/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	N/A	[redacted]						A	N/A	[redacted]			A	N/A	39587219	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/20	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015435	CTE	External
4/18/2025	4/18/20			**85**	Yes							es	Yes				o	Yes	N/A								N/A	N/A				all back to ee if qualifying tate benefit or 50% LIDR	N/A	39586992	CTE	External
4/18/2025	4/18/20			**100**	Yes							es	Yes				es	Yes	N/A								N/A	N/A				N/A	N/A	39586563	CTE	External
4/18/2025	4/18/20			**95**	Yes							es	Yes				es	Yes	N/A								N/A	N/A				N/A	N/A	39586599	CTE	External
4/18/2025	4/18/20			**100**	Yes							es	Yes				es	No	N/A								N/A	N/A				N/A	N/A	39015521	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586365	CTE	External
4/18/2025	4/18/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015440	CTE	External
4/18/2025	4/18/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We failed to offer the full website for RES	N/A				N/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: we need to include Clean Energy Option	[redacted]												oaching: hen oviding the nergy ograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program otion. Please e the rbiage ovided in e credit help ook and in are point.	N/A	[redacted]			/A	N/A	39015512	CTE	External
4/18/2025	4/18/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A												/A	N/A			/A	N/A	39586321	CTE	External
4/18/2025	4/18/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A												/A	N/A			/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]				/A	N/A	[redacted]			c need to all the ustomer back o offer edical rotection	N/A	39586613	CTE	External
4/18/2025	4/18/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A					/A	N/A				/A	N/A	39015333	CTE	External
4/18/2025	4/18/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A					/A	N/A				/A	N/A	39586931	CTE	External
4/18/2025	4/18/2025			**85**	Yes							No	Yes				Yes	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after CT greeting					e failed to fer ESS. ease ensure e are llowing the mplete ript ovided for ese energy ograms hich is cated in the edit help ook along ith share oint.	N/A				/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/20	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015480	CTE	External
4/18/2025	4/18/20			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39587217	CTE	External
4/18/2025	4/18/20			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015344	CTE	External
4/18/2025	4/18/20			**95**	Yes							Yes	Yes				Yes	Yes	N/A							customer declined/ended call	customer declined/ended call						N/A	N/A	39586931	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/2	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			No	No	N/A	[redacted]					N/A	N/A	t r	[redacted]			/A	Customer called to confirm hardship added to the account	39586908	CTE	External
4/18/2025	4/18/2	[redacted]		**25**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			all the ustomer back nd offer ardship .	N/A	39586580	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/18/2025	4/18/20	[redacted]		**65**	No	[redacted]						No	Yes	[redacted]			No	Yes	We had an opportunity t use the prope CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherizatio program that might benefit you, Can I as you a few questions to determine if you may qualify?"	[redacted]								e had an portunity to fer RRES d ESS. ease ensure e are llowing the mplete ript ovided for se energy ograms hich is cated in the edit help ok along th share int.	N/A	[redacted]			e did not e-qualified stomer.	N/A	39587231	CTE	External
4/18/2025	4/18/20			**100**	Yes							Yes	Yes				Yes	Yes	N/A								A	N/A				/A	N/A	39015248	CTE	External
4/18/2025	4/18/20			**100**	Yes							Yes	Yes				Yes	Yes	N/A								oaching: We d an portunity to fer ESS. ease ensure e are llowing the mplete ript ovided for se energy ograms hich is cated in the edit help ok along th share int.	N/A				/A	N/A	39015496	CTE	External
4/18/2025	4/18/20			**100**	Yes							Yes	Yes				Yes	Yes	N/A								A	N/A				/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/20	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015278	CTE	External
4/21/2025	4/21/20			**100**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A					N/A	N/A	39015377	CTE	External
4/21/2025	4/21/20			**100**	Yes							es	Yes				Yes	Yes	N/A							oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A				N/A	N/A	39015480	CTE	External
4/21/2025	4/21/20			**100**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A					MFP details.	N/A	39015492	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015440	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015456	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	Coaching: we are not giving customer a chance to answer greeting before we ask for account number.							N/A	N/A				/A	N/A	39015548	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]							N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015233	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A					N/A	N/A	39015265	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A								Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A			N/A	N/A	39015464	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586321	CTE	External
4/21/2025	4/21/2025			**85**	Yes							Yes	Yes					Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015711	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes					Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			No	Yes	N/A	[redacted]						/A	N/A	[redacted]			MPP details.	N/A	39586365	CTE	External
4/21/2025	4/21/2025	[redacted]		**100**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/18/2025	[redacted]		**90**	No	[redacted]						Yes	Yes	[redacted]			es	Yes	We had an opportunity to use the prope CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherizatio program that might benefit you, Can I as you a few questions to determine if you may qualify?" We must allow the customer to answer with yes or no to the greeting, before movin forward.	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			o	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity t provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586914	CTE	External
4/21/2025	4/21/2			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					N/A	N/A	39586651	CTE	External
4/21/2025	4/21/2			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					N/A	N/A	39586930	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586327	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes			Yes	No	N/A							/A	N/A				/A	N/A	39015600	CTE	External
4/21/2025	4/21/2025			**90**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				/A	N/A	39586645	CTE	External
4/21/2025	4/21/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				/A	N/A	39015249	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015292	CTE	External
4/21/2025	4/21/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: We had an opportunity to offer RRES. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]	[redacted]	[redacted]	Customer call back to inform all MPP details. Based on usage and if 2 payments are missed may be removed from the program.	N/A	39015600	CTE	External
4/21/2025	4/21/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015246	CTE	External
4/21/2025	4/21/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39587219	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Q	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					Coaching: Please use the verbiage provided in the credit help book and in share point. Provide the web address.	N/A	[redacted]			N/A	N/A	39015604	CTE	External
4/21/2025	4/21/202			**90**	Yes							Yes	Yes				o	Yes	N/A						N/A	N/A				Customer call back to provide how the Dr. may upload information.	N/A	39015378	CTE	External
4/21/2025	4/21/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015383	CTE	External
4/21/2025	4/21/202			**100**	Yes							Yes	Yes				es	No	N/A						N/A	N/A				N/A	N/A	39015631	CTE	External
4/21/2025	4/21/202			**85**	Yes							Yes	No				es	No	N/A						N/A	N/A				N/A	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/21/2025	4/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]			all back to dvise of the PP amount an change ased off sage.	N/A	39015644	CTE	External
4/21/2025	4/21/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39586613	CTE	External
4/21/2025	4/21/2025			**80**	Yes							Yes	No				es	No	N/A						N/A	N/A				/A	N/A	39015216	CTE	External
4/22/2025	4/22/2025			**85**	Yes							Yes	Yes				es	Yes	N/A						Coaching: Please use the verbiage provided in the credit help book and in share point.	N/A				/A	N/A	39015328	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When offering RRES & ESS please follow provided verbiage.	N/A	[redacted]			/A	N/A	39586557	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should include the websites.	N/A				/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator N	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer ong with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point.	N/A	[redacted]			/A	N/A	39015368	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A			/A	N/A	39015390	CTE	External
4/22/2025	4/22/2025			**85**	Yes							Yes	Yes				es	Yes	Coaching: When NICE displays a CT credit call, we should be opening the call with the CT Credit greeting.						/A	N/A			/A	No call back needed, customer called back same day and made full balance payment.	39015400	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A			/A	N/A	39015416	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A			/A	N/A	39015625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]					A	N/A	39015631	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A					A	N/A	39015353	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				es	Yes	Wonderful greeting!							N/A	N/A						A	N/A	39015599	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	Although the customer interrupted the greeting, we should still have come back and read the full greeting	[redacted]									Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should be providing the websites not asking after reading both the scripts if they would like more information.	N/A	[redacted]			/A	N/A	39015315	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	IVR Verified Verification Process First and Last Name of Caller / Account holder Service Address Confirm Good Contact Phone Number Paperless Billing (Only if speaking with the AH or JAH) We missed the opportunity to obtain the service address.	[redacted]						N/A	N/A	[redacted]			Customer call back to provide details of MPP. Payments are based on usage and can change when account is reviewed every 6 months and if 2 consecutive payments are missed it will cause the plan to break and be removed from the program.	N/A	39586602	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A					N/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	/A	N/A	39586480	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A												N/A	N/A			/A	N/A	39015333	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A												N/A	N/A			/A	N/A	39015346	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A												Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A			/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015644	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586599	CTE	External
4/22/2025	4/22/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015318	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**75**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]				Call the customer back and provide details for mpp.	N/A	39015291	CTE	External
4/22/2025	4/22/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586930	CTE	External
4/22/2025	4/22/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586930	CTE	External
4/22/2025	4/22/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015240	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			s	Yes	N/A	[redacted]					N/A	N/A	[redacted]		/A	N/A	39586769	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				s	Yes	N/A						N/A	Customer declined.			/A	N/A	39015521	CTE	External
4/22/2025	4/22/2025			**80**	Yes							Yes	Yes				s	Yes	N/A						N/A	N/A			/A	N/A	39015215	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				s	Yes	N/A						N/A	N/A			/A	N/A	39015249	CTE	External
4/22/2025	4/22/2025			**95**	Yes							Yes	Yes				s	Yes	N/A						N/A	N/A			/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/22/2025	4/22/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015433	CTE	External
4/22/2025	4/22/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015245	CTE	External
4/23/2025	4/23/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586905	CTE	External
4/23/2025	4/23/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Ve had an pportunity to ffer RRES nd ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015452	CTE	External
4/23/2025	4/23/2025	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	Call back to see if qualifies for 50% LIDR	N/A	39586908	CTE	External
4/23/2025	4/23/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39586567	CTE	External
4/23/2025	4/23/2025			**90**	Yes							Yes	Yes				o	Yes	N/A						oaching: hen roviding the nergy rograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program ption. Please se the erbiage rovided in e credit help ook and in hare point.	N/A					Do a courtesy call back to advise of the kwh the LIDR comes off of and confirm no benefits in the home to increase it to the 50%	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/202	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]											We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A		CTE	External
4/23/2025	4/23/202			**65**	Yes							Yes	No				Yes	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number										N/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**70**	Yes	[redacted]						es	No	[redacted]			es	Yes	N/A	[redacted]					Customer declined had already been advised 3 times on the same day	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point. *this must be done on every CT call*	[redacted]			/A	N/A		CTE	External
4/23/2025	4/23/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			e need to all the ustomer back o advise the maining mount that eeds to be aid to stop isconnection nd to offer mt plan	N/A		CTE	External
4/23/2025	4/23/2025			**85**	Yes							Yes	Yes				No	Yes	N/A						Caller disconnected	Caller disconnected								all back and dvise correct PP amount nd set up the lan at that me if ustomer ecides to do o.	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					A	N/A	[redacted]			/A	N/A	39586321	CTE	External
4/23/2025	4/23/2025			**95**	Yes							Yes	Yes				es	Yes	Coaching: We need to re-record the greeting as it is not complete.						A	N/A				/A	N/A	39587215	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						A	N/A				/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**95**	Yes	[redacted]						s	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]				/A	N/A		CTE	External
4/23/2025	4/23/2025			**100**	Yes							s	Yes				es	Yes	N/A							/A	N/A					/A	N/A	39015346	CTE	External
4/23/2025	4/23/2025			**100**	Yes							s	Yes				es	Yes	N/A							/A	N/A					/A	N/A	39015423	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Customer declined ESS and did not want to hear RRES.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A		CTE	External
4/23/2025	4/23/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586569	CTE	External
4/23/2025	4/23/2025	[redacted]	[redacted]	**55**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**50**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A		CTE	External
4/23/2025	4/23/2025			**85**	Yes							No	Yes				Yes	Yes	N/A							N/A	coaching sent to call back for all programs.				/A	N/A	39586906	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586602	CTE	External
4/23/2025	4/23/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A		CTE	External
4/23/2025	4/23/2025			**65**	Yes							No	No				No	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				B RRES/ESnd route acct o P44..	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]		o	Yes	N/A	[redacted]						aching: We d an portunity to er ESS. ase ensure are lowing the mplete ipt ovided for se energy grams ich is ated in the dit help ok along h share nt.	N/A	[redacted]			PP details.	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					oaching: We o not ask if ey want to now about olar and attery, we ust read ese erbatim.	N/A	[redacted]			/A	N/A	39586557	CTE	External
4/23/2025	4/23/2025			**100**	Yes							es	Yes				es	Yes	N/A					/A	N/A				/A	N/A	39015315	CTE	External
4/23/2025	4/23/2025			**85**	Yes							es	Yes				es	Yes	N/A					/A	N/A				/A	N/A	39586897	CTE	External
4/23/2025	4/23/2025			**95**	Yes							es	Yes				es	Yes	N/A					/A	N/A				/A	N/A	39586930	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/23/2025	4/23/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015470	CTE	External
4/23/2025	4/23/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586906	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A				/A	N/A	39586569	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015248	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586575	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015496	CTE	External
4/23/2025	4/23/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]		No	Yes	N/A	[redacted]						/A	N/A	[redacted]			MPP details.	N/A	39586635	CTE	External
4/24/2025	4/24/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				N/A	N/A	39015216	CTE	External
4/24/2025	4/24/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				N/A	N/A	39015352	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015358	CTE	External
4/24/2025	4/24/2025			**95**	Yes							Yes	Yes			es	Yes	N/A						N/A	N/A				N/A	N/A	39586973	CTE	External
4/24/2025	4/24/2025			**95**	Yes							Yes	Yes			es	Yes	N/A						N/A	N/A				N/A	N/A	39586968	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/202	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586490	CTE	External
4/24/2025	4/24/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586588	CTE	External
4/24/2025	4/24/202			**95**	Yes							es	Yes				Yes	Yes	N/A						Caller hung up before CSR could offer	Call hung up before CSR could read statement				/A	N/A	39586609	CTE	External
4/24/2025	4/24/202			**100**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39586641	CTE	External
4/24/2025	4/24/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	Coaching: The customer is verified via the IVR, so we can copy/paste that account number to help us save time.	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586641	CTE	External
4/24/2025	4/24/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015363	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			s	No	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39015328	CTE	External
4/24/2025	4/24/2025			**100**	Yes							es	Yes				s	Yes	N/A						N/A	N/A					/A	N/A	39015383	CTE	External
4/24/2025	4/24/2025			**90**	Yes							es	Yes				s	Yes	N/A						N/A	N/A					/A	N/A	39015505	CTE	External
4/24/2025	4/24/2025			**100**	Yes							es	Yes				s	Yes	N/A						N/A	N/A					/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	N/A	N/A	39587215	CTE	External
4/24/2025	4/24/2025			**95**	Yes							es	Yes				Yes	Yes	N/A												N/A	N/A			N/A	N/A	39586641	CTE	External
4/24/2025	4/24/2025			**65**	Yes							o	No				Yes	Yes	N/A												We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				N/A	N/A	39587233	CTE	External
4/24/2025	4/24/2025			**95**	Yes							es	Yes				Yes	No	N/A												N/A	N/A			N/A	N/A	39015619	CTE	External
4/24/2025	4/24/2025			**100**	Yes							es	Yes				Yes	Yes	N/A												N/A	N/A			N/A	N/A	39015240	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39586976	CTE	External
4/24/2025	4/24/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A				/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Customer interrupted again and said they were already told about the solar/battery then hung up. Great job mentioning these though!	Customer hung up before we could read CRO.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	39586609	CTE	External
4/24/2025	4/24/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A													N/A	N/A					N/A	N/A	39587217	CTE	External
4/24/2025	4/24/2025			**65**	Yes								No	Yes			Yes	Yes	N/A													N/A	N/A					N/A	N/A	39587231	CTE	External
4/24/2025	4/24/2025			**95**	Yes								Yes	Yes			Yes	Yes	N/A													N/A	N/A					N/A	N/A	39015249	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					A	N/A	[redacted]				N/A	N/A	39586609	CTE	External
4/24/2025	4/24/2025			**100**	Yes							es	Yes				es	Yes	N/A						A	N/A					N/A	N/A	39015329	CTE	External
4/24/2025	4/24/2025			**100**	Yes							es	Yes				es	Yes	N/A						A	N/A					N/A	N/A	39586575	CTE	External
4/24/2025	4/24/2025			**95**	Yes							es	Yes				es	Yes	N/A						A	N/A					N/A	N/A	39015496	CTE	External
4/24/2025	4/24/2025			**100**	Yes							es	Yes				es	Yes	N/A						A	N/A					N/A	N/A	39587227	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/24/2025	4/24/20	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]		es	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39015261	CTE	External
4/25/2025	4/25/20			**100**	Yes							es	Yes			es	Yes	Coaching: We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We need to be sure to include clean energy options.					oaching: hen oviding the ergy ograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program tion. Please e the rbiage ovided in e credit help ok and in are point.	N/A				/A	N/A	39015512	CTE	External
4/25/2025	4/25/20			**95**	Yes							es	Yes			es	Yes	N/A						/A	N/A				/A	N/A	39015229	CTE	External
4/25/2025	4/25/20			**100**	Yes							es	Yes			es	Yes	N/A						/A	N/A				/A	N/A	39015218	CTE	External
4/25/2025	4/25/20			**100**	Yes							es	Yes			es	Yes	N/A						/A	N/A				/A	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/202	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015435	CTE	External
4/25/2025	4/25/202			**95**	Yes							cs	Yes				Yes	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in sharepoint.	N/A				/A	N/A	39015368	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]	[redacted]	**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	o	Yes	Coaching: We had an opportunity to Brand with the greeting. "Thank you for calling Eversource, My name is___. We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We must attempt to provide RRES &ESS information on every call. We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We must attempt to provide Review officer information on every call. We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	stomer call k to ovide ormation remaining lance and w start plan tails. Offer eatherizatio RRES & S and iew officer.	N/A	39015702	CTE	External
4/25/2025	4/25/2025			**95**	Yes								Yes	Yes				es	Yes	N/A									Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				A	N/A	39586975	CTE	External
4/25/2025	4/25/2025			**90**	Yes								Yes	Yes				es	Yes	N/A									N/A	N/A				A	N/A	39587231	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015426	CTE	External
4/25/2025	4/25/2025			**95**	Yes							es	Yes				es	Yes	N/A							/A	N/A				/A	N/A	39587226	CTE	External
4/25/2025	4/25/2025			**95**	Yes							es	Yes				es	Yes	N/A							/A	N/A				/A	N/A	39015278	CTE	External
4/25/2025	4/25/2025			**90**	Yes							es	Yes				es	Yes	N/A							/A	N/A				/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]						N/A	N/A	39587218	CTE	External
4/25/2025	4/25/2025			**95**	Yes							Yes	Yes				o	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after the CT greeting						Coaching: We ailed to offer ESS. Please ensure we are ollowing the complete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	N/A				We need to call the customer back to advise full MPP details.	N/A	39586607	CTE	External
4/25/2025	4/25/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A							N/A	N/A	39015505	CTE	External
4/25/2025	4/25/2025			**75**	Yes							No	No				o	Yes	N/A						We had an pportunity to offer RRES nd ESS. lease ensure e are llowing the complete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				CB energy programs.	N/A	39587219	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]				N/A	N/A	39586931	CTE	External
4/25/2025	4/25/202			**95**	Yes							es	Yes				es	Yes	N/A							oaching: Vhen roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A	[redacted]				N/A	N/A	39015377	CTE	External
4/25/2025	4/25/202			**90**	Yes							es	Yes				o	Yes	N/A							/A	N/A					Customer call back to provide the MPP is based on usage. Payment amount could be adjusted up or down once evaluated every 6 months.	N/A	39587217	CTE	External
4/25/2025	4/25/202			**100**	Yes							es	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39015440	CTE	External
4/25/2025	4/25/202			**100**	Yes							es	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39015456	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A		CTE	External
4/25/2025	4/25/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015480	CTE	External
4/25/2025	4/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					A	N/A	[redacted]			N/A	N/A	39015288	CTE	External
4/25/2025	4/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						aching: We d an portunity to fer ESS. ease ensure are llowing the mplete ript ovided for se energy ograms ich is cated in the edit help ok along th share int.	N/A				N/A	N/A	39015464	CTE	External
4/25/2025	4/25/2025			**90**	Yes							Yes	Yes				Yes	No	N/A						A	N/A				N/A	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			o	Yes	N/A	[redacted]					/A	N/A	[redacted]			failed to en to the tomer en they ised there s a serious ife eatening dical dition in home. @ and didn't perly iew the DR	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**80**	No	[redacted]						es	Yes	[redacted]			o	Yes	We failed to brand the call with Eversource	[redacted]					Coaching: We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point. This could be done while instead of long holds	Coaching: We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point. This could be done while instead of long holds	[redacted]			e need to ll the stomer back advise the rrect formation out the EA e and the count status.	N/A		CTE	External
4/25/2025	4/25/2025			**80**	Yes							o	Yes				es	No	N/A					N/A	N/A								/A	N/A	39015278	CTE	External
4/25/2025	4/25/2025			**95**	Yes							cs	Yes				cs	Yes	N/A					N/A	N/A								/A	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**65**	Yes	[redacted]						No	Yes	[redacted]			o	Yes	N/A	[redacted]					e had an opportunity to offer RRES nd ESS. lease ensure e are llowing the omplete cript rovided for ese energy rograms hich is cated in the redit help ook along ith share oint.	N/A	[redacted]			We didn't roperly requalify for S. We only requalified y income, we lso advised o send 2 aystubs and ot 4. We ailed to offer MFP when ustomer anted to ake a ayment. We eed to call ustomer back nd ask if here are any enefits in the ome and also dvise we can lace a 60day rotection on he account.	N/A		CTE	External
4/25/2025	4/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39015625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]				Call the customer back and provide the benefits for mpp	N/A	39587229	CTE	External
4/25/2025	4/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015368	CTE	External
4/25/2025	4/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586327	CTE	External
4/25/2025	4/25/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				We need to call the customer back to advise to visit CAA for adult with no income.	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						Always follow the verbiage provided in the credit help book and on share point. We must provide the complete script including the email	N/A	[redacted]			N/A	N/A		CTE	External
4/25/2025	4/25/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A					N/A	N/A		CTE	External
4/25/2025	4/25/2025			**90**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A					N/A	N/A		CTE	External
4/25/2025	4/25/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A					N/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586602	CTE	External
4/25/2025	4/25/2025			**95**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39587228	CTE	External
4/25/2025	4/25/2025			**100**	Yes							es	Yes				No	No	N/A							N/A	N/A					N/A	N/A	39015492	CTE	External
4/25/2025	4/25/2025			**100**	Yes							es	Yes				Yes	No	N/A							Customer declined	N/A					N/A	N/A	39015483	CTE	External
4/25/2025	4/25/2025			**95**	Yes							es	Yes				Yes	No	N/A							N/A	N/A					N/A	N/A	39015245	CTE	External
4/25/2025	4/25/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A		CTE	External
4/25/2025	4/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015363	CTE	External
4/25/2025	4/25/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586992	CTE	External
4/25/2025	4/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A		CTE	External
4/25/2025	4/25/2025			**80**	Yes							Yes	Yes			es	Yes	N/A							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We do not ask if the customer wants the website we MUST provide the information	N/A				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/25/2025	4/25/2025	[redacted]		**80**	No	[redacted]						Yes	Yes	[redacted]			Yes	Yes	We failed to brand the call with	[redacted]					N/A	N/A	[redacted]				/A	N/A		CTE	External
4/28/2025	4/28/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			s	Yes	Coaching: we should allow the customer to answer greeting before asking how we can help.	[redacted]								Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			A	N/A	39015423	CTE	External
4/28/2025	4/25/2025			**90**	Yes							Yes	Yes				s	Yes	N/A								N/A	N/A				A	N/A	39586480	CTE	External
4/28/2025	4/28/2025			**100**	Yes							Yes	Yes				s	Yes	N/A								N/A	N/A				A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015397	CTE	External
4/28/2025	4/28/202	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	aching: nen oviding the ergy ograms we nt to review h program ividually h the tomer ng with the nefits of h program tion. Please the bbiage ovided in credit help ok and in re point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015644	CTE	External
4/28/2025	4/25/202	[redacted]		**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015328	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A	[redacted]			/A	N/A	39586557	CTE	External
4/28/2025	4/25/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]			e had an pportunity to rovide the PP Details	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015631	CTE	External
4/28/2025	4/28/2025			**95**	Yes							es	Yes				es	Yes	N/A							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				/A	N/A	39586476	CTE	External
4/28/2025	4/28/2025			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015229	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015331	CTE	External
4/28/2025	4/28/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/202	[redacted]		85	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should include the websites at the time we are reading the script.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015315	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**80**	Yes	[redacted]						s	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]						A	N/A	39586321	CTE	External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						s	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]						A	N/A	39015352	CTE	External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						s	Yes	[redacted]			es	Yes	N/A	[redacted]					Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]				A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015548	CTE	External
4/28/2025	4/28/2025			**80**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A				We need to all the ustomer back o advise we annot aurantee the isconnection	N/A	39586595	CTE	External
4/28/2025	4/28/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015240	CTE	External
4/28/2025	4/28/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A				/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: When the call is not verified IVR we should be asking for the account number along with the phone numbe for account lookup after the CT greeting	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A		CTE	External
4/28/2025	4/28/2025			**95**	Yes							cs	Yes					Yes	Yes	N/A												A	N/A					N/A	N/A	39015245	CTE	External
4/28/2025	4/28/2025			**80**	Yes							cs	Yes					Yes	Yes	N/A												aching: ergy ograms are t offered on mmercial counts.	Coaching: Customer said had to go, we need to attempt to provide review officer statement.					N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after CT greeting	[redacted]						/A	N/A	[redacted]				N/A	N/A	39586609	CTE	External
4/28/2025	4/28/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A					N/A	N/A	39015297	CTE	External
4/28/2025	4/28/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A					N/A	N/A	39586906	CTE	External
4/28/2025	4/28/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							oaching: lease use the erbiage rovided in e credit help ook and in hare point. e should not sk the ustomer id ey want the ebsite we ust provide e formation	N/A					N/A	N/A	39015492	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]					We need to call customer back and have them send in the correct info for hardship.	N/A	39586480	CTE	External
4/28/2025	4/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586930	CTE	External
4/28/2025	4/28/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after CT greeting	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015314	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	e need to all the stomer back offer vailable plan	N/A	39586545	CTE	External
4/28/2025	4/28/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586578	CTE	External
4/28/2025	4/28/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586578	CTE	External
4/28/2025	4/28/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586578	CTE	External
4/28/2025	4/28/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586578	CTE	External
4/28/2025	4/28/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586569	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]				Yes	Yes	N/A	[redacted]							/A	N/A	[redacted]				A	N/A	39015470	CTE	External
4/28/2025	4/28/2025	[redacted]		**85**	Yes	[redacted]						cs	No	[redacted]				Yes	Yes	N/A	[redacted]							/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]				A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586651	CTE	External
4/28/2025	4/28/2025			**90**	Yes							Yes	Yes				Yes	No	N/A		We had an opportunity to offer ESS, offered one but no the other must use verbatim scripting		N/A						/A	Customer called to report payment made to stop disc and to advise will make another payment on 5/2	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/28/2025	4/28/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39586651	CTE	External
4/29/2025	4/29/2025			**95**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015332	CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586603	CTE	External
4/29/2025	4/29/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	e had an portunity to fer RRES d ESS. ease ensure are llowing the mplete ript ovided for se energy ograms ich is cated in the edit help ok along th share int. quired to fer or at st attempt offer on ery call.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point. Required to offer or at least attempt to offer on every call.	[redacted]	[redacted]	[redacted]	Customer call back to offer energy savings programs RRES &ESS.	N/A	39015378	CTE	External
4/29/2025	4/29/2025			**90**	Yes							o	Yes				es	Yes	N/A						e had an portunity to fer RRES d ESS. ease ensure are llowing the mplete ript ovided for se energy ograms ich is cated in the edit help ok along th share int.	N/A				N/A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586645	CTE	External
4/29/2025	4/29/2025			**80**	Yes							Yes	Yes			No	Yes	N/A							/A	N/A				Customer decided to wait for their bill to come out so they could call back for plan options at that time	N/A	39015331	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				N/A	N/A	39587227	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				N/A	N/A	39586588	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586897	CTE	External
4/29/2025	4/29/2025	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after CT greeting	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We need to call the customer back to advise MPP details.	N/A	39015288	CTE	External
4/29/2025	4/29/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation ore	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/202	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			cs	Yes	N/A	[redacted]					/A	N/A	[redacted]			all back to rovide all etails of MPP. ayments are ased on sage and can hange when ccount is eviewed very 6 onths. ctions eeded route he account to 90 and anual set up f MPP.	N/A	39015600	CTE	External
4/29/2025	4/29/202			**90**	Yes							cs	No				es	Yes	N/A						/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**75**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586599	CTE	External
4/29/2025	4/29/2025			**85**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015288	CTE	External
4/29/2025	4/29/2025			**85**	Yes							cs	Yes				Yes	No	N/A							/A	N/A				/A	N/A	39587219	CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015604	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39586975	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A		CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586635	CTE	External
4/29/2025	4/29/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39587228	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	Coaching: We should be opening our call with the CT greeting if the call is coming through NICE as CT Credit.							N/A	N/A				/A	N/A	39015400	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance
4/29/2025	4/29/2025	[redacted]		85	No	[redacted]						es	No	[redacted]			es	Yes

1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
We failed to brand the call with "Eversource"	[redacted]						aching: We iled to offer RES and SS. Please sure we are llowing the mplete ript ovided for ese energy ograms hich is cated in the edit help ok along th share int. These ograms must offered on ch call the stomer can ny but we ve to offer	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015229	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: Please ensure we are following the complete script provided for RRES verbiage is located in the credit help book along with share point. Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			A	N/A		CTE	External
4/29/2025	4/29/2025			**90**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A				ll back to vise can load state nefit letter verify HS.	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			es	No	N/A	[redacted]						oaching ommercial houldn't have een offered	agent didn't offer	[redacted]			N/A	N/A	39015330	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39586567	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A		CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A				N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	Coaching: When a call is verified IVR we are able to ask for the first and last name instead of the account number or phone number after the CT greeting	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We need to call the customer back to offer medical protection	N/A		CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				Yes	Yes	N/A												N/A	N/A				N/A	N/A	39015604	CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				Yes	Yes	N/A												N/A	N/A				N/A	N/A	39015604	CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				Yes	Yes	N/A												N/A	N/A				N/A	N/A	39586598	CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				Yes	Yes	good attempt to upgrade LIDR 50%												N/A	N/A				N/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		65	Yes	[redacted]						o	No	[redacted]			o	Yes	N/A	[redacted]					e had an opportunity to ffer RRES nd ESS. lease ensure e are llowing the omplete cript rovided for ese energy rograms hich is cated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			ustomer call ack to offer Weatherizatio , RRES & SS and eview fficer.	N/A	39015625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	No	Coaching: We were completing notes from the previous call which caused a delay on getting the current account up. We want to try to be ready to focus on the new call as it comes in.	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015229	CTE	External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586968	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]				N/A	N/A	39586968	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A					N/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586981	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation core	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586602	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		100	Yes	[redacted]						es	Yes	[redacted]			es	No	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586981	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	N/A	39015292	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]				/A	N/A	39015292	CTE	External
4/29/2025	4/29/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A	oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the ustomer ong with the enefits of ach program ption. Please se the erbiage rovided in e credit help ook and in hare point.	N/A					/A	N/A	39015512	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**85**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586976	CTE	External
4/29/2025	4/29/2025			**75**	Yes							cs	Yes				No	Yes	N/A							N/A	N/A						N/A	N/A	39587215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]				/A	N/A	[redacted]			/A	N/A	39586588	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				es	Yes	N/A					en providing he energy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A				/A	N/A	39015521	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				es	Yes	N/A					/A	N/A				/A	N/A	39586588	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes				es	Yes	N/A					/A	N/A				/A	N/A	39015246	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39587226	CTE	External
4/29/2025	4/29/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586480	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A		39587219	CTE	External
4/29/2025	4/29/2025			**90**	Yes							Yes	No			es	Yes	N/A							N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					N/A	N/A	39015292	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes			o	Yes	N/A							N/A	N/A				Call the customer back and provide the details for mpp	N/A	39015248	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator	Evaluatee	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39586575	CTE	External
4/29/2025	4/29/2025			**90**	Yes							es	Yes				No	Yes	N/A						/A	N/A				all the ustomer back nd provide e details for pp.	N/A	39015291	CTE	External
4/29/2025	4/29/2025			**80**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586569	CTE	External
4/29/2025	4/29/2025			**100**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]				/A	N/A	39586595	CTE	External
4/29/2025	4/29/2025			**100**	Yes							Yes	Yes					Yes	Yes	N/A							/A	N/A					/A	N/A	39586595	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes					Yes	Yes	N/A							/A	N/A					A	N/A	39586575	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes					Yes	Yes	N/A							/A	N/A					A	N/A	39586575	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]							/A	N/A	[redacted]				/A	N/A	39586607	CTE	External
4/29/2025	4/29/2025			**90**	Yes							es	Yes				es	Yes	N/A								/A	N/A					/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586635	CTE	External
4/29/2025	4/29/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586635	CTE	External
4/29/2025	4/29/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: We ad an pportunity to ffer ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/29/2025	4/29/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015240	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A				Call the customer back and advise the customer their hardship is needed.	N/A	39587227	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39587229	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39587228	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015261	CTE	External
4/29/2025	4/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015245	CTE	External
4/30/2025	4/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586981	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: We had the opportunity to attempt to offer RRES&ESS	N/A	[redacted]		/A	N/A	39015318	CTE	External
4/30/2025	4/30/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A			/A	N/A		CTE	External
4/30/2025	4/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A			/A	N/A	39015416	CTE	External
4/30/2025	4/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A			/A	N/A	39015416	CTE	External
4/30/2025	4/30/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A			/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
4/30/2025	4/30/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A		CTE	External
4/30/2025	4/30/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586627	CTE	External
4/30/2025	4/30/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586490	CTE	External