Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers 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]		**85**	No	[redacted]						es	Yes	[redacted]			No	Yes	We did not user "Eversource" in our greeting.	[redacted]						N/A	N/A	[redacted]			Mpp details.	N/A		CTE	External
4/30/2025	4/30/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			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
4/30/2025	4/30/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015452	CTE	External
4/30/2025	4/30/2025			**100**	Yes							cs	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39586988	CTE	External
4/30/2025	4/30/2025			**95**	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				/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	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 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
4/30/2025	4/30/2025	[redacted]		**80**	Yes	[redacted]						es	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]			N/A	N/A	39015440	CTE	External
4/30/2025	4/30/2025			**95**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A							N/A	N/A	39586641	CTE	External
4/30/2025	4/30/2025			**95**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A							N/A	N/A	39586641	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
4/30/2025	4/30/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586580	CTE	External
4/30/2025	4/30/2025			**85**	Yes							o	Yes				Yes	Yes	N/A							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				N/A	N/A	39586580	CTE	External
4/30/2025	4/30/2025			**95**	Yes							es	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
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015599	CTE	External
4/30/2025	4/30/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586973	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015278	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015233	CTE	External
4/30/2025	4/30/2025	[redacted]		**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	he agent ust offer ven though e was calling bout meter est.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586988	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015377	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015216	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586988	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015397	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39587218	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers 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]			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]			N/A	N/A	39015505	CTE	External
4/30/2025	4/30/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39587227	CTE	External
4/30/2025	4/30/2025			**85**	Yes							Yes	No				es	No	N/A							N/A	N/A				Customer had to callback didn't have card info available	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
4/30/2025	4/30/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[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]	/A	N/A	39015397	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[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]	/A	N/A	39015333	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[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]	/A	N/A	39586580	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[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]	/A	N/A	39015464	CTE	External
4/30/2025	4/30/2025	[redacted]		**40**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[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]	/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	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	4/30/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A		CTE	External
4/30/2025	4/30/202			**100**	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	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
4/30/2025	4/30/2025	[redacted]		**70**	Yes	[redacted]						o	No	[redacted]			es	Yes	Coaching: we need to read the full greeting verbatim. 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 are not including "protections" after programs.	[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]			N/A	N/A	39587220	CTE	External
4/30/2025	4/30/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015288	CTE	External
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/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
4/30/2025	4/30/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]		o	Yes	N/A	[redacted]						N/A	N/A	[redacted]				ll back to ve full MPP tails.	N/A	39587225	CTE	External
4/30/2025	4/30/2025			**100**	Yes							es	Yes			es	Yes	N/A							Coaching point to try to give all PURA scripts as they appear in the Credit Helpbook	N/A					/A	N/A	39587228	CTE	External
4/30/2025	4/30/2025			**100**	Yes							es	Yes			es	Yes	N/A							N/A	N/A					/A	N/A	39015426	CTE	External
4/30/2025	4/30/2025			**85**	Yes							es	Yes			es	Yes	N/A							N/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
4/30/2025	4/30/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[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]	[redacted]	N/A	N/A	39015426	CTE	External
4/30/2025	4/30/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[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]	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. 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	39015368	CTE	External
4/30/2025	4/30/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[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]	[redacted]	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	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	4/30/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015280	CTE	External
4/30/2025	4/30/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586613	CTE	External
4/30/2025	4/30/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586603	CTE	External
4/30/2025	4/30/202			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015353	CTE	External
4/30/2025	4/30/202			**95**	Yes							es	Yes				o	Yes	N/A							N/A	N/A				oute acct.	N/A	39586365	CTE	External
4/30/2025	4/30/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/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
4/30/2025	4/30/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39015328	CTE	External
4/30/2025	4/30/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015711	CTE	External
4/30/2025	4/30/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						/A	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
4/30/2025	4/30/2025	[redacted]		**80**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586632	CTE	External
4/30/2025	4/30/2025			**95**	Yes							cs	Yes				Yes	Yes	N/A							Customer declined	N/A				N/A	N/A	39586895	CTE	External
4/30/2025	4/30/2025			**100**	Yes							cs	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586645	CTE	External
4/30/2025	4/30/2025			**100**	Yes							cs	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586599	CTE	External
4/30/2025	4/30/2025			**85**	Yes							cs	No				Yes	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	39015401	CTE	External
4/30/2025	4/30/2025			**100**	Yes							cs	Yes				Yes	Yes	N/A							N/A	N/A				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 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
4/30/2025	4/30/2025	[redacted]		**90**	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]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	Call the customer back provide the details for mpp	N/A	39587215	CTE	External
4/30/2025	4/30/2025			**100**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/A	N/A	39587217	CTE	External
4/30/2025	4/30/2025			**95**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/A	N/A	39586602	CTE	External
4/30/2025	4/30/2025			**100**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/A	N/A	39586635	CTE	External
4/30/2025	4/30/2025			**95**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/A	N/A	39586545	CTE	External
4/30/2025	4/30/2025			**95**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/A	N/A	39586310	CTE	External
4/30/2025	4/30/2025			**75**	Yes							es	Yes				Yes	Yes	Coaching: We could have went over the scripting with the customer.													N/A	N/A				N/A	N/A	39015548	CTE	External
4/30/2025	4/30/2025			**100**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/A	N/A	39015599	CTE	External
4/30/2025	4/30/2025			**100**	Yes							es	Yes				Yes	Yes	N/A													N/A	N/A				N/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
4/30/2025	4/30/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	No	Customer declined all options	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015378	CTE	External