Date Filed: August 21, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER CALLS) Please provide the first two recordings regarding termination of service (due to nonpayment), hardship, difficulty paying, or payment arrangement in each hour the Company's call center was open on: January 22, 2025; February 7, 2025; March 18, 2025; April 28, 2025; May 28, 2025; June 19, 2025; July 7, 2025; August 12, 2025; September 16, 2025; October 15, 2025; November 6, 2025; and December 29, 2025.

Response:

Please refer to EOE-001, Attachment 1 CONFIDENTIAL, for the first two recordings regarding termination of service (due to nonpayment), hardship, difficulty paying, or payment arrangement in each hour the Company's call center was open on: January 22, 2025; February 7, 2025; March 18, 2025; April 28, 2025; May 28, 2025; June 19, 2025; July 7, 2025; August 12, 2025; September 16, 2025; October 15, 2025; November 6, 2025; and December 29, 2025.

The Company also provides insight below into the full customer experience for all residential customers who call directly or are transferred to our Credit and Collections center about their past due balance or difficulty paying their bill.

1. First, for all residential customers that call in, Eversource plays an upfront Interactive Voice Response ("IVR") message. The message is designed to guide customers who may be facing financial hardship and reiterates the up to 18-month payment arrangement. Specifically, the IVR message states:

> *If you're having trouble paying your energy bill, let's work together to find a solution. Visit Eversource.com/billhelp or ask a customer service representative to learn about these and other programs:*
>
> *First, you may qualify for financial hardship or medical protection from service shut-off and special programs to forgive your past due balance.*

Beginning in December 2023, if you are a residential customer and have a financial hardship status on your electric account, you will also benefit from a new discount on your bill.

You can sign up for a payment plan to have your service protected from disconnection while you spread payments on a past due balance over up to 18 months.

If you are not able to reach a satisfactory payment arrangement with a representative, you may be eligible to speak to a Company Review Officer. The Review Officer's decision may also be appealed to the Connecticut Public Utilities Regulatory Authority. During the appeal, your service will not be shut off as long as you continue to pay current, undisputed bill amounts.

You can also learn about clean energy options for your home, like solar and battery storage.

Finally, whether you own or rent, you can take advantage of programs to make your home more energy efficient and lower your monthly bills.

Visit Eversource.com/billhelp to find out more and take advantage of our programs without waiting to speak to a customer service representative.

2. Next, Eversource offers customers an up-front hardship pre-qualification IVR.

- For residential customers who indicate financial hardship, the IVR will ask for and capture answers to the financial hardship pre-qualification questions. Once the customer answers the pre-qualification questions, they are connected to a Customer Service Representative ("CSR"), who receives all of the data that they provided. The CSR will complete the hardship pre-qualification on the customer's account and discuss the options available to the customer.

    - Customers will hear the below message ***after*** prequalification call flow ***by only those customers who are fully or partially prequalified***:

      Based on your responses, you may qualify for help paying your bill including special programs that protect your service, forgive past due balances and provide a discount on your electric bill.

First, provide verification of your financial hardship in one of three ways:

The best way is to contact your local Community Action Agency. Call 2-1-1 to find yours - and get the most benefits available to you from the state of Connecticut.

The second option is to submit a picture of your documents, by logging in to your account at Eversource.com and using the link at the bottom of the page to upload them.

Last, you can fax your documents securely to us at 866-438-6476 or mail your documents to PO Box 270, Hartford CT. 06141, Attn: Credit Dept.

Please remain on the line to speak with a customer service representative who will assist you with finding the best programs and protections available to you.

- For those customers who opt out at any point during the IVR, CSRs will ask the final pre-qualification questions, and discuss the options available to the customer.

- For those customers who opt out and do not enter the IVR, Eversource CSRs will confirm whether or not the customer is eligible for financial hardship before continuing with the call.

3. Last, but not least, customers will then speak to a CSR about the options for their account(s). See attached recordings for that final portion of the customer's full call experience.

CSRs have a challenging and complex job, dealing with myriad customer circumstances in real time, requiring training and in-depth knowledge of numerous Company policies and regulatory requirements. For every individual customer, there are individual circumstances that the CSR must patiently and competently work through to address the customer's individual needs. By definition, these are human interactions that may never be perfect, and perfection in these interactions is an unattainable outcome. However, the Company's training is tailored to guide and assist the CSRs in providing high-quality customer service in their customer interactions, for every individual customer. Further, the Company has rigorous processes to oversee, track, and manage the performance of CSRs.

Date Filed: August 14, 2026

Witness: Christopher Leigh
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY REVIEWS) Does the Company regularly perform security evaluations or have an independent evaluation of its technological infrastructure systems? Please provide all related Company policies and procedures regarding cybersecurity protections and cybersecurity evaluations of the Company's technology systems.

Response:

The Company regularly performs IT security evaluations, with support from security assessment professionals. The work is facilitated by the Eversource Energy Internal Audit Department.

Internal Audit Approach
The Eversource Energy Internal Audit Department is responsible for several important functions within the management structure, including but not limited to the following functions:

- Establishing controls and risk management activities and assuring that those processes are designed adequately and operating effectively.
- Implementing processes to assure that resources are acquired economically, used efficiently and protected adequately.
- Implementing processes to assure that business programs, plans and objectives are achieved.
- Implementing processes to assure that quality and continuous improvement are fostered within the organization.

The development of the annual Audit Plan is among the most critical functions that Internal Audit performs. A thorough and effective planning process helps to ensure that Internal Audit is able to assemble a meaningful and challenging plan, designed to provide Company management with timely and useful feedback on Company operations and the control environment. Audits related to technological infrastructure systems and IT security are considered during the development of the annual audit plan.

The audit process varies, depending on the specific audit scope, in order to evaluate the technology system chosen for audit.

The following confidential attachments provide the Eversource Energy IT Security Policies.

- EOE-002, Attachment 1 CONFIDENTIAL – **Security Management** – Defines the governance structure for information security, including the establishment of a robust security infrastructure and the delivery of ongoing security training and awareness programs to all personnel.

- EOE-002, Attachment 2 CONFIDENTIAL – **Risk Management** – Outlines processes for information ownership, classification, and periodic risk assessments. Establishes security baselines and safeguards for both hard copy and electronic media, including emerging considerations for Artificial Intelligence (AI) security.

- EOE-002, Attachment 3 CONFIDENTIAL – **Personnel Security** – Implements controls for pre-employment screening, separation of duties, and ongoing personnel oversight. Includes measures for secure handling of transfers, resignations, and terminations to prevent unauthorized access.

- EOE-002, Attachment 4 CONFIDENTIAL – **Physical Security** – Protects facilities and information systems through physical access controls, environmental safeguards, and secure facility management.

- EOE-002, Attachment 5 CONFIDENTIAL – **Operations Management** – Establishes operational controls to prevent, detect, and respond to malicious code, ensure reliable backup and recovery, maintain software support, and manage configuration changes securely.

- EOE-002, Attachment 6 CONFIDENTIAL – **Security Monitoring and Response** – Defines continuous monitoring activities, incident detection, and coordinated response procedures to mitigate threats and minimize impact.

- EOE-002, Attachment 7 CONFIDENTIAL – **Communications Management** – Establishes Encryption, Exchange of Information, Email, Internet and Other Electronic Communications, Voice / Fax / Video Communications, Meetings and Conversations

- EOE-002, Attachment 8 CONFIDENTIAL – **Access Control** – User Enrollment and Authorization, Account Identification, Authentication, Privileged and Special Account Access, Remote Access, Wireless Access

- EOE-002, Attachment 9 CONFIDENTIAL – **Network Security** – Network Access, Network Security Control Devices

- EOE-002, Attachment 10 CONFIDENTIAL – **Third Party Services** – Third Party Services

- EOE-002, Attachment 11 CONFIDENTIAL – **Application Management** – Application Development Process, System Business Requirements

- EOE-002, Attachment 12 CONFIDENTIAL – **Business Continuity** – Business Continuity Management Program, Recovery / Business Continuity Plan Testing, Recovery Sites, Disaster Recovery Runbooks

- EOE-002, Attachment 13 CONFIDENTIAL – **IT Management** – IT Management Infrastructure, Change Management

- EOE-002, Attachment 14 CONFIDENTIAL – **IT Incident Management** – IT Event Management, IT Incident Management

Note: Policy 13 is a placeholder for a future policy to be determined.

Date Filed: August 14, 2026

Witness: Christopher Leigh
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY REVIEWS) Identify if the Company has engaged external consultants to perform independent security evaluations of the Company's various systems. If performed, provide a list of which systems were evaluated, the purpose of that system and copies of those evaluations. If not performed, explain why.

Response:

Eversource Energy engages external consultants to perform independent IT security evaluations of internal systems and processes. Typical security evaluations do not focus on specific systems. Rather, the security evaluations assess the institutional processes and controls. Applicable engagements are listed below.

Report Issue Date	Audit Report #	Report Title	Attachment #
2/07/2017	17-08	Corporate Information Security Risk Assessment Process Audit	1
9/08/2017	17-28	IT Internet Security Vulnerability Assessment	2
2/09/2018	18-11	Disaster Recovery Maturity Assessment Review	3
3/22/2018	18-18	Database Administration Audit	4
5/10/2018	18-22	Electronic Security Perimeter Configurations Standards Audit	5
11/28/2018	18-38	Internet Security Vulnerability Assessment Audit	6
2/21/2019	19-12	IT Vendor Review - Kubra Electric Payment Transaction Process	7
3/18/2019	19-14	IT - CloUD Computing (Microsoft O365 Outlook and OneDrive) Assessment	8

3/30/2020	20-20	IT - Remote Access Assessment	9
3/10/2020	20-21	IT Security Control Framework Review (ES C2M2) - Electricity Subsector Cybersecurity Capability Maturity Model	10
3/01/2021	21-13	Cloud Computing - PaaS Azure Audit (Platform as a Service)	11
5/05/2021	21-20	IT Network Device Security Assessment	12
3/04/2022	22-08	IT Vendor Risk Management Assessment Process Audit	13
2/17/2022	N/A	IT PCI Compliance Review (Payment Card Industry)	14
4/06/2022	22-11	Ransomware Readiness Assessment	15
3/25/2022	22-13	IT Cyber Vulnerability Assessment	16
4/08/2022	22-14	Customer Data Protection Assessment Audit	17
3/15/2023	23-09	PCI Compliance Readiness Review (Payment Card Industry)	18
3/13/2023	23-12	NIST 800-171 Framework Review (National Institute of Standards and Technology)	19
3/21/2023	23-13	NERC CIP Vulnerability Assessment	20
4/11/2023	23-19	IT Red Team Assessment (Eversource)	21
6/22/2023	23-25	CT Eecs NERC CIP Compliance Readiness Review	22
6/23/2023	23-26	CT Eecs NERC CIP Vulnerability Assessment (Active)	23
2/26/2024	24-13	IT Azure Active Directory Review	24
2/27/2024	24-14	Azure Cloud Governance and Administration Review	25
2/28/2024	24-15	IT Cybersecurity Incident Response Playbook Review	26
2/20/2024	24-17	NERC CIP Vulnerability Assessment Audit - Active (CT, MA, NH)	27
2/26/2025	25-14	NERC CIP Vulnerability Assessment (Paper - CT, MA, NH)	28
2/27/2026	26-17	Artificial Intelligence (AI) Governance Assessment	29

3/02/2026	26-18	Azure Cloud Governance and Access Administration Review	30
3/04/2026	26-22	NERC CIP Vulnerability Assessment Audit (North American Electric Reliability Corporation (NERC) Critical Infrastructure Protection (CIP))	31
3/23/2026	26-27	IT Red Team Assessment (Eversource)	32
4/07/2026	26-28	Cloud Data Storage (EDP) Assessment	33

Date Filed: August 14, 2026

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

Question:

(CUSTOMER DATA) Explain if the Company has or plans to provide or sell customer information, including geolocation data, to third-party providers. If data is provided, identify each of the third-party providers, the information provided, the purpose of the information being provided, and identify if the Company receives any revenue associated with the sharing (i.e., selling) of information with the third-party provider.

Response:

The Company does not sell or otherwise share customer information with third parties, nor does it plan to, except under the following instances:

- The Company contracts with vendor partners for various services as cost-effective alternatives to performing such services with internal resources. In such instances, the customer data shared with the vendor partners is limited to those which are needed for the vendor to perform the contracted services and are typically covered by a non-disclosure agreement.

- The Company obtains demographic information from Experian for energy efficiency program go-to-market strategies. In order to obtain accurate information, the Company provides customer names and addresses to Experian, but not other Personally Identifiable Information ("PII").

- The Company engages in data matching to identify eligibility for financial hardship assistance programs and discount rate enrollment with the Department of Social Services in Connecticut.

- Customers may submit requests to the Company to share their account information with specific third parties.

- The Company's proposed AMI Plan includes robust interval usage data sharing capabilities. The Company is proposing to allow customers to control their data sharing with authorized third parties through a platform that conforms with the Green Button Connect standard. Additionally, the Company is proposing to provide bulk data sharing capabilities for third-party retail energy suppliers to access the interval usage data of the

customers they serve (customers will have the right to opt out of this service). The Company does not currently plan to charge for these AMI-related data sharing services. For more information on the Company's data sharing proposal in its AMI Plan, please refer to Exhibit CLP-AMI-2.

Date Filed: August 28, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(VENDOR CONTRACTS) Provide a list of third-party vendors utilized by the Company during the test year. For each vendor please include:

a. A brief description of the work performed; and
b. The fully executed contract with each third-party vendor including all amendments and supporting schedules. Additionally, provide any historical versions of the contract since the last rate case.

Response:

Please refer to EOE-005, Attachment 1, for a listing of all third-party vendors utilized in the test year. The contract documentation associated with EOE-005, Attachment 1, is provided in EOE-005, Attachment 2 CONFIDENTIAL through EOE-005, Attachment 42 CONFIDENTIAL. For any contracts not provided in EOE-005, Attachment 1, please refer to OCC-044, Attachment 2 CONFIDENTIAL, and EOE-014, Attachment 2 CONFIDENTIAL.

Contracts identified as "Legacy Agreement" within EOE-005, Attachment 1, represent purchase orders that were migrated from a legacy system. Those legacy agreements may have been supported by a governing contract maintained in a separate system with terms and conditions more specific to the material or service purchased by the Company – or may have served as standalone agreements. In those instances, documentation consists of either agreements that are managed outside of the system or individual purchase orders that served as the agreement with the associated terms.

All of the relevant charges are supported by purchase orders, which represent a form of contract, containing the Company's terms and conditions, pricing and a description of the goods or services supported. Although purchase orders are generally not dually executed, a supplier's acceptance of those terms and delivery of materials or services constitutes consent. For transactions involving low risk materials or services, or those not typically subject to negotiation, the purchase order and its associated terms are the typical mode to support the transactions.

The Company is compiling a brief description of the work performed for the approximate 559 contracts provided in EOE-005, Attachment 1, and will supplement this response as soon as practicable.

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(CHARITABLE LABOR) Does the Company permit employees to support charitable activities during working hours?

a. If yes, has the Company eliminated employee labor costs from the revenue request to account for these hours? Include which exhibits demonstrate the Company's elimination of these costs.
b. If yes, but the Company has not eliminated the associated employee labor costs from its revenue requirements, provide an unlocked Excel spreadsheet detailing the total hours and associated costs (i.e., fully loaded labor costs) for each year 2020 through 2025.

Response:

Eversource is committed to supporting charitable activities through a variety of programs administered by the Corporate Citizenship team. The Company-sponsored volunteer and signature events expose employees to various charitable organizations within our service area and many of them choose to support the causes on their own personal time (i.e., nights and weekends) as a volunteer or through personal philanthropic support.

Under Eversource's corporate volunteer program, employees may participate in up to two Eversource-sponsored weekday volunteer events each calendar year during normal business hours, subject to supervisor or manager pre-approval and may volunteer at Company sponsored events outside of their normal working hours at their own discretion. Employees may volunteer during the weekday, as long as there is no concurrent work obligation that takes priority. Accordingly, employee volunteerism is conducted in a manner that does not adversely impact the provision of utility services to our customers or results in additional cost to our customers. Time spent on volunteer activities is treated as regular payroll time, indivisible from other job-related activities for payroll purposes. Volunteer events that are not Eversource-sponsored or requested by Eversource, must occur outside of employees' regular workday.

a. The Company has not eliminated employee labor costs tied to supporting charitable activities during regular workdays. Eversource and our employees support many nonprofit organizations and programs that provide meaningful benefits to the Company's customers and the communities served. Employee engagement with customers and communities builds trust and confidence in utility operations, which is in the customer interest. In

addition, this community engagement encourages employees to continue to support volunteer activities outside of normal working hours providing additional benefits to the communities the Company serves.

b. Refer to EOE-006, Attachment 1, for the total volunteer hours and associated labor costs Eversource employees committed to support charitable activities during each year 2020 through 2025.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM REPORTING) Respond to the following:

a. Explain the Company's storm reporting requirements to include any reporting outlined within Docket No. 86-11-18.
b. Provide an unlocked Excel spreadsheet detailing each catastrophic Storm event from the period 2018 through March 2025.
c. For the storms included in (b) identify if a 'Notice of Pre-Staging of Resources' or a 'post-event report' was filed with the Authority. Furthermore, provide a copy of each filing citing where and when it was filed. 'Notice of Pre-Staging of Resources' or a 'post-event report' for a certain storm was not filed, explain why.

Response:

a. Docket No. 86-11-18 – DPUC Review of Performance of UI, CL&P and SNETCO in Restoring Service After Storm Carl – Order No. 6 Compliance states as follows (emphasis added):

> Commencing from the date of the Decision, May 12, 1987, each of the Companies shall file a Report, including time series details of service restoration, to the Public Utilities Regulatory Authority within 14 days of complete restoral of customer service ***following the implementation at any level of its respective Emergency Plan.***

b. The Company provided the requested information in Docket No. 25-12-13. Please refer to EOE-007 Attachment 1 for the responses from Docket No. 25-12-13. No change to this policy has occurred since, or as a result of, Docket No. 25-12-13.

c. Please refer to EOE-007, Attachment 2 providing the requested data for storms in this application. Columns L and N indicate the Company's filings. Each Notice of Pre-staging and Post Storm report is dated on the day it is filed with PURA on the corresponding compliance docket on the PURA Web Filing portal.

With respect to Notice of Pre-Staging 2024-March 2025: EOE-007, Attachment 3, for any event for which a Notice of Pre-Staging was not filed, the Company did not conduct pre-staging activities using additional outside resources. Each storm event is unique and involves numerous variables that may influence whether pre-staging is warranted. Based

on the best available forecast information and the anticipated event timeline, and resource availability, not all forecasted events require pre-staging activities.

With respect to Post Storm Reports 2024-March 2025: EOE-007, Attachment 4, there are four storms, listed below, for which no 14-day report was required because the weather event did not materialize and the Company did not implement the ERP for restoration purposes in any of those events.

- MS24E011
- MN24Q011
- MN24X011
- MN25M011

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM COSTS) Respond to the following:

a. Identify each interrogatory response where the Company reduced its storm recovery request based on confirmed errors or unsupported amounts in Docket No. 25-12-13. Please include the Company's response to each interrogatory. Do not include any reduction which resulted from shifting costs between different storm events.
b. In an unlocked excel spreadsheet list every reduction included in (a), above, the category of the cost, the total reduction for each storm event, and financial impact of that reduction to the specific storm event cost.

Response:

a. Please refer to EOE-008, Attachment 1, for the requested interrogatory responses.

b. Please refer to EOE-008, Attachment 2, for the requested reduction for each storm event.

Please note that on July 29. 2026 subsequent to filing this rate amendment application on July 14, 2026, the Company received the final decision in Docket No. 25-12-13. The Company plans to update the cost of service in this proceeding to reflect the final decision in Docket No. 25-12-13 and will reflect any changes related to Exhibit CLP-REVREQ-2 (Storm A) A,B,C,D Schedules to incorporate relevant adjustments to the catastrophic storm and pre-staging events evaluated in that docket.

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM) Refer to the Company's response to EOE-8, above. Please explain if the Company has implemented any corrective actions or internal controls to prevent/minimize those adjustments within the current docket's storm activity. Provide all supporting internal and external documentation.

Response:

Each and every adjustment that the Company made in Docket No. 25-12-13 provided important insight to the Company as to potential opportunities to better perform in relation to the recording, tracking, review and validation of storm costs and the preparation of the regulatory filing requesting cost recovery.

One point of validation for the Company was the strength and effectiveness of the Company's existing three-tiered invoice review process, which was provided to have increased the accuracy and compliance of storm-related billing, as compared to pre-Isaias procedures. This validation was demonstrated by the fact that – although adjustments were needed – the vast majority of the discovery questions in that case were answered with validated and correct information. The amount of adjustments were generally relatively small, involving minute details that required individual focus and unique, in-depth investigation (which occurred through the discovery process) to detect. Experience was gained in relation to each tier of the process, as follows:

- Tier One is the initial review, involving confirming billing rates, validating service dates against event timelines, reconciling charges, reviewing timesheet entries, verifying signatures, and assessing supporting documentation for additional expenses.

- Tier Two reconciles Tier One findings, ensuring timesheets contain required signatures, and communicates any identified dollar discrepancies by Tier One to contractors for corrections.

- Tier Three verifies alignment with contractual requirements, reconciles hiring and food/lodging agreements, and confirms that mobilization/demobilization times and distances match contractor-provided information.

Where discrepancies were identified through the discovery process, the Company is now able to improve performance in those areas where experience was gained in the types of items that could go wrong.

In addition to the tiered review process, the Company conducts a comprehensive event-based review of deferred charges. Labor charges are re-examined to ensure the charges are properly correlated with storm event dates. Charges tied to the post-event clean-up are verified and invoices for non-line-crew activities are re-vetted to confirm the scope of work is storm related and any possible unrelated charges are removed. Similarly, through the experience gained in Docket No. 25-12-13, the Company was able to identify areas where these important processes can be better performed.

As a result of experience gained through discovery in Docket Nos. 24-03-30 and 25-12-13, the Company reorganized its cost exhibits for 2024-March 2025 storm events to provide enhanced visibility into the costs incurred during storm events. For example, the Company received a large volume of interrogatories during Docket No. 25-12-13 seeking more detail on internal labor costs. Now, the Company has greatly increased the amount of information provided in the exhibits including employee level detail, employee department, payroll type, and week ending date. The Company also added a separate tab specific to P-Card charges broken out by the specific costs category of each charge. This enhancement will allow end users to see the full picture of P-Card charges all in one place with visibility into the cost category.

In addition, beginning July 2026, the Company commenced a process of instituting separate work orders for post-storm work. This change in process will isolate post storm work and provide greater transparency into the activities that take place following an event to return the system to normal operating condition.

Material, small tools, and durable good charges now undergo an additional review to identify non-event-related items, ensure proper capitalization of capital items and a 25% reduction is applied to small tools and durable goods.

Also, Eversource conducted a comprehensive review of its Storm Fleet program using multi-year utilization data, storm deployment records, readiness assessments, and updated storm-response modeling. Eversource is using this analysis as part of its process to optimize the Storm Fleet.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM EMERGENCY RESPONSE PLANS-ERP) List all changes made to the Company's Emergency Response Plan (ERP) document between the period 2018 and present. Please identify where each change was made (i.e., which year and which page in the applicable ERP). Additionally, provide copies of all versions of the ERP documents.

Response:

There are numerous changes to the ERP documents that have occurred over the time period 2018-2025. Attached is a copy of each of the Company's Emergency Response Plan – Electric System Operations that were in effect from 2018 to present. Each ERP encompasses a "record of changes" in Section 10.

- EOE-010, Attachment 1
- EOE-010, Attachment 2
- EOE-010, Attachment 3
- EOE-010, Attachment 4
- EOE-010, Attachment 5
- EOE-010, Attachment 6
- EOE-010, Attachment 7

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM EVENT LEVEL MATRIX) Identify any changes made to the Company's Event Level Matrix (ELM) between the period 2022 and present. Additionally, please confirm that there have only been five versions of the ELM as included within Ex. CLP-STORM-IMT-2, pp. 26-30.

Response:

The Event Level Matrix was adjusted between 2022 and present. All changes are noted in Section 10 – Record of Changes in each revision of the Emergency Response Plan.

- ERP Revision 6 (2024-2026): Event Level Matrix Typical No. of Customers Out at Peak, Minimum staffing requirement for Public Safety Specialist at Event Level 5, Minimum staffing requirement for Community Liaisons at event Level 3 or higher and Community Liaison – Account Executive Title.

- ERP Revision 7 (2026-2028 or TBD): Event Level Matrix Customer Percentage

Exhibit CLP-STORM-IMT-2, at 26-30, has only five versions of the ELM. There are two additional revisions to consider (Revision 6 and Revision 7). Please refer to EOE-010, Attachment 6, and EOE-010, Attachment 7.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM ERP ACTIVATION VS. IMPLEMENTATION) Does the Company distinguish between an ERP activation versus implementation? If yes, please explain how the Company determines which is applicable. Include all relevant citations to the Company's ERP. Further provide all Company policies and procedures outlining when each designation is applicable. Separately identify whether each storm event provided in Ex. CLP-STORM-2 had "activated" or "implemented" the Company's ERP.

Response:

The Company has used the terms "declared," "activated," and, at times, "implemented" in communications regarding its Emergency Response Plan. These terms are sometimes used interchangeably without intending to convey different operational thresholds. However, the Company's formally tracked operational milestone is the declaration (activation) of the ERP by the Incident Commander.

An ERP is activated through the Incident Commander's declaration that emergency conditions are imminent or have occurred. That declaration serves as the operational start time for the event and is the time maintained for operational and reporting purposes.

Following activation, the Company implements the portions of the ERP that are appropriate based on the circumstances. Depending on how conditions evolve, implementation may range from a limited response to full deployment of the ERP organization. If anticipated conditions do not materialize, portions of the ERP organization may be stood down without full implementation of the expanded response.

Prior to the onset of storm conditions, all steps taken to be adequately prepared for a storm response are taken without any knowledge of what the actual circumstances will be. In the sequence of steps taken to prepare for an oncoming storm event, the pre-staging of crews is an important decision that is undertaken based on a number of considerations.

Pursuant to Section 2.5 of the Company's ERP, Readiness Conditions, "activation" of the ERP occurs in "Emergency Conditions" (Section 2.5.4). Section 2.5.4 establishes that ERP activation occurs when "Emergency event conditions are imminent that will cause or have caused significant impact to the Electric System or one or more Eversource business units."

Under Section 2.6 of the ERP, if an Emergency Event is likely and is expected to cause significant outages or damage to the distribution system, then the Incident Commander declares an ERP Event, indicating a formal initiation of the ERP.

In the six events identified in the question, the ERP was "activated" with a declaration of the ERP Event by the Incident Commander, in advance of the onset of actual weather conditions, and when the emergency was "imminent," as required by the ERP. However, once the actual weather conditions materialized (or failed to materialize at all), the circumstances did not call for the Company to execute its response as an implementation of the ERP organization, i.e., the Company's electric operations group was able to manage response and restoration activities while standing down the full ERP organization. If an emergency event does not materialize to the originally projected ERP level, then "implementation" of the expanded ERP organization is unnecessary.

Date Filed: August 13, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(NON-CATASTROPHIC STORM EVENTS) Provide a listing of all storm events subject to a Storm Work Order for the years 2024 through present that did not exceed the $4 million catastrophic storm eligibility threshold. Additionally, provide a breakdown of the associated costs and the specific date range for each event (i.e., beginning and ending).

Response:

Please refer to EOE-013, Attachment 1, for a listing of total cost for non-catastrophic storm events for 2024, 2025, and 2026. Storm Work Order SCMN2411 reflects multiple dates associated with the costs incurred. At the time, the Company maintained a single work order for non-catastrophic storm work, resulting in all related charges being captured under a single work order. More recently, the Company has changed that practice to initiate separate work orders.

All 2026 costs remain preliminary, as the year is still in progress. The dollar amount reflected represents charges recorded through June 30, 2026, and does not constitute final year-end total.

Date Filed: August 28, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM 3rd PARTY INVENTORY/CONTRACTS) Respond to the following:

a. Provide a complete listing of all outside contractors and vendors used in support of storm remediation, including a brief explanation of the work performed by each contractor and vendor.
b. Provide complete copies of all executed contracts for each vendor listed in (a) above, inclusive of pricing schedules.
c. Cite the specific documents and applicable pages that support the pricing for each contractor/vendor for each storm event for which the Company is seeking recovery in this docket.

Response:

a. Please refer to OCC-044, Attachment 1, for a listing of external line crew and vegetation contractors whose services were utilized in the storms under review in this docket, as well as associated contract documents. For external vendors utilized in the storms under review in this docket (and not related to line crews or vegetation management), please refer to EOE-014, Attachment 1, which lists all other contractors and vendors with a brief explanation of work performed. EOE-014, Attachment 1, includes page number references to the associated contracts provided in EOE-014, Attachment 2 CONFIDENTIAL.

   Contracts identified as "Legacy Agreement" within EOE-014, Attachment 1, represent purchase orders that were migrated from a legacy system. Those legacy agreements may have been supported by a governing contract maintained in a separate system with terms and conditions more specific to the material or service purchased by the Company – or may have served as standalone agreements. In those instances, documentation consists of either agreements that are managed outside of the system or individual purchase orders that served as the agreement with the associated terms.

b. The contracts provided in OCC-044, Attachment 1, and EOE-014, Attachment 2 CONFIDENTIAL, all pertain to vendors providing services to the Company on storm events in 2024 and 2025, as filed in this docket. Each contract may be applicable to each storm event. Exhibit CLP-ACCT-2 (CLP-1) through Exhibit CLP-ACCT-2 (CLP-14) include a detailed listing of the vendor-invoice charges applicable to each particular storm event.

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM RESPONSE-INTERNAL AUDIT REVIEWS) Identify if the Company has performed an Internal Audit over its storm response or any related activities since 2023. If applicable, provide complete copies of any Internal Audit Reports inclusive of all findings, observations, and remediations. If internal audits have not occurred, please explain why not.

Response:

Prior to 2023, the Company completed several significant internal audits of the emergency preparedness and response functions, following from PURA's findings in Storm Isaias. For example, in the timeframe 2022-2023, the Company retained the services of Accenture to conduct a full-scale review of all aspects of the ERP function and to make recommendations incorporating the Company's experience in Storm Isaias. These audits were detailed in Docket No. 25-12-13 in response to EOE-039, Attachment 5 CONFIDENTIAL. EOE-15, Attachment 1, provides a copy of the Accenture audit.

As a result, there has not yet been the need for the Company to conduct additional internal audits of the Emergency Preparedness function, with the exception of the Contract Compliance Audits performed by Revenew International, LLC, which include contractors that provide storm restoration services.

The Company's response to EOE-16[i] provides a description of the services performed by Revenew. The vendors included in the contract compliance audits are referenced in OCC-142[ii].

Prior Referenced Responses:

---

[i] EOE-016 Question:
(STORM REVENEW UPDATE) Explain the specific services that have been performed by the Revenew vendor and provide an updated status of any billing reviews or negotiations since March 10, 2026, to the present.

EOE-016 Response:
Please refer to OCC-142[i] for the services provided by Revenew.

As of August 6, 2026, the status of billing reviews or negotiations since March 10, 2026 are as follows:

Supplier Name	Net Recovery Amount[i]	Status
Mid-Con Energy	$965,321	Completed
Asplundh Tree	None	No discrepancies identified
MTV Solutions	$546,020	Completed
Elecnor Energy Services	TBD	Settlement Pending
Elecnor Hawkeye	TBD	Settlement Pending
Michels	TBD	Settlement Pending

Also Elecnor Hawkeye and Michels provided both blue sky and storm services to Eversource, which were included in the contract compliance audit scopes performed by Revenew.

[ii] OCC-142 Question:
(STORM AUDITS)

a. If the Company has audited and/or contracted with a vendor to audit and/or review the storm costs requested in this proceeding, please indicate the date of the audit/review, the scope of the review, the type of the review, and the entity conducting it.
b. Please provide all reports and/or final written conclusions of audits and/or reviews performed on the storm costs requested in this proceeding.

OCC-142 Response:

a. Please see the description below defining the Internal Audit function's responsibilities, with a focus on the annual contract compliance audits that Eversource conducts through Revenew International LLC. The contract compliance audits may include vendors that provide storm support services, such as, but not limited to, overhead line crews, but can also include non-storm work. Vendors selected for contract compliance audits are evaluated according to the methodology described below.

Internal Audit Approach
The Eversource Energy Internal Audit Department ("IAD") is responsible for several important functions within the management structure, including but not limited to the following functions:

- Establishing controls and risk management activities and assuring that those processes are designed adequately and operating effectively.
- Implementing processes to assure that resources are acquired economically, used efficiently, and protected adequately.
- Implementing processes to assure that business programs, plans, and objectives are achieved.
- Implementing processes to assure that quality and continuous improvement are fostered within the organization.

The development of the annual Audit Plan is among the most critical functions that IAD performs. A thorough and effective planning process helps to ensure that IAD is able to assemble a meaningful and challenging plan, designed to provide Company management with timely and useful feedback on Company operations and the control environment.

Annual Contract Compliance Audit
IAD's Annual Audit Plan encompasses approximately 50-55 audits, including a Contract Compliance Audit. The Contract Compliance Audit is designed as an overlay to other processes that the Company conducts to assure that Eversource vendors are fully complying with the terms and conditions of the contracts. This approach is considered an industry "best practice" and generally relies on the use of an external firm with the technical skills and resources to perform the audit most effectively.

For this purpose, Eversource Energy is using the services provided by Revenew. Revenew is based in Houston, Texas, and has been conducting contract compliance audits for over 25 years. External audits of contract compliance are typically utilized to execute on the "right to audit" clause that Eversource includes in vendor contracts. External vendor audits are a highly specialized discipline that requires analyzing source records that must be obtained from the vendor. Revenew performs line-item analysis of contracts, invoices, and payment transactions by running over 140 audit tests on the vendor's documentation, mostly at the vendor's own premises, which Eversource is unable to do. Revenew's compensation is tied to actual results through a "shared gains" arrangement, resulting in no net cost to Eversource. Specifically, Revenew's fee structure is that it is entitled to a cash payment equal to approximately 30% of the invoice credits obtained through Revenew's audit work. Revenew is not paid for contract reviews that do not result in dollar savings for Eversource. Historically, Revenew will conduct 3-6 vendor audits per year. This practice has an added benefit in that it sends a strong signal to suppliers that contract compliance is monitored and enforced, putting Eversource in a strong position for future contract negotiations.

Vendor Selection Methodology/Criteria
All Eversource vendor contracts have a right-to-audit clause, as a result, vendors are identified and selected through the joint coordination of Eversource and Revenew, using a set of criteria applied to the Eversource Procurement vendor database of more than 4,300 vendors. The criteria for a vendor audit require a three-year spend over $10 million and an invoice count of 300 or more, along with consideration of the pricing structure of the good/services contracted for (time and materials preferred), contract complexities, and recommendations from Procurement and Operations Management.

To identify vendors that provide storm and non-storm services to Eversource operating affiliates in Connecticut, Massachusetts, and New Hampshire and that are appropriate for the type of audit that Revenew performs, Eversource takes the following steps:

- Eversource Procurement provides a report of vendor spend and invoice counts.
- The top 20 vendors from that list are selected for vetting by Revenew.
- Thereafter, a Contract Owner Questionnaire meeting is held with IAD, Revenew, Eversource Procurement, and the affected Eversource Business Partners to discuss contract pricing structure, any billing issues and the vendor relationship with Eversource.
- Eversource issues an Audit Notification Letter to the affected vendors.
- Revenew performs audits at the vendor's premises, which is supported by Eversource IAD.
- Revenew produces an audit *Summary of Monetary Issues*, which is reviewed with Eversource IAD, Procurement, and Operations.
- Eversource engages in negotiations with affected vendors.

Storm vendors are considered to be those that provide emergency response services to Eversource during restorations events occurring across one or all of Eversource's three jurisdictions. There are other line contractors used by Eversource that perform daily work on the Eversource system and would also be used

for storm restoration. However, these contractors are not considered to be "ERP contractors" for audit purposes.

Revenew conducted vendor contractor compliance audits for work performed on both storm and blue-sky days for vendor invoices between January 2024 and March 2025, noting that it is common for storm vendor invoices to be submitted months after a storm occurs.

Vendors providing storm support services were part of contract compliance audits reported on in 2025 and 2026. The audit periods for these vendors differ depending on when the contract compliance audit started. The vendor selection is done independent of which operating company to which storm support services were provided. Revenew selects invoices to include in the audit which may include The Connecticut Light and Power Company or Eversource's other operating companies. Storm cost audits for the period January 2024 – March 2025 (covering storms submitted for prudency review in this proceeding) include:

Date of Audit/Review	**Vendor**	**Scope**	**Type of Review**	**Entity Conducting Review**	**Reference to Reports**
Completed January 9, 2025	Multiple	January 2020-February 2024	Contract Compliance Audit	Revenew	Audit Report # 25-04, provided as OCC-142, Attachment 1
Completed January 6, 2026	Multiple	January 2020-March 2025	Contract Compliance Audit	Revenew	Audit Report # 26-02 provided as OCC-142, Attachment 2[ii]
Completed August 4, 2026	MTV Solutions	Jan 2020-Feb 2024	Contract Compliance Audit	Revenew	OCC-142, Attachment 3
Completed May 28, 2026	Asplundh Tree	Jan 2022-Mar 2025	Contract Compliance Audit	Revenew	Will be reported in the 2026 Contract Compliance Annual Report

Please note that scope refers to the billing time period for the vendors selected for the Contract Compliance Audits. See the corresponding audit report for specifics by vendor.

b. See table above for reference to each report.

Date Filed: August 14, 2026

Witness: Mark P. Baldwin, Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM REVENEW UPDATE) Explain the specific services that have been performed by the Revenew vendor and provide an updated status of any billing reviews or negotiations since March 10, 2026, to the present.

Response:

Please refer to OCC-142[i] for the services provided by Revenew.

As of August 6, 2026, the status of billing reviews or negotiations since March 10, 2026 are as follows:

Supplier Name	Net Recovery Amount[1]	Status
Mid-Con Energy	$965,321	Completed
Asplundh Tree	None	No discrepancies identified
MTV Solutions	$546,020	Completed
Elecnor Energy Services	TBD	Settlement Pending
Elecnor Hawkeye	TBD	Settlement Pending
Michels	TBD	Settlement Pending

Also Elecnor Hawkeye and Michels provided both blue sky and storm services to Eversource, which were included in the contract compliance audit scopes performed by Revenew.

Prior Referenced Response:

[i] OCC-142 Question:
(STORM AUDITS)

[1] "Net Recovery Amounts" exclude commissions paid to Revenew and reflect actual allocations to Connecticut.

a. If the Company has audited and/or contracted with a vendor to audit and/or review the storm costs requested in this proceeding, please indicate the date of the audit/review, the scope of the review, the type of the review, and the entity conducting it.
b. Please provide all reports and/or final written conclusions of audits and/or reviews performed on the storm costs requested in this proceeding.

OCC-142 Response:

a. Please see the description below defining the Internal Audit function's responsibilities, with a focus on the annual contract compliance audits that Eversource conducts through Revenew International LLC. The contract compliance audits may include vendors that provide storm support services, such as, but not limited to, overhead line crews, but can also include non-storm work. Vendors selected for contract compliance audits are evaluated according to the methodology described below.

Internal Audit Approach
The Eversource Energy Internal Audit Department ("IAD") is responsible for several important functions within the management structure, including but not limited to the following functions:

- Establishing controls and risk management activities and assuring that those processes are designed adequately and operating effectively.
- Implementing processes to assure that resources are acquired economically, used efficiently, and protected adequately.
- Implementing processes to assure that business programs, plans, and objectives are achieved.
- Implementing processes to assure that quality and continuous improvement are fostered within the organization.

The development of the annual Audit Plan is among the most critical functions that IAD performs. A thorough and effective planning process helps to ensure that IAD is able to assemble a meaningful and challenging plan, designed to provide Company management with timely and useful feedback on Company operations and the control environment.

Annual Contract Compliance Audit
IAD's Annual Audit Plan encompasses approximately 50-55 audits, including a Contract Compliance Audit. The Contract Compliance Audit is designed as an overlay to other processes that the Company conducts to assure that Eversource vendors are fully complying with the terms and conditions of the contracts. This approach is considered an industry "best practice" and generally relies on the use of an external firm with the technical skills and resources to perform the audit most effectively.

For this purpose, Eversource Energy is using the services provided by Revenew. Revenew is based in Houston, Texas, and has been conducting contract compliance audits for over 25 years. External audits of contract compliance are typically utilized to execute on the "right to audit" clause that Eversource includes in vendor contracts. External vendor audits are a highly specialized discipline that requires analyzing source records that must be obtained from the vendor. Revenew performs line-item analysis of contracts, invoices, and payment transactions by running over 140 audit tests on the vendor's documentation, mostly at the vendor's own premises, which Eversource is unable to do. Revenew's compensation is tied to actual results through a "shared gains" arrangement, resulting in no net cost to Eversource. Specifically, Revenew's fee structure is that it is entitled to a cash payment equal to approximately 30% of the invoice credits obtained through Revenew's audit work. Revenew is not paid for contract reviews that do not result in dollar savings for Eversource. Historically, Revenew

will conduct 3-6 vendor audits per year. This practice has an added benefit in that it sends a strong signal to suppliers that contract compliance is monitored and enforced, putting Eversource in a strong position for future contract negotiations.

Vendor Selection Methodology/Criteria
All Eversource vendor contracts have a right-to-audit clause, as a result, vendors are identified and selected through the joint coordination of Eversource and Revenew, using a set of criteria applied to the Eversource Procurement vendor database of more than 4,300 vendors. The criteria for a vendor audit require a three-year spend over $10 million and an invoice count of 300 or more, along with consideration of the pricing structure of the good/services contracted for (time and materials preferred), contract complexities, and recommendations from Procurement and Operations Management.

To identify vendors that provide storm and non-storm services to Eversource operating affiliates in Connecticut, Massachusetts, and New Hampshire and that are appropriate for the type of audit that Revenew performs, Eversource takes the following steps:

- Eversource Procurement provides a report of vendor spend and invoice counts.
- The top 20 vendors from that list are selected for vetting by Revenew.
- Thereafter, a Contract Owner Questionnaire meeting is held with IAD, Revenew, Eversource Procurement, and the affected Eversource Business Partners to discuss contract pricing structure, any billing issues and the vendor relationship with Eversource.
- Eversource issues an Audit Notification Letter to the affected vendors.
- Revenew performs audits at the vendor's premises, which is supported by Eversource IAD.
- Revenew produces an audit *Summary of Monetary Issues*, which is reviewed with Eversource IAD, Procurement, and Operations.
- Eversource engages in negotiations with affected vendors.

Storm vendors are considered to be those that provide emergency response services to Eversource during restorations events occurring across one or all of Eversource's three jurisdictions. There are other line contractors used by Eversource that perform daily work on the Eversource system and would also be used for storm restoration. However, these contractors are not considered to be "ERP contractors" for audit purposes.

Revenew conducted vendor contractor compliance audits for work performed on both storm and blue-sky days for vendor invoices between January 2024 and March 2025, noting that it is common for storm vendor invoices to be submitted months after a storm occurs.

Vendors providing storm support services were part of contract compliance audits reported on in 2025 and 2026. The audit periods for these vendors differ depending on when the contract compliance audit started. The vendor selection is done independent of which operating company to which storm support services were provided. Revenew selects invoices to include in the audit which may include The Connecticut Light and Power Company or Eversource's other operating companies. Storm cost audits for the period January 2024 – March 2025 (covering storms submitted for prudency review in this proceeding) include:

Date of Audit/Review	Vendor	Scope	Type of Review	Entity Conducting Review	Reference to Reports

Completed January 9, 2025	Multiple	January 2020-February 2024	Contract Compliance Audit	Revenew	Audit Report # 25-04, provided as OCC-142, Attachment 1
Completed January 6, 2026	Multiple	January 2020-March 2025	Contract Compliance Audit	Revenew	Audit Report # 26-02 provided as OCC-142, Attachment 2[i]
Completed August 4, 2026	MTV Solutions	Jan 2020-Feb 2024	Contract Compliance Audit	Revenew	OCC-142, Attachment 3
Completed May 28, 2026	Asplundh Tree	Jan 2022-Mar 2025	Contract Compliance Audit	Revenew	Will be reported in the 2026 Contract Compliance Annual Report

Please note that scope refers to the billing time period for the vendors selected for the Contract Compliance Audits. See the corresponding audit report for specifics by vendor.

b. See table above for reference to each report.

Date Filed: August 21, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM INDEPENDENT REVIEW) Has the Company engaged any external vendors to evaluate the accuracy of the catastrophic storm recovery amounts included within the rate case application? If an independent review has occurred, explain the nature of the engagement and provide the fully executed contract including any modifications and attachments thereof, and provide all documentation and results associated with each vendors' evaluation.

Response:

In this proceeding, the Company did not engage the audit services of PricewaterhouseCoopers to conduct an examination of the accuracy of the external vendor invoices, as it did for the purposes of Docket No. 24-03-30 and Docket No. 25-12-13. The aggregate amount of deferred storm costs proposed for recovery are significantly smaller than requested in those dockets and the Company has conducted its own substantial review of the invoiced amounts. Please refer to the Company's testimony of the Storms Panel in Exhibit CLP-STORM-1 beginning at page 94 which describes the Company's storm invoicing quality control audit processes.

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM CUSTOMER CONTRIBUTIONS) Refer to Exhibit-ACCT-1, WACC Cust Cont, Column E. Explain how each of the customer contribution amounts were derived.

Response:

Please refer to EOE-018, Attachment 1, for the calculation of the monthly customer contributions included in Exhibit-ACCT-1, tab "WACC Cust Cont", Column E. EOE-018, Attachment 1, is further explained below:

(1) Rows 15 through 22 identify the storm amortizations included in CL&P's base distribution rates established as a result of storm reviews in Docket Nos. 17-10-46 and 18-11-12. This reflects the annual revenue the Company receives from customers associated with prior storm amortizations. As these amortizations fully collect their respective storm costs the amortizations transition from funding prior storm costs to funding the storm reserve.

(2) Rows 25 through 28 identify the total revenues recovered in rates for the storm amortizations and removes the amortizations that are still being applied against prior storm costs. For example, Row 26 shows that the $2.940 million amortization was being applied against prior Docket No. 17-10-46 storm costs through April 30, 2024, and then was utilized to fund the storm reserve effective May 1, 2024 (i.e. increases the storm reserve funding). Row 27 shows that the $23.504 million amortization was being applied against prior Docket No. 18-11-12 storm costs through April 30, 2025, and therefore was not utilized to fund the storm reserve during this time period.

(3) Rows 30 and 31 show the base distribution funding of the catastrophic storm and pre-staging reserves authorized in Docket No. 17-10-46, which were each established at $3 million annually.

(4) Rows 32 and 34 show the total customer contributions to the storm reserve annually and monthly respectively. As shown on Row 34, customers contributed to the storm reserve $2.839 million monthly for the period May 1, 2023 through April 30, 2024 and $3.084 million for the period May 1, 2024 through April 30, 2025.

The customer contributions shown on Row 34 of Attachment 1 are reflected in Exhibit ACCT-1, tab "WACC Cust Cont" on a 2-month lag to reflect the billing and customer payment lag experienced by the Company. For example, the $3.084 million customer contributions beginning in rates on May 1, 2024 are reflected in Exhibit ACCT-1, tab "WACC Cust Cont" beginning in July 2024. Consistent with PURA's treatment of customer contributions in their final decision in Docket No. 25-12-13 the Company has applied only the contributions during the period for which the storms were incurred (i.e. January 2024 through March 2025).

Please note that the February 2024 customer contribution is a net amount resulting from PURA's final decision in Docket No. 25-12-13. In that Docket the Company presented total customer contributions for the period May 2018 through December 2023 of $101,882,534. PURA's final decision ultimately utilized $101,469,791 to offset 2018 – 2023 catastrophic storm and pre-staging events resulting in a remaining customer contribution amount of $412,743 as of December 31, 2023. Consistent with the 2-month lag above, the $412,743 remaining amount as of December 31, 2023 is reflected in February 2024.

Subsequent to filing this rate amendment application on July 14, 2026, the Company has received the final decision in Docket No. 25-12-13. The Company plans to update the cost of service in this case to reflect the final decision in Docket No. 25-12-13 during the course of this proceeding and will reflect any changes related to Exhibit ACCT-1 including customer contributions.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM EVENT TIMING) Provide an unlocked Excel spreadsheet that details the following information for each storm event included within the Company's application:

a. Event
b. Storm Start Date
c. Storm End Date
d. Date/time of ERP declaration
e. Date/time of 95% restoration
f. Date/time of 99% restoration
g. Date/time of communicated demobilization
h. Date/time of actual demobilization
i. Date/time of initial external vendor (line crew) billing
j. Date/time of final external vendor (line crew) billing
k. Date/time of initial external vendor (vegetation crew) billing
l. Date/time of final external vendor (vegetation crew) billing

Response:

Please refer to EOE-019, Attachment 1, and EOE-019, Attachment 2. For demobilization, the Company has provided the earliest communicated demobilization to any vendor and the latest actual vendor demobilization for each event. For external line and vegetation vendor billing, the Company has provided the first vendor billing date and the final vendor billing date for the event, representing the beginning and end of vendor billing activity across all vendors. Please note that the Company does not utilize or track a metric of 95% restoration. The Company utilizes the terminology of "substantially complete," which the Company considers to occur at 99% restoration.

Regarding subparts (i) and (j), the Company sends detailed hiring emails that indicate exactly what time external line crew vendors should be ready to work through a detailed hiring mobilization email. The same process is done when we send an email to the external line crew vendor of when their restoration has concluded and they are released to start their demobilization back to their home location. In the EOE-019 Attachment 1, the Company indicates when the first external line contractor crews were to be ready to work and when the last external line contractor was notified of their release time. There may be some hours on either end to allow for travel, but since we know when they were asked to be ready for work and when they were released, we can identify if

the hours charged for travel were within the range expected based the distance they had to mobilize to and demobilize to when the invoice is reviewed.

Subparts (k) and (l), regarding external vendor (vegetation crew) billing, were compiled via a manual review of 1,500+ invoices and all vegetation crew invoices may not fall within the datetimes provided.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM RESTORATION) Provide an unlocked Excel spreadsheet that details each storm event's outages to include both the outage onset (i.e., date/time) and restoration (i.e., date/time). Specifically, EOE requests an Excel file that details each storm's information similar to EOE-075, Att.2 within Docket No. 25-12-13.

Response:

Please refer to E0E-020, Attachment 1.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, John P. Dipaola-Tromba, Sean D. Redding, Jenna Turner and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM STAFFING) Provide an unlocked Excel spreadsheet identifying each storm event included within the Company's application:

a. Event
b. Number of line crew resources available by resource type (Internal, Affiliated, Non-Affiliated Contractor, Mutual Aid) at onset
c. Number of line crew resources available by resource type (Internal, Affiliated, Non-Affiliated Contractor, Mutual Aid) at peak
d. Number of vegetation crew resources available by resource type (Internal, Affiliated, Non-Affiliated Contractor, Mutual Aid) at onset
e. Number of vegetation crew resources available by resource type (Internal, Affiliated, Non-Affiliated Contractor, Mutual Aid) at peak

Response:

Please refer to EOE-021, Attachment 1. The resource counts provided for storm onset are the Company's resource availability at the onset of each event, as reported in the ERP process. Resource availability during the initial stages of a storm is dynamic as crews arrive on Eversource property, complete the check-in process, and become available for deployment.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, John P. Dipaola-Tromba, Sean D. Redding, Jenna Turner and Mark P. Baldwin
Request from: Office of Education, Outreach, and Enforcement

Question:

(VENDOR TIMESHEET REQUIREMENTS) Outline the minimum documentation requirements for vendor timesheets (including line crews, vegetation crews, and other types of crews), or other similar documents.

a. Provide copies of all policies, procedures, guidance, or other literature, including, but not limited to the Eversource Contractor Storm Daily Time & Work Report Procedure, that discusses the Company's handling of timesheets.
b. Identify any differences in the documentation requirements between storm and non-storm activity. Please note where in the Company's policies, procedures, guidance, or other literature, those differences are indicated.

Response:

a. Please refer to EOE-022, Attachment 1, through EOE-022, Attachment 12, for policies, procedures, job aids, and Contractor summit training materials, which review the guidance and structure for both the Company to oversee timesheets and review as well as material giving instruction and guidance to Contractors to make sure they are complying in filling out timesheets.

   Guidance on the handling of tree crew timesheets is included in all executed contracts, which designate required accuracy, billing methods, timeline for submitting weekly Operations Reports (timesheet), and all supporting documentation (e.g. the Eversource Connecticut Emergency Restoration Tree Contractor Work Location form or the event location and time information should be documented on the timesheet) that may be required depending on work type.

b. Daily timesheets for "blue sky work" or non- storm work is different than the hourly timesheet, mobilization, and demobilization timesheet that is used for storm work. From a Company controls perspective, storm work is labor-hour driven, whereas non-storm work is generally work-order and invoice driven. The Company representative validates that the contractor performed the work and that charges align with the contract before payment is authorized. A typical non-storm process is daily time entry by Contractor employees record hours worked against a specific work order, project number, or job package, the labor classifications, equipment usage, and materials may also be captured. Time is usually

maintained within the contractor's own payroll or timekeeping system. A Company Supervisor will review certifies the hours. Labor is assigned to the appropriate Company work order or project. A Company project manager, construction representative, field representative, or contract administrator verifies that the work was performed. Verification is often based on daily work reports, field observations, work completions, unit quantities installed, milestone completion, invoice submission, Contractors generally submit invoices periodically (weekly, biweekly, or monthly depending on the contract). Blue Sky work or non-storm work can be placed into three main buckets for line construction work; lump sum bid pricing, unit measure pricing, and time and material. Alternatively, storm billing and invoicing is always based on hourly billing for both labor and equipment.

Vegetation Management requires all tree crew vendors that are responding to storm events to submit the Eversource Connecticut Emergency Restoration Tree Contractor Work Location form with the associated weekly timesheet. During non-storm activities, timesheets are required for all Time, Material, and Equipment based work (e.g. non-unit priced tree removals, capitalized construction project where vegetation management is requested, and emergency response activities). The Eversource Connecticut Emergency Restoration Tree Contractor Work Location form is also required to be submitted with emergency response activities, or the event location and time information should be documented on the timesheet; however, other work types do not require the same supporting documentation. Unit price-based work types (e.g. Scheduled Maintenance Trimming, unit priced tree removals, etc.) do not require a weekly timesheet.

Date Filed: August 28, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM BILLING GUIDANCE) Respond to the following:

a. Provide copies of all policies, procedures, or other guidance, including guidance on billing hours worked (i.e., travel, standby, and work classifications) provided internally and externally with line crew, damage assessor, and vegetation crew vendors.
b. Provide the fully executed contracts with the Company's external line crew, damage assessor, or vegetation crew vendors, not already provided in response to EOE-14. Further indicate where in each contract the Company outlined the correct billing of travel, standby, and work (i.e., particularly in situations where the billing categories are billed at different rates).

Response:

a. Policies, procedures and guidance on "billing hours worked," including travel, standby and work classifications are generally contained within the contract language itself through the applicable contractual terms and conditions contained in each vendor contract (line crew, damage assessor and vegetation crews). Policies, procedures and guidance are encompassed within the contractual language to improve enforceability of the contract with respect to billing requirements and obligations that vendors have when working for the Company.

b. Please refer to OCC-044, Attachment 1, and EOE-014, Attachment 1, for listings of line crew, damage assessor and vegetation crew vendors. Please refer to OCC-044, Attachment 2 CONFIDENTIAL, and EOE-014, Attachment 2 CONFIDENTIAL, for the relevant contracts applicable to each vendor providing services in the storm events included in this proceeding. The contracts reflect the billing-hour classifications on a relatively uniform basis.

Date Filed: August 28, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:
(MASTER SERVICE AGREEMENT) Provide a copy of the Company's Master Service Agreement (MSA) with each line crew contractor effective from 2018 to present. Further identify all changes made to the MSAs since 2018.

Response:

Please refer to EOE-024, Attachment 1, for a listing of all line crew contractors with Master Service Agreements associated with charges related to line crews represented in EOE-051, Attachment 1. Copies of vendor Master Service Agreements not already provided in OCC-044 are provided in EOE-024, Attachment 2 CONFIDENTIAL through EOE-024, Attachment 9 CONFIDENTIAL.

In some cases, the Master Service Agreements served as the governing contract and were provided as part of OCC-044, Attachment 2 CONFIDENTIAL, as those contracts supported storm activities. Those contracts are represented in EOE-024, Attachment 1, and will reference OCC-044, Attachment 2 CONFIDENTIAL.

There is no feasible manner for the Company to identify all revisions made to each Master Service Agreement over the extended period and scope requested. Updates have been made to the Master Service Agreement templates that serve as the baseline for the Company's contracts. Although numerous modifications were made from 2018 to present, the primary changes were to establish separate master agreements for blue sky work versus ERP work and to more clearly define rates for line crews as part of the Company's continuous improvement efforts.

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM REST TIME) Identify if the storm recovery balance includes any costs for external vendor rest time. If any amounts are included, identify the amount, vendor, storm event, invoice cite, and other relevant details.

Response:

The Company does not compensate contractors for rest time. All current contracts have been updated to remove any provisions that would allow rest time to be billed, and no agreement exists that supports rest time as a billable charge.

Date Filed: August 14, 2026

Witness: John P. DiPaola-Tromba, Sean D. Redding and Jenna Turner
Request from: Office of Education, Outreach, and Enforcement

Question:

(FRONTIER) Provide all contracts, settlement agreements, or intercompany operating agreements with Frontier that details cost allocation requirements for the Company's vegetation management costs. Additionally, provide an unlocked Excel spreadsheet that details each of the storm event's vegetation management costs and the corresponding Frontier billing offset.

Response:

All storm and non-storm vegetation management costs are allocated pursuant to EOE-026, Attachment 1 CONFIDENTIAL.

Please refer to EOE-026, Attachment 2, for an unlocked Excel spreadsheet that details each of the storm event's vegetation management costs and the corresponding Frontier billing offset[1]. The Company expects to be limited to recovering only the amount of vegetation management storm expense that is net of the 30 percent contractual obligation held by Frontier and the Company will be continuously updating this amount through the proceeding. In the final result, the Company's recovery of vegetation-management storm expense in this docket will not exceed 70% of the total invoiced amount for vegetation-management services.

[1] Please note that each of these amounts tie to the amounts shown in the Company's initial application at Exhibits ACCT-2 (CLP-01) through ACCT-2 (CLP-14).

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(VEGETATION) Provide a detailed listing of all food and lodging costs paid directly by the Company that were included in the storm recovery amounts and were applicable to vegetation crews. Please do not include any costs which were already included in an invoice provided by a vegetation management vendor. To the extent that the food and lodging costs were applicable to multiple types of crews (i.e., vegetation, line, damage assessors), provide both the total cost and an estimated allocation percentage applicable to vegetation. As part of the response, please cite the amounts within the respective Exhibit ACCT-2 documents.

Response:

Most storm events included in this docket utilized local tree crew resources. Local tree crews do not generally require lodging due to the proximity of their storm reporting locations to their blue sky work locations; therefore, most storm events do not have any lodging attributed to tree crews. In larger storm events, out-of-state tree crew resources were acquired and do require lodging.

There is no feasible method to estimate the amount or cost of food provided directly by Eversource to field crews and support personnel, which may have been consumed by vegetation management crews. Meals provided at Area Work Centers ("AWC"s) or staging locations are not tracked by recipient and may be provided buffet style to large groups of people including internal employees and contractors.

Date Filed: August 21, 2026

Witness: John P. Dipaola-Tromba, Sean D. Redding, Jenna M. Turner, John G. Griffin and Leanne M. Landry
Request from: Office of Education, Outreach, and Enforcement

Question:

(FRONTIER) Refer to Exhibit CLP-STORM-1, p. 82. The Company's PFT references a shift in the 2024-2025 costs as driven by "improvements in the Frontier Settlement billing process." Explain the specific improvements and provide supporting documentation and calculations, if applicable.

Response:

The referenced statement is intended to explain the reason that the proportion of external crew costs and direct internal labor costs has "shifted" in relation to the 2024-2025 storms, as compared to the 2018 to 2023 storms recently reviewed by PURA in Docket No. 25-12-13. By "shifted," the testimony indicates that the proportion of direct internal labor costs have increased, while the proportion of external crew costs have decreased. This is primarily the result of the Company's efforts to increase its internal crew counts over the period 2018-2023, so that the storm events occurring in the years 2024 and 2025 are reflecting higher internal crew hours and, conversely, reduced reliance on external crews, as compared to storm events in the 2018-2023 timeframe. In this context, the references to "capitalization practices" and "improvements in the Frontier Settlement billing process" are inadvertently out of place.

Another, less impactful factor changing the proportions of cost categories in relation to the 2024-2025 storms as compared to the 2018-2023 storms, is that certain costs within the category of "Other Outside Contractors" have increased, specifically the cost of rental equipment, lodging and fuel – all of which are affected by cumulative inflation over the years 2018-2025. As costs in this category have increased, it represents a larger percentage of total cost than in the prior storm events (2018-2023), slightly diminishing the proportions of other cost categories.

It is correct that Eversource has improved its billing process with Frontier. Specifically, Frontier and CL&P have agreed to identify a single point of contact and email and/or mailing address for all communications and invoices related to pole related billing matters, including costs, expenses and/or charges to be billed and owing by either party for joint line billing work, non-storm vegetation management work, and storm vegetation management work. However, these improvements did not impact the shift in proportions of internal and external crew costs.

Date Filed: August 21, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(CAPITALIZATION) Refer to Exhibit CLP-STORM-1, p. 82. The Company's PFT references a shift in the 2024-2025 costs as driven by "refinements to capitalization practices." Explain the specific improvements and provide supporting documentation and calculations, if applicable.

Response:

For the reasons explained in EOE-028[i], the references to "capitalization practices" and "improvements in the Frontier Settlement billing process" are inadvertently out of place in this statement in the testimony.

It is correct that the Company endeavors to maintain its capitalization method in a manner that correctly reflects cost accounting principles and to refine that process when there is opportunity to do so. For example, hourly labor rates are updated annually based on the contractual hourly wage changes for the represented workforce. Contractor rates are also reviewed periodically and adjusted, when applicable. The unit estimates are also reviewed periodically to ensure they are in line with current engineering design estimates.

Additionally, in 2024, the Company implemented a Robotic Process Automation (RPA) to automate the monthly capitalization process. This process was time-consuming and involved running several queries from the General Ledger and combining them all in the Microsoft Excel model. The output of this automated process is checked and reviewed by financial analysts but many of the heavy, time-consuming steps are performed by the RPA.

Prior Referenced Response:

[i] EOE-028 Question:
(FRONTIER) Refer to Exhibit CLP-STORM-1, p. 82. The Company's PFT references a shift in the 2024-2025 costs as driven by "improvements in the Frontier Settlement billing process." Explain the specific improvements and provide supporting documentation and calculations, if applicable.

EOE-028 Response:
The referenced statement is intended to explain the reason that the proportion of external crew costs and direct internal labor costs has "shifted" in relation to the 2024-2025 storms, as compared to the 2018 to 2023 storms recently reviewed by PURA in Docket No. 25-12-13. By "shifted," the testimony indicates that the proportion of direct internal labor

costs have increased, while the proportion of external crew costs have decreased. This is primarily the result of the Company's efforts to increase its internal crew counts over the period 2018-2023, so that the storm events occurring in the years 2024 and 2025 are reflecting higher internal crew hours and, conversely, reduced reliance on external crews, as compared to storm events in the 2018-2023 timeframe. In this context, the references to "capitalization practices" and "improvements in the Frontier Settlement billing process" are inadvertently out of place.

Another, less impactful factor changing the proportions of cost categories in relation to the 2024-2025 storms as compared to the 2018-2023 storms, is that certain costs within the category of "Other Outside Contractors" have increased, specifically the cost of rental equipment, lodging and fuel – all of which are affected by cumulative inflation over the years 2018-2025. As costs in this category have increased, it represents a larger percentage of total cost than in the prior storm events (2018-2023), slightly diminishing the proportions of other cost categories.

It is correct that Eversource has improved its billing process with Frontier. Specifically, Frontier and CL&P have agreed to identify a single point of contact and email and/or mailing address for all communications and invoices related to pole related billing matters, including costs, expenses and/or charges to be billed and owing by either party for joint line billing work, non-storm vegetation management work, and storm vegetation management work. However, these improvements did not impact the shift in proportions of internal and external crew costs.

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM EVENT DOCUMENTATION) For each catastrophic storm event included in the Company's storm request, provide an unlocked Excel spreadsheet detailing the total number of billable hours for each external line crew. Specifically include the breakdown of hours split between work, standby, and mobilization/demobilization. Additionally, identify the total dollar amount billed for each category, summarize the total number of hours per category, and cite the supporting documentation.

Response:

The Company does not track or account for the billable hours in the manner requested in this interrogatory. In order to respond to this request, the Company must perform a manual exercise to identify each billable hour by work or standby time for each individual invoice by storm. The Company is currently working through this exercise for each storm. Please reference EOE-030, Attachment 1, for a summary of hours and costs associated with external line crew support for MS24A011. The Company will supplement the remaining spreadsheets for the remaining 13 storm events included in the request.

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM FLEET) Provide details regarding the Company's use of the Storm Fleet including information on the annual costs (2024 through present), the number of available units (i.e., vehicles) per location (i.e., state), the number of hours used per storm event, the total cost allocated to each storm event, and any other relevant details that would assist in minimizing following interrogatories. To the extent that the Storm Fleet has been used by the Company's affiliates, provide details.

Response:

Please refer to EOE-031, Attachment 1, for the requested details on the Storm Fleet for all storms that occurred from 2024 through June 2026. The only time Company employees use the Storm Fleet vehicles is when Transmission employees are supporting Distribution restoration. Otherwise, the Storm Fleet vehicles are used only by external vendors.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, John G. Griffin and Leanne M. Landry
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM FLEET) Provide a copy of the Company's Benefit-Cost Analysis (BCA) used to support the creation of the storm fleet. Additionally, provide any post implementation analysis that supports the continued benefits for continuing to maintain the storm fleet based on actual cost savings. If a post-implementation analysis has not been performed, explain why.

Response:

The storm fleet provides the Company with the ability to procure resources from longer distances without extended travel time, which is advantageous for the many regional weather impacts that occur and that are occasioned by limited resource availability as utilities compete for regionally based contractor resources.

Please refer to EOE-032, Attachments 1 and 2, for the Company's internal discussion regarding determinations on the storm fleet by Operations and Finance leadership. This analysis occurred as part of the 2021 business-planning cycle and resulted in the decision that maintaining the fleet would be the lower cost option as compared to continuing to pay for extensive longer distant travel by contractor crews with their own trucks. Please refer to EOE-032, Attachment 3, for support of the storm fleet initiative as part of the Company's Monthly Performance Management review with leadership.

As directed on page 145 of the Final Decision issued in Docket No. 25-12-13, "no later than November 30, 2026 the Company shall submit in Docket 26-05-10 an analysis of whether the storm fleet has provided a maximum positive benefit to ratepayers, including an evaluation of whether the storm fleet has provided net benefit to ratepayers for the catastrophic storms under review in that proceeding." The Company will comply with this directive and provide this analysis no later than November 30, 2026. At that time, the Company will supplement this response.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, John G. Griffin, Leanne M. Landry and Jeffrey D. Turano
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM – DRONE USAGE) Discuss the Company's use of drones in support of storm remediation efforts. As part of the response, identify when the Company first started using drones, explain the nature of these services as performed by either internal or external parties, and explain how these costs have impacted (i.e., reduced) other offsetting costs (i.e., patrols). Finally, provide a detailed listing of drone expenses by year (2018 through present), identify any drone-related capital additions (i.e., drone purchases), and identify where in the Company's application those costs are included.

Response:

Eversource has utilized drones for storm restoration support of electric distribution assets since 2019 when the Company hired drone contractors. In 2020, the Company created our internal drone team and since then, the Company has utilized both contracted and internal resources for storm support. The Company's drone teams aid in storm restoration efficiency by quickly delivering detailed images of aerial assets to a decision maker and identifying potential issues not typically seen from the ground, or in areas that cannot be traversed due to environmental factors. This in turn reduces costs by increasing reliability and reducing outages for our customers.

Refer to the charts below for a listing of expenses and capital additions by year. The expenses in the test year were recorded to storm workorders and are therefore either deferred for future recovery ($293,774) or included in Exhibit CLP-REVEQ-2-A,B,C,D, Schedule C-3.28 (Storms: Non-Catastrophic / Pre-Staging Incremental Storm Expenses) ($153,000). The assets are purchased by the Service Company and those capital costs are billed to the Company as operating expenses though (1) EESCO Capital Return (Exhibit CLP-REVREQ-2-A,B,C,D, Schedule C-3.11) and (2) EESCO Depreciation expense (Exhibit CLP-REVREQ-2-A,B,C,D, Schedule C-3.35).

Expenses	2018	2019	2020	2021	2022	2023	2024	2025	Jun YTD 2026	Total
Internal Labor	-	-	19,605	10,082	18,588	54,771	50,157	29,704	7,556	190,463
Creative Surveying	-	-	18,084	29,709	-	-	-	446,774	555,644	1,050,210
Pinnaclx	-	-	5,366	1,950	13,099	11,872	11,259	5,943	12,993	62,482
VHB		-	-	-	3,209	-	-	-	-	3,209
Skyscape	-	-	-	-	15,847	6,924	28,827	-	-	51,598
Total Expenses	**-**	**-**	**43,054**	**41,741**	**50,744**	**73,567**	**90,243**	**482,421**	**576,193**	**1,357,963**

Capital Additions	2018	2019	2020	2021	2022	2023	2024	2025	Jun YTD 2026	Total
Drones	**-**	**-**	**-**	**-**	**583,392**	**291,391**	**173,095**	**459,639**	**-**	**1,507,517**

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM-DETAILED EXPENSES) Refer to Exhibit ACCT-2 Excel spreadsheets. Provide consolidated Excel spreadsheet(s) detailing the costs included within the Exhibit ACCT-2 tabs for each storm event with an additional column that captures the applicable storm reference (i.e., Labor by Empl. Title, Materials, Outside Contractors-Vendors, etc.). EOE requests that all storm events for each category be included on the same tabs in a structured manner to allow for all recovery amounts to be more easily analyzed.

Response:

Please refer to EOE 034, Attachment 1, for the requested consolidated details of cost within the Exhibit ACCT-2.

While preparing this response, the Company determined that Exhibit ACCT-2 (CLP-3) (MS24C) is carrying the wrong subtotal for the P-Card expenses. The P-Card transaction detail correctly total $169, 358 as shown on page 48 of 58 but the subtotal on Page 1 of 58 in Exhibit ACCT-2 (CLP-3) (MS24C) and on Page 1 of 4 in Exhibit ACCT-1 (Summary) incorrectly show $166,252, The Company will correct this error in a future update.

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM EMERGENCY RESPONSE PAY/STIPEND) Identify if the storm balances include any incremental overtime costs for exempt (salaried) employees. If included, provide an unlocked Excel spreadsheet detailing each applicable storm event, employee, number of hours worked per day (i.e., specific calendar date), number of OT hours worked per day, hourly rate, total incremental charge, and a description of the work performed. Separately, provide an unlocked Excel spreadsheet demonstrating how the hourly rate was calculated (as presented in first Excel spreadsheet).

Response:

Please refer to EOE-035, Attachment 1 CONFIDENTIAL, for the requested for exempt (salaried) employees overtime cost. Please reference EOE-040, Attachment 3, for description of roles. The Company will supplement the dates worked for each employee.

Date Filed: August 14, 2026

Witness: Sasha Lazor, Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM EMERGENCY RESPONSE PAY/STIPEND) Provide copies of any applicable emergency response pay policies or procedures applicable to incremental amounts included within the Company's storm balance.

Response:

Refer to EOE-036, Attachment 1, for the compensation policy in effect for the 2024 and 2025 storms.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, John G. Griffin and Leanne M. Landry
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM – WIRE DOWN GUARDS) Provide an unlocked Excel spreadsheet listing of all wire down guard crews that were engaged from out-of-state for any of the catastrophic storms included in the application. As part of the information provided, please identify the following information:

a. Storm
b. Vendor
c. Mobilization Location
d. Number of resources
e. Total Cost
f. Actions taken to engage local crews
g. Citations for supporting documents (i.e., invoices, timesheets, etc.)

Response:

Please refer to the following chart for the information requested in subparts (a) through (d).

Storm	Vendor	Mobilization Location	Number of Resources
1/10/2024	Maverick Construction	Massachusetts	20
1/10/2024	Storm Services Engineering	New York	67
1/10/2024	Vision Utilities	New Jersey	15
6/27/2024	Maverick Construction	Massachusetts	60
6/27/2024	Storm Services Engineering	New York	40
Resource counts do not include supervisor / support personnel that were not performing Wire Guard functions			

(e). Please refer to EOE-037, Attachment 1, for the requested total cost of Wire Guards.

(f). Local crews are procured by contacting vendors on the Company's contract resource list. If local companies cannot provide the resources needed, the call radius is expanded until the resources are filled.

(g). Please refer to EOE-037, Attachment 1.

Date Filed: August 21, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(MUTUAL AID) Provide a detailed description for how the Company tracks Mutual Aid provided to other Companies (including affiliates or other utilities). Additionally, identify the monthly amounts of Mutual Aid provided to other Companies that were reimbursed for the years 2024 through present. As part of the response, provide a breakdown of the amounts reimbursed, separately detailing costs that are included in base rates (i.e., base salary, vehicle wear/tear such as depreciation and maintenance costs, etc.) versus those that are incremental (i.e., overtime costs, fuel, meals, etc.).

Response:

All Mutual Aid provided to either Eversource affiliates or non-affiliated utility companies is tracked via a Work Order where all the charges are accumulated.

For Mutual Aid support to Eversource affiliates, if the Company's resources are deployed they would appropriately charge the Work Order established for the respective Eversource affiliate they are going to support. For example, if NSTAR Electric Company ("NSTAR") is impacted by a weather event and needs additional resources and CL&P has not been impacted, the Company will send internal line crews to MA. In this example, all costs including travel to MA, time incurred for performing work, and travel back to CT will be charged to the NSTAR Work Order.

Similarly, for Mutual Aid support to non-affiliated utility companies, when resources are requested according to the EEI Mutual Assistance process, the Company would set up a Work Order to accumulate all charges incurred in support of the mutual assistance. Once work is completed and all costs are accumulated, an invoice would be generated and sent to the non-affiliated utility company to recover the Company's costs incurred. Please refer to EOE-038, Attachment 1, for the EEI Mutual Assistance Agreement.

Please refer to EOE-038, Attachment 2, for the amounts of Mutual Aid support the Company charged to Eversource affiliates, Public Service Company of New Hampshire ("PSNH") and NSTAR, during the period January 1, 2024 through present.

Please refer to EOE-038, Attachment 3, for the amounts of Mutual Aid support the Company charged to non-affiliated utility companies during the period January 1, 2024 through present.

During that period, the Company provided Mutual Aid support to Appalachian Energy from September 29, 2024, through October 8, 2024.

Date Filed: August 21, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(MUTUAL AID) Explain how the Company accounts for Mutual Aid revenue and specifically indicate if any of the Mutual Aid revenue received was used to offset against the storm regulatory asset for years 2024 through present. Provide details and cross-references to submission documentation, if appropriate.

Response:

Please refer to the Company's response to EOE-038[i] for a detailed explanation on how the Company tracks Mutual Aid provided to either Eversource affiliates or non-affiliated utility companies. Mutual Aid support is not accounted for as revenue. Mutual Aid support is accounted for as ***non-customer*** recoverable storm-related costs, tracked in separate Work Orders for each storm response, and charged to affiliates or non-affiliated utility companies. These ***non-customer*** storm-related costs are settled in cash payments received from either Eversource affiliates or non-affiliated utility companies through the inter-company billing process or SUNDRY billing process, respectively.

In addition, please refer to Exhibit CLP-REVREQ-2, WP C-3.5, page 1 of 3, as filed in the Company's Application, for CL&P's payroll expenses. On line 26, there is a Test Year pro-forma adjustment referred to as "Less: CL&P Affiliate Storm Support" totaling approximately $224,000. This pro-forma amount represents the 5-year average of Mutual Aid provided to Eversource affiliates, which appropriately ***reduces*** the Company's proposed payroll expense cost of service to be included in base distribution rates.

Prior Referenced Response:

[i] EOE-038 Question:
(MUTUAL AID) Provide a detailed description for how the Company tracks Mutual Aid provided to other Companies (including affiliates or other utilities). Additionally, identify the monthly amounts of Mutual Aid provided to other Companies that were reimbursed for the years 2024 through present. As part of the response, provide a breakdown of the amounts reimbursed, separately detailing costs that are included in base rates (i.e., base salary, vehicle wear/tear such as depreciation and maintenance costs, etc.) versus those that are incremental (i.e., overtime costs, fuel, meals, etc.).

EOE-038 Response:
All Mutual Aid provided to either Eversource affiliates or non-affiliated utility companies is tracked via a Work Order where all the charges are accumulated.

For Mutual Aid support to Eversource affiliates, if the Company's resources are deployed they would appropriately charge the Work Order established for the respective Eversource affiliate they are going to support. For example, if NSTAR Electric Company ("NSTAR") is impacted by a weather event and needs additional resources and CL&P has not been impacted, the Company will send internal line crews to MA. In this example, all costs including travel to MA, time incurred for performing work, and travel back to CT will be charged to the NSTAR Work Order.

Similarly, for Mutual Aid support to non-affiliated utility companies, when resources are requested according to the EEI Mutual Assistance process, the Company would set up a Work Order to accumulate all charges incurred in support of the mutual assistance. Once work is completed and all costs are accumulated, an invoice would be generated and sent to the non-affiliated utility company to recover the Company's costs incurred. Please refer to EOE-038, Attachment 1 for the EEI Mutual Assistance Agreement.

Please refer to EOE-038 Attachment 2, for the amounts of Mutual Aid support the Company charged to Eversource affiliates, Public Service Company of New Hampshire ("PSNH") and NSTAR, during the period January 1, 2024 through present.

Please refer to EOE-038 Attachment 3, for the amounts of Mutual Aid support the Company charged to non-affiliated utility companies during the period January 1, 2024 through present. During that period, the Company provided Mutual Aid support to Appalachian Energy from September 29, 2024, through October 8, 2024.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, John G. Griffin and Leanne M. Landry
Request from: Office of Education, Outreach, and Enforcement

Question:

(INTERNAL STAFFING-STORM) Provide a listing of each responsibility and activity performed by the Company which is required to support storm response efforts. Specifically include a description of the duties performed in support of each responsibility and activity and the responsible employee position(s).

Response:

A list of current emergency roles can be found in the Connecticut Electric Operations – Emergency Response Plan ("ERP"), starting in Section 3 – Organization and Assignments of Responsibilities and continues through Section 4 – Incident Management Team and Executive Leadership During an Emergency. Please refer to EOE-040, Attachment 1, for revision 5 of the ERP and EOE-040, Attachment 2, for revision 6 of the ERP. In addition to the ERP, please refer to the compilation of all related Emergency Assignments Job Descriptions in EOE-040, Attachment 3.

Date Filed: August 14, 2026

Witness: Sasha Lazor and Christopher L. Hall
Request from: Office of Education, Outreach, and Enforcement

Question:

(UNION AGREEMENTS) Provide both a listing of and copies of all union agreements in effect between 2018 and present.

Response:

Please refer to EOE-041, Attachment 1, which contains copies of the following union agreements in effect between 2018 and present:

CONVEX Contract September 1, 2017 – September 1, 2021
CONVEX Contract September 1, 2021 – September 1, 2024
CONVEX Contract September 1, 2024 – September 1, 2028

Customer Service Center Contract July 15, 2021 – April 1, 2024
Customer Service Center Contract April 1, 2024 – April 1, 2028

DSO Contract October 1, 2017 – October 1, 2021
DSO Contract October 1, 2021 – October 1, 2024
DSO Contract October 1, 2024 – October 1, 2028

Eversource Gas Steelworkers Clerical/Technical Contract May 15, 2018 – May 15, 2024
Eversource Gas Steelworkers Clerical/Technical Contract May 15, 2024 – May 15, 2029

Eversource Gas Steelworkers Physical/Operating Contract May 15, 2018 – May 15, 2024
Eversource Gas Steelworkers Physical/Operating Contract May 15, 2024 – May 15, 2028

NSTAR Local 369 Local 369 Contract June 2, 2015 – June 1, 2018
NSTAR Local 369 Contract Extension Memorandum of Agreement June 2, 2018 – June 1, 2021
NSTAR Local 369 Contract Memorandum of Agreement June 2, 2021 – June 1, 2025
NSTAR Local 369 Contract Memorandum of Agreement June 2, 2025 – June 1, 2029

NSTAR Local 12004 Contract April 1, 2017 – March 31, 2020
NSTAR Local 12004 Contract April 1, 2020 – March 31, 2024
NSTAR Local 12004 Contract April 1, 2024 – March 31, 2028

Teal Book Contract June 1, 2016 – June 1, 2019
Teal Book Contract June 1, 2019 – June 1, 2022
Teal Book Contract June 1, 2022 – June 1, 2026
Teal Book Contract Final Summary June 1, 2026 – June 1, 2030

WMECO Gray Book Contract October 1, 2016 – October 1, 2020
NSTAR Gray Book Contract October 1, 2020 – October 1, 2023
NSTAR Gray Book Contract October 1, 2023 – October 1, 2027

Yankee Gas White Book Contract December 1, 2018 – December 1, 2022
Yankee Gas White Book Contract December 1, 2022 – December 1, 2026

Date Filed: August 14, 2026

Witness: Leanne M. Landry and John G. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(EVERSOURCE EMPLOYEE SUPPORT) Provide an unlocked Excel spreadsheet detailing all Company employees (CL&P) who charged time to work orders for affiliates for each year, 2018 through present. Please identify the affiliate, year, employee title, allocated charge amount, and allocated non-productive time (NPT) charge amount. Additionally, provide a breakdown of the allocated charges between the employee's straight time costs versus any incremental time costs (including OT, DT, Premium hours).

Response:

Please refer to EOE-042, Attachment 1, for the requested information from 2018 through June of 2026.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, John G. Griffin and Leanne M. Landry
Request from: Office of Education, Outreach, and Enforcement

Question:

(DOCK CREW SUPPORT-STORM) Provide a detailed listing of each external vendor, by year (2024 through present), who provided daily line crew support for any storm event included in the Company's storm recovery balance. As part of the response, identify the total billed amounts for activity that occurred after the Company has demobilized from the storm events and specifically identify the amounts per storm event.

Response:

Dock worker charges associated with post-clean-up activities are reflected in EOE-043, Attachment 1, for the 2024 calendar year. In 2024, the Company made the decision to discontinue the use of dock workers on Company property. As a result, dock workers have not been utilized for post-clean-up work in 2025 or 2026, and no charges related to dock work appear in those years.

Date Filed: August 14, 2026

Witness: Donald J. Scacco Jr., Christopher E. Colorio, Mark P. Baldwin, Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(STORM: RIGHT OF FIRST REFUSAL-RoFR) Respond to the following:

a. Discuss the nature of a RoFR contract.
b. Identify all external vendors subject to a RoFR agreement and separately provide a listing of all instances where a RoFR was initiated.
c. Provide a complete copy of each vendor's RoFR contract and the corresponding pricing schedules.
d. For each vendor/contract identified in subsection b & c above, identify if the RoFR rates are in excess of the Company's standard contract rates. If the RoFR rates are higher, provide an unlocked Excel spreadsheet that compares the rates.

Response:

a. A Right of First Refusal ("RoFR") agreement is a supplemental storm-resource arrangement designed to improve the Company's ability to secure qualified external line crews in advance of a potentially catastrophic weather event, under circumstances where there is competition for crews due to an expected or ongoing regional impact. The agreements were established to support the Company's objective of having access to up to 2,000 crews when significant restoration needs were anticipated.

   The electric utility industry has a limited supply of qualified line crews and demand for those resources increases significantly when major storms are emerging in weather forecasts. This is particularly relevant for East Coast storms that may initially affect southern utilities before moving into the Eversource service territory. Contractors may commit their available crews to utilities earlier in the projected storm path, thereby reducing the number of resources available to Eversource and other utilities located in more northern areas.

   Under the RoFR agreement, participating contractors who are requested by a utility other than Eversource are required to contact Eversource Emergency Preparedness and notify Eversource that they have been solicited to work for another utility. Eversource then has a limited time period to either activate the RoFR conditions and engage that contractor or to allow the requesting contractor to engage in work for another utility. The RoFR arrangement provides Eversource with the first opportunity to secure an agreed-upon

number of crews from participating contractors within specified mobilization timeframes. When Eversource formally activates the RoFR and hires the committed resources under the agreement, the contractor is provided with a minimum three-day compensation commitment. This provision is intended to encourage contractors to reserve and mobilize resources for Eversource rather than commit those resources elsewhere.

b. The external vendors subject to a Right of First Refusal ("RoFR") agreement during the period are identified in the contractor listing provided below:

1. Elecnor Energy Services
2. Grattan Line Construction Corp.
3. Holland Power
4. IB Abel
5. Iconic Power Systems US Inc.
6. Michels Power, Inc.
7. MTV Solutions
8. One Source Power
9. Quality Lines Inc.
10. Sparks Energy Inc.
11. Support Operations Services (SOS)
12. Tempest Energy

Eversource did not initiate or activate any RoFR agreements during the timeframe covered in this case. Accordingly, there were no instances of RoFR activation, no crews secured under the three-day minimum compensation provision, and no associated RoFR payments associated with the storms under review in this docket.

c. Please reference EOE-044, Attachment 1, for a complete listing of each vendor's RoFR contract and corresponding pricing schedule. The chart below details the referenced page numbers for each contract.

Vendor / Description	Attachment	Page Number
ELECNOR ENERGY SERVICES LLC	2	1
GRATTAN LINE CONSTRUCTION CORP	2	61
HOLLAND POWER SERVICES INC	2	90
IB ABEL INC	2	117
ICONIC POWER SYSTEMS INC	2	137
MICHELS POWER INC	2	193
MTV SOLUTIONS INC	2	226
ONE SOURCE POWER LLC	2	260
QUALITY LINES INC	2	288
SUPPORT OPERATIONS SERVICES LLC	2	307
SPARKS ENERGY INC	2	369
TEMPEST ENERGY LLC	2	402

d. The RoFR agreements do not establish separate or increased labor, equipment, or storm-service rates. Rather, each RoFR agreement supplements the contractor's existing storm agreement by identifying the number of crews the contractor may be required to commit to Eversource and the timeframe within which those crews must be available. Contractors performing work pursuant to a RoFR activation are compensated using the applicable rates contained in their existing storm contracts. Accordingly, the RoFR arrangement does not cause the contractor's underlying rates to exceed the Company's standard contract rates. There are no upfront costs to Eversource solely for maintaining a RoFR agreement. The three-day minimum compensation commitment applies only when Eversource formally activates the RoFR, hires the resources under that agreement, and directs the contractor to reserve or mobilize the committed crews. Because the RoFR agreements do not contain separate or higher rate schedules, a rate-comparison spreadsheet is not applicable.

Date Filed: August 14, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(P-CARD) Refer to Exhibit CLP-STORM-1, pp. 97-99. Respond to the following:

a. Explain if the Company's administration of P-Card transactions is consistent between storm and non-storm activity. If differences exist – please discuss.
b. Identify how the P-Card custodian validates the relevance of the P-Card transactions for the various storm events. For example, does the P-Card custodian rely on representations of the P-Card user or do they perform any independent validation of the costs? Please discuss.
c. Explain where receipts and other supporting documentation are attached (i.e., retained)?
d. Provide a detailed listing of all data elements that are available to be exported from the JP Morgan P-Card transaction system referenced on p. 98. Additionally, identify if there are any system limitations that would prevent information from being extracted into an unlocked Excel file.

Response:

a. The Company's administration of P-Card transactions is generally consistent for both storm and non-storm activities. All transactions are required to include appropriate supporting documentation, transaction notes (when applicable), receipts, and accurate accounting information within the JPMorgan P-Card system. The primary difference for storm-related transactions is that receipts and invoices associated with storm food and lodging expenses are uploaded to the Storm SharePoint repository to support storm documentation and cost recovery requirements.

b. The P-Card custodian is responsible for reviewing transactions to help ensure they comply with Company P-Card policies and that required documentation and accounting information have been provided. Transaction coding and accounting are reviewed during the reconciliation process, and managers are responsible for reviewing and approving transactions each cycle to confirm that purchases are appropriate, properly documented, and accurately charged to the applicable accounting. Most of these transactions are supported by cards that are explicitly used to support storm events.

c. Supporting documentation, including receipts, is electronically attached to the applicable transaction within the JPMorgan P-Card system by the cardholder or card custodian. Prior

to 2025, original paper receipts and signed review documentation were retained at Meyer's off-site records storage facility. In 2025, the Company completed a project to upload historical receipt documentation into the JPMorgan P-Card system. Most non-storm and storm receipts and invoices are now maintained electronically within the system. The Company is also working with JPMorgan and internal IT resources to complete the Receipt Mapper file request process, which will allow receipt images to be stored in a dedicated digital repository on the Company's internal drive.

d. The data elements that are available to be exported from the JP Morgan P-Card Transaction system are listed below.

- Transaction ID
- Transaction Date
- Post Date
- Transaction Amount
- Merchant Surcharge
- Account Number
- Cardholder Last Name
- Cardholder First Name
- Parent Merchant Name
- Merchant Name
- Original Merchant Name
- MCC
- MCC Description
- Merchant Type
- Merchant Address 1
- Merchant City
- Merchant State/Province
- Merchant Country
- Merchant Postal Code
- Transaction Code
- Transaction Code Reason Code
- Sales Tax
- Settled Currency
- Original Currency
- Original Amount
- Exchange Rate
- Item Description
- Item Unit Price Amount

- Item Quantity
- Item Detail Tax Amount
- Line Item Total
- Chart of Accounts
- Transaction Item COA Segment Value 1
- Transaction Item COA Segment Value 2
- Transaction Item COA Segment Value 3
- Transaction Item COA Segment Value 4
- Transaction Item COA Segment Value 5
- Transaction Item COA Segment Value 6
- Hierarchy ID
- Hierarchy Description
- Reference Number
- Transaction Convenience Check Number
- Transaction Authorization Number
- Customer Code
- Transaction Type
- Transaction Notes
- Order ID
- Order Status
- Requestor

Date Filed: August 17, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(PROCUREMENT PROCEDURES) Provide copies of the Company's procurement-related policies, procedures, and guidance including details regarding the Company's competitive bid requirements. Provide all versions from 2018 to present and identify any changes that have occurred. Furthermore, specify the materiality of annual (or total) projected spend that requires a competitive bid analysis, the minimum number of proposals, and the frequency of updates. Additionally, identify the requirements for permitting any single source vendors.

Response:

The Procurement Policy and Procurement Manual collectively set the general requirements for competitive bidding, sole source procurement, documentation and governance and are provided as attachments to this response, as designated below. Copies of these documents, including all versions in effect from 2018 through the present reflect documented revision histories identifying material changes. The Procurement Manual is reviewed at least annually. The Procurement Policy is reviewed periodically and updated as needed to reflect governance, compliance and operational changes.

Revisions are formally documented with revision numbers and effective dates.

Summary of Procurement Policy Updates (2018 – Present):

- Rev. 1 (12/21/2015): Eversource rebranding and revisions to both the Guideline and Selection Process sections. Refer to EOE-046, Attachment 1.
    - Note: EOE-046, Attachment 1, includes both revisions 1 and 2.
- Rev. 2 (03/18/2019): Introduced explicit policy requirements governing the selling and disposition of surplus material, including procurement oversight and documentation controls. Refer to EOE-046, Attachment 1.
- Rev. 3 (02/07/2020): Expanded and clarified the Guidelines section to reinforce procurement controls and promote consistency in sourcing and contracting practices. Refer to EOE-046, Attachment 2.

- Rev. 4 (08/22/2024): Updated language in the Supplier Selection and Bidding Sections. Refer to EOE-046, Attachment 3.

- Rev. 5 (05/07/2025): Updated the Guidelines section. Refer to EOE-046, Attachment 4.

- Rev. 6 (08/14/2025): Comprehensive Policy revision to align with IOUs best practices, enhance key controls, and clarify roles/responsibilities. Refer to EOE-046, Attachment 5.

- Rev. 7 (11/12/2025): Updated link to the Procurement Manual.

- Rev. 8 (06/01/2026): Clarified Policy Scope regarding the procurement operating model and updated document references/hyperlinks. Refer to EOE-046, Attachment 6.

The current and requested versions of the Procurement Manual (Attachments 7-21), with the summary of updates below:

- Rev.17 (02/04/2019) – Updated the Procurement Manual to reflect organizational title changes and clarify procurement roles and responsibilities. Additional revisions were made to modernize procurement processes, including implementation of electronic sole source workflows, third-party COI administration, updates to contractor safety requirements to alignment with corporate compliance standards. Refer to EOE-046, Attachment 7.

- Rev.18 (01/01/2020) – Updated the Procurement Manual to incorporate NERC CIP compliance requirements for Bulk Electric Systems (BES) and Cyber Systems procurements. Enhanced IT security documentation requirements. Refer to EOE-046, Attachment 8.

- Rev.19 (03/04/2020) – Updated the Procurement Manual to reflect organizational title changes, including revision of the Procurement Director designation. Added active reference link to the Contractor CIP Compliance Agreement and expanded Diverse Supplier definitions. Refer to EOE-046, Attachment 9.

- Rev.20 (07/08/2021) – Updated to align with executive titles with current organizational structure, enhance and refine Diverse Supplier classifications, modernize sourcing terminology, reorganize non-competitive procurement exceptions, and strengthen Sole Source approval requirements. Refer to EOE-046, Attachment 10.

- Rev.21 (11/16/2021) – Updated the Procurement Manual to correct internal section references and align cross-references within the Supplier Diversity and Disqualification sections. Refer to EOE-046, Attachment 11.

- Rev.23 (05/10/2022) – Updated the Procurement Manual to enhance Sole Source governance controls, including expanded executive approval requirements and additional

documentation obligations requiring disclosure of sourcing deviations and supplier personnel with prior Eversource employment. Clarified competitive bid exception language and updated Compliance section terminology. Refer to EOE-046, Attachment 12.

- Rev.24 (09/27/2023) – Updated the Procurement Manual to align Supplier Diversity and Subcontracting Plan requirements with federal government contracting thresholds, clarifying applicability for agreements unique to Eversource's federal contracts and adjusting documentation requirements accordingly. Refer to EOE-046, Attachment 13.

- Rev.25 (02/9/2024) – Updated the Procurement Manual to strengthen Sole Source requirements and clarify non-competitive procurement exceptions. Refer to EOE-046, Attachment 14.

- Rev.26 (06/13/2024) – Updated the Procurement Manual to enhance Competitive Bid requirements, including pricing review requirements for multi-supplier awards. Refer to EOE-046, Attachment 15.

- Rev.27 (08/14/2024) – Updated the Procurement Manual to strengthen Competitive Bid requirements, clarify non-competitive bid exceptions, refine contract definitions, and remove the Capital Approvals process. Refer to EOE-046, Attachment 16.

- Rev.28 (10/15/2024) – Updated the Procurement Manual to add an Original Equipment Manufacturer (OEM) non-competitive bid exception. Refer to EOE-046 Attachment 17.

- Rev.29 (12/11/2024) – Updated the Procurement Manual to align procurement requirements with applicable state and federal contracting laws and regulations. Refer to EOE-046, Attachment 18.

- Rev.30 (08/15/2025) – Updated the Procurement Manual to comprehensively revise procurement governance, strengthen competitive bidding, negotiation, and approval requirements, clarify procurement roles and buying channels, and incorporate requirements for contracts, cybersecurity, data privacy, and policy compliance. Refer to EOE-046, Attachment 19.

- Rev.31 (01/21/2026) – Updated the Procurement Manual to clarify restrictions on supplier participation in pre-solicitation activities and establish Director of Procurement approval requirements. Refer to EOE-046, Attachment 20.

- Rev.32 (07/09/2026) – Updated the Procurement Manual to strengthen commercial negotiation and communication requirements, clarify procurement responsibilities and

sourcing controls, expand Normal Goods and Services categories, and enhance supplier conflict-of-interest provisions. Refer to EOE-046, Attachment 21.

Competitive Bid Requirements:

Materiality for competitive bidding purposes is not based on a percentage of annual projected spend, but rather on an individual transaction-level threshold.

Pursuant to the Procurement Policy and Procurement Manual, all procurement transactions for Normal Goods and Services with an individual value exceeding $50,000 must be supported by one of the following:

1. A Competitive Bid

   Note: Framework agreements that were competitively bid may have individual transactions over the $50,000 threshold that do not require additional bidding activities.

2. An Approved Sole Source Justification: Supported by an executed Sole Source Justification form or an approved Sole Source Desktop Requisition (DR) in Maximo.

3. A Documented Exception: Completed using the Procurement Exception Template (for Contracts) or designated exception logging (for Purchase Orders) based on authorized criteria in the Procurement Manual.

Note: The requirement to document the exception was introduced in August of 2025.

Supporting documentation must be retained in the applicable General File in accordance with records retention requirements.

Minimum Number of Proposals:

The Procurement Manual requires that competitive bids include multiple suppliers and, where feasible, at least three (3) bidders for transactions exceeding $50,000. However, there is no strict mandate that a minimum number of completed proposals must be received. The requirement to invite at least three bidders applies to the extent practicable based on:

- Market availability
- Technical qualifications
- Prequalification status

Requirements for Permitting Single / Sole Source Vendors:

For transactions exceeding $50,000, sole source procurement is permitted when a review of the marketplace demonstrates that only one viable Supplier is technically and commercially capable of providing the required goods or services.

All Sole Source transactions must be supported by a Sole Source Justification containing:

- A detailed commercial and technical narrative describing why no other viable source can meet requirements.
- An explanation of why competitive bidding cannot be conducted and efforts made to examine vendor qualifications.
- Required management approvals in accordance with the approval hierarchy in effect at the time of the transaction

Sole source justifications must be retained in the electronic ordering system (Maximo) as part of the Desktop Requisition or in the Ariba General File as part of the procurement record.

Date Filed: August 21, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(PROCUREMENT PROCEDURES) In addition, to providing the requested policies, procedures, and guidance in EOE-46, above, please provide the following:

a. Each instance from 2018 through the present in which the Company approved an exception to its competitive bidding requirements;
b. The approving individual(s);
c. The justification for the exception;
d. The associated vendor and contract value; and
e. Whether the exception was documented in writing and where that documentation is maintained.

Response:

Please refer to EOE-047, Attachment 1 CONFIDENTIAL, providing the details requested for Contracts and Purchase Orders released in 2025. Consistent with the Company's response to EOE-051[i], the Company is preparing its response to this request relative to the scope of this proceeding.

1. For capitalized costs, the Company has compiled and is providing the requested information for the time period 2018-2025, which is in alignment with the plant additions that are requested for inclusion in rate base.

2. For operating and maintenance expense, the Company has compiled and is providing the requested information for the time period 2023-2025, which is in alignment with the Company's test year (calendar year 2025), plus two additional historical years.

3. For storm-restoration expense associated with the deferred storm costs requested for recovery in this docket, the Company has compiled and is providing the requested information for the time period 2024-2025.

With this response, the Company is providing the requested information, within scope, for calendar year 2025, which is the test year for this proceeding. Details for the set of exceptions approved in 2025 are shown in the spreadsheet attached, EOE-047, Attachment 1 CONFIDENTIAL. The Company plans to supplement this response with information pertaining to transactions prior to 2025, as soon as possible.

Prior Referenced Response:

[i] EOE-051 Question:
(COMPETITIVE BID ASSESSMENTS) Provide an unlocked Excel spreadsheet detailing each external vendor utilized between 2018 and 2025, and separately identify the total spend by year broken down between O&M, Capital, Storm, and Other (if applicable). Additionally, identify the most recent contract effective date, identify if the vendor is subject to a competitive bid process or a sole source justification, and identify when the last competitive bid/sole source justification occurred. To assist with this request, EOE offers the following visual but is not opposed to separate spreadsheets for each year:

Vendor Name	Spend by Year					Most Recent Contract Effective Date	Competitive Bid or Sole Source	If Comp Bid, most recent completion date.	If Sole Source, most recent approval date.
	O&M		Capital	Storm	Total				
Entity #1	2022	$$	$$	$$	$$				
	2023	$$	$$	$$	$$				
	2024	$$	$$	$$	$$				
	2025	$$	$$	$$	$$				
Entity #2	2022	$$	$$	$$	$$				
	2023	$$	$$	$$	$$				
	2024	$$	$$	$$	$$				
	2025	$$	$$	$$	$$				

EOE-051 Response:
Please refer to EOE-051, Attachment 1, for an unlocked spreadsheet providing the requested details for vendor spend and bidding information.

Please note that the scope of information requested is substantial, extending well beyond the confines of this rate proceeding. Accordingly, to align the Company's preparation of the requested information with the scope of this proceeding, the Company is providing information for the following time periods:

1. For capitalized costs, the Company has compiled and is providing the requested information for the time period 2018-2025, which is in alignment with the plant additions that are requested for inclusion in rate base.

2. For operating and maintenance expense, the Company has compiled and is providing the requested information for the time period 2023-2025, which is in alignment with the Company's test year (calendar year 2025), plus two additional historical years.

3. For storm-restoration expense associated with the deferred storm costs requested for recovery in this docket, the Company has compiled and is providing the requested information for the time period 2024-2025.

Please note that supporting procurement records are maintained at the Purchase Order or Contract level rather than the Supplier level. Consequently, certain suppliers may have competitively bid transactions, as well as transactions supported by Sole Source Justification.

For each contract, the Company has provided the most recent contract effective date. The Company's systems do not track records based on the most recent bid completion date. This is a detail that the Company can research and provide on a sample basis, upon request.

Date Filed: August 17, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(PROCUREMENT ORGANIZATIONAL CHART) Provide a copy of the procurement organization's organizational chart applicable for each year-end 2018-2025, including names and positions. Separately, provide a listing of all procurement employees employed during the period 2018 through present and identify their hire date, position/level, promotion date, and termination date, if applicable.

Response:

Please refer to EOE-048, Attachment 1 CONFIDENTIAL, which provides a listing of all procurement employees employed during the period 2018 through present and includes hire date, position, promotion date and termination date where applicable. This file includes a "Notes" column providing additional explanation on certain employees.

"Procurement" was defined as a separate business unit in mid-2019.

In June of 2025 the Procurement Strategy & Performance team (8 FTEs) and the Material Planning team (located in the Material Logistics business unit) were merged into a new business unit - Supply Chain Strategy & Performance - reporting directly to the Vice President, Supply Chain & Property Management.

EOE-048, Attachment 2 CONFIDENTIAL, provides the Procurement organizational charts as of 12/31 for 2018-2025.

Date Filed: August 14, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(PROCUREMENT SYSTEM FLOWS) Provide both a listing of procurement related applications and a systems flowchart detailing the interactions between the various applications. As part of the response, please discuss each system and identify which systems include systemic approval limits. Additionally, identify the process for updating approval limits within the respective systems.

Response:

The procurement group follows the Eversource Energy governing corporate policies for management approvals. The Company's procurement systems are designed to enforce approval limits that mirror the Corporate Delegation of Authority ("DOA") policy. Eversource Corporate Finance governs the corporate DOA Policy and related approval limits.

The current procurement related applications utilized are Ariba and Maximo, both of which include system approval limits. Please reference EOE-049, Attachment 1, for a flow chart detailing the interactions between the Maximo and Ariba system applications.

Changes and updates to the approval limits are managed by our Supply Chain Strategy and Performance Group for Ariba and our Information Technology Team for Maximo through an IT Ticketing Process. Updates are applied to mirror adjustment in user titles in alignment with our DOA Policy.

Date Filed: August 17, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(APPROVAL LEVELS) Provide an unlocked Excel spreadsheet detailing each individual's approval levels applicable to the procurement process for each year beginning in 2018 to the present.

Response:

Eversource manages procurement approval authority levels based on job title and role in accordance with the Company's Delegation of Authority ("DOA") Policy. Maximo Purchase Orders and Ariba Contracts are routed and approved based on total associated value.

The threshold approval limits by title under the DOA Policy are summarized in the table below:

PROCUREMENT DELEGATION OF AUTHORITY – By Year
Approval Authority per Contract Record

TITLE	2018	2019	2020	2021	2022	2023	2024	2025
Subsidiary Board	More Than $25,000,000						More Than $50,000,000	
Chief Executive Officer	$25,000,000						$50,000,000	
Chief Financial Officer	$20,000,000						$40,000,000	
Vice President, Supply Chain	$15,000,000							
Director, Procurement	$10,000,000							
Procurement Manager	$5,000,000							
Category Lead	$1,000,000							
Senior Sourcing Agent	$500,000							
Sourcing Agent	$250,000							
Agent	$100,000							

PROCUREMENT DELEGATION OF AUTHORITY – By Year

Approval Authority per Purchase Order Record

TITLE	2018	2019	2020	2021	2022	2023	2024	2025
Executive Vice President	$400,000,000							
Vice President, Supply Chain	$15,000,000							
Director, Procurement	$10,000,000							
Procurement Manager	$5,000,000							
Category Lead	$1,000,000							
Senior Sourcing Agent	$500,000							
Sourcing Agent	$250,000							
Agent	$100,000							

Date Filed: August 21, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(COMPETITIVE BID ASSESSMENTS) Provide an unlocked Excel spreadsheet detailing each external vendor utilized between 2018 and 2025, and separately identify the total spend by year broken down between O&M, Capital, Storm, and Other (if applicable). Additionally, identify the most recent contract effective date, identify if the vendor is subject to a competitive bid process or a sole source justification, and identify when the last competitive bid/sole source justification occurred. To assist with this request, EOE offers the following visual but is not opposed to separate spreadsheets for each year:

						A	B	C
Vendor Name	Spend by Year					Most Recent Contract Effective Date	Competitive Bid or Sole Source	If Comp Bid, most recent completion date.	If Sole Source, most recent approval date.
	O&M		Capital	Storm	Total				
Entity #1	2022	$$	$$	$$	$$				
	2023	$$	$$	$$	$$				
	2024	$$	$$	$$	$$				
	2025	$$	$$	$$	$$				
Entity #2	2022	$$	$$	$$	$$				
	2023	$$	$$	$$	$$				
	2024	$$	$$	$$	$$				
	2025	$$	$$	$$	$$				

Response:

Please refer to EOE-051, Attachment 1, for an unlocked spreadsheet providing the requested details for vendor spend and bidding information.

Please note that the scope of information requested is substantial, extending well beyond the confines of this rate proceeding. Accordingly, to align the Company's preparation of the requested information with the scope of this proceeding, the Company is providing information for the following time periods:

1. For capitalized costs, the Company has compiled and is providing the requested information for the time period 2018-2025, which is in alignment with the plant additions that are requested for inclusion in rate base.

2. For operating and maintenance expense, the Company has compiled and is providing the requested information for the time period 2023-2025, which is in alignment with the Company's test year (calendar year 2025), plus two additional historical years.

3. For storm-restoration expense associated with the deferred storm costs requested for recovery in this docket, the Company has compiled and is providing the requested information for the time period 2024-2025.

Please note that supporting procurement records are maintained at the Purchase Order or Contract level rather than the Supplier level. Consequently, certain suppliers may have competitively bid transactions, as well as transactions supported by Sole Source Justification.

For each contract, the Company has provided the most recent contract effective date. The Company's systems do not track records based on the most recent bid completion date. This is a detail that the Company can research and provide on a sample basis, upon request.

Date Filed: August 21, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(SINGLE SOURCE VENDORS) Provide an unlocked Excel spreadsheet detailing all external vendors that were onboarded between 2018 and present and were subject to a single source approval. As part of the request, identify the annual spend for each year 2018 through 2025.

Response:

Please refer to EOE-051, Attachment 1, for the requested information.

Date Filed: August 21, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(SINGLE SOURCE VENDORS) Provide an unlocked Excel spreadsheet detailing all external vendors that were utilized between 2018 and present and were subject to a single source approval. As part of the request, identify the annual spend for each year 2018 through 2025.

Response:

Please refer to EOE-051, Attachment 1, for the requested information.

Date Filed: August 21, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(PURCHASE ORDERS) Provide an unlocked Excel spreadsheet detailing all purchase orders issued from 2018 through present. As part of the information provided, identify the Purchase Order (PO) number, the initial authorized PO amount, the initial PO approver, the initial PO approval date, the vendor name, and provide similar details for any subsequent PO increases, if applicable. To the extent that a PO applies to multiple affiliates, please separately identify the total PO amount and the relevant amount(s) applicable to Connecticut.

Response:

EOE-054, Attachment 1 CONFIDENTIAL, provides the requested purchase orders released in alignment with the scope identified in EOE-051[i]. Please note that the spreadsheet reflects the final approver associated with the transaction identified.

For efficiency purposes, certain purchase orders supported by a contract, or where the contingency was pre-approved, may bear the system login identification "maxadmin," indicating that an automatic approval is set for the purchase order based on the line type and prior contract authorization.

Although purchase orders are generally issued to support a single operating jurisdiction, suppliers may support Connecticut Light and Power Company, Eversource Energy Service Company, or other Connecticut entities (e.g., Yankee Gas), or other operating affiliates. This is a result of Eversource's efforts to leverage its cumulative purchasing power to secure more favorable terms for shared services and all operating affiliates. Identifying specific affiliate allocations for the ~23,000 purchase orders, which frequently relate to numerous invoices, would require review of all paid invoices to account for subsequent accounting adjustments. The Company can respond to questions about allocations on a sampling basis, upon request.

Prior Referenced Response:

[i] EOE-051 Question:
(COMPETITIVE BID ASSESSMENTS) Provide an unlocked Excel spreadsheet detailing each external vendor utilized between 2018 and 2025, and separately identify the total spend by year broken down between O&M, Capital, Storm, and Other (if applicable). Additionally, identify the most recent contract effective date, identify if the vendor is subject to a competitive bid process or a sole source justification, and identify when the last competitive bid/sole

source justification occurred. To assist with this request, EOE offers the following visual but is not opposed to separate spreadsheets for each year:

EOE-051 Response:
Please refer to EOE-051, Attachment 1, for an unlocked spreadsheet providing the requested details for vendor spend and bidding information.

Please note that the scope of information requested is substantial, extending well beyond the confines of this rate proceeding. Accordingly, to align the Company's preparation of the requested information with the scope of this proceeding, the Company is providing information for the following time periods:

1. For capitalized costs, the Company has compiled and is providing the requested information for the time period 2018-2025, which is in alignment with the plant additions that are requested for inclusion in rate base.

2. For operating and maintenance expense, the Company has compiled and is providing the requested information for the time period 2023-2025, which is in alignment with the Company's test year (calendar year 2025), plus two additional historical years.

3. For storm-restoration expense associated with the deferred storm costs requested for recovery in this docket, the Company has compiled and is providing the requested information for the time period 2024-2025.

Please note that supporting procurement records are maintained at the Purchase Order or Contract level rather than the Supplier level. Consequently, certain suppliers may have competitively bid transactions, as well as transactions supported by Sole Source Justification.

For each contract, the Company has provided the most recent contract effective date. The Company's systems do not track records based on the most recent bid completion date. This is a detail that the Company can research and provide on a sample basis, upon request.

Date Filed: August 14, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(CONTRACTS) Explain how contracts are administered by the Company to include the requirements for when a contract is required and how the contracts are tracked. As part of the response, please also provide a detailed listing of available fields (i.e., data elements) for information that could be provided in the event that an inventory of contracts is requested.

Response:

The Company determines contract requirements based on the scope of work, total estimated spend, operational risk profile, and commercial complexity. Higher-value, long-term, or higher-risk engagements for Normal Goods and Services, as defined within the Procurement Policy, generally go through a formal competitive bid process. This typically results in a formal contract managed through SAP Ariba, though formal Ariba Contracts may also be established via approved procurement exceptions or sole source justifications.

More routine, low-dollar, transactional purchases, or those required under emergency circumstances, may be governed by a Contract in the form of a Maximo Purchase Order ("PO"), with standard terms and conditions incorporated directly into the POs when a formal Ariba Contract is not applied.

Contracts are administered and tracked using two integrated systems:

- SAP Ariba Sourcing and Contracting: Used for contract creation, legal terms negotiation, approval workflows, and master document lifecycle management. Contract details managed in Ariba automatically interface and migrate into the Company's Enterprise Resource Planning ("ERP") system, IBM Maximo.
- IBM Maximo: Used for operational execution, PO issuance, invoice matching, and active financial management. Purchase Orders reference the underlying governing contract in Ariba where applicable.

Reporting tools associated with both Ariba and Maximo allow the Procurement team to actively monitor contract status, designated sourcing agents, expiration/end dates, and remaining contract balances to ensure timely reviews, renewals, or closeouts.
In the event an inventory of contracts is requested, the available data fields (data elements) actively utilized and managed by the teams include:

For Contracts (SAP Ariba):

- CONTRACT NUMBER (Contract Header)
- REVISION NUMBER (Contract Header)
- CONTRACT STATUS (Contract Header)
- STATUS DATE (Contract Header)
- VENDOR (Contract Header)
- PURCHASE AGENT (Contract Header)
- CONTRACT TYPE (Contract Header)
- CONTRACT CATEGORY (Contract Header)
- CONTRACT DESCRIPTION (Contract Header)
- CHANGE BY (Contract Header)
- CHANGE DATE (Contract Header)
- START DATE (Contract Header)
- CONTRACT END DATE (Contract Header)
- CONTRACT VALUE (Contract Header)
- CAN EXCEED VOLUME (Contract Header)
- AMOUNT REMAINING (Contract Header)
- FREIGHT TERMS (Contract Header)
- FOB POINT (Contract Header)
- PAYMENT TERMS (Contract Header)
- ADD LINES ON USE (Contract Header)
- INVOICE APPROVAL REQUIRED (Contract Header)
- RECEIPTS REQUIRED (Contract Header)
- CONTRACT CERTIFICATE OF INSURANCE CATEGORY (Contract Header)
- CONTRACT LINE NUM (Contract Line)
- LINE TYPE (Contract Line)
- ITEM NUMBER (Contract Line)
- LINE DESCRIPTION (Contract Line)
- ORDER UNIT (Contract Line)
- ORDER QTY (Contract Line)
- UNIT COST (Contract Line)

For Purchase Orders (IBM Maximo):

- PO NUMBER (PO Header)
- PO REVISION NUMBER (PO Header)
- REVISION COMMENTS (PO Header)
- PO DESCRIPTION (PO Header)
- PO STATUS (PO Header)

- PO STATUS DATE (PO Header)
- VENDOR (PO Header)
- CONTRACT NUMBER (PO Header)
- PURCHASE AGENT (PO Header)
- CERTIFICATE OF INSURANCE COVERAGE (PO Header)
- ORDER DATE (PO Header)
- INVOICE APPROVER (PO Header)
- INVOICE APPROVAL REQUIRED (PO Header)
- PROCUREMENT GROUP (PO Header)
- REQUIRED DATE (PO Header)
- SOLE SOURCE (PO Header)
- PO TYPE (PO Header)
- FREIGHT TERMS (PO Header)
- PAYMENT TERMS (PO Header)
- FOB POINT (PO Header)
- SHIP TO (PO Header)
- SHIP TO ATTN (PO Header)
- DROP POINT (PO Header)
- BILL TO (PO Header)
- TOTAL COST (PO Header)
- TOTAL TAX (PO Header)
- CHANGE BY (PO Header)
- CHANGE DATE (PO Header)
- PAY ENTITY (PO Header)
- PO DELIVERY METHOD (PO Header)
- PO EMAIL (PO Header)
- PO REVISION DELIVERY METHOD (PO Header)
- ESMATERIALRECEIPTS (PO Header)
- ESEXCEPTION FLAG (PO Header)
- DIRECT REQUEST (PO Header)
- PO COMPLIANCE (NEW FIELD) (PO Header)
- EXCEPTION CATEGORY (NEW FIELD) (PO Header)
- PO LINE NUMBER (PO LINE)
- ITEM NUMBER (PO LINE)
- LINE DESCRIPTION (PO LINE)
- LINE TYPE (PO LINE)
- STOREROOM LOCATION (PO LINE)
- ORDER QTY (PO LINE)
- ORDER UNIT (PO LINE)

- UNIT OF MEASURE CONVERSION (PO LINE)
- UNIT COST (PO LINE)
- RECEIVED QTY (PO LINE)
- RECEIVED UNIT COST (PO LINE)
- RECEIVED TOTAL COST (PO LINE)
- VENDOR DELIVERY DATE (PO LINE)
- COMMODITY GROUP (UNSPSC) (PO LINE)
- COMMODITY (UNSPSC) (PO LINE)
- LINE COST (PO LINE)
- COMMODITY DESCRIPTION (PO LINE)
- TAX CODE (PO LINE)
- TAX VALUE (PO LINE)
- REMAINING CONTINGENCY AMOUNT (PO LINE)
- ENTER DATE (PO LINE)
- REQUESTED BY (PO LINE)
- REQUIRED DELIVERY DATE (PO LINE)
- ENTER BY (PO LINE)
- VENDER COMMENT (PO LINE)
- SUPPLIER COMMIT DATE (PO LINE)
- GENERAL LEDGER DEBIT ACCT (PO LINE)

Date Filed: August 14, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(MILESTONE PAYMENTS) Explain the Company's process for permitting milestone payments prior to work being performed or costs being incurred by the Company's vendors.

Response:

The Company does not generally support milestone payments prior to work being performed or costs being incurred by the Company's vendors unless (1) it was market-driven; (2) it was the result of a negotiation where we received something of equal or greater value in exchange for such milestone payment schedule; (3) the milestone payment schedule was part of an overall proposal that was the most favorable/best evaluated; and (4) it was a relatively small amount, such that the Company would not incur excessive risk as a result of such payment.

Milestone payments typically are a consideration for major, long-lead equipment and large, lump sum construction contracts. The process for whether and how to permit milestone payments is managed through the Company's Procurement department, often with input from other stakeholders including legal, finance and our business units. They are handled on a case-by-case or RFP basis and in most cases, they are a result of negotiation and therefore the final milestone payment schedule is usually vendor specific and/or equipment specific. Other things equal, the Company works to negotiate milestone payments with as much of the payment tied to delivery and final acceptance/completion as possible. Key considerations the Company makes when evaluating or negotiating milestone payments are (1) ensuring that milestone payments are supported by value of the work performed; (2) trying to tie milestone payments to defined deliverables; and (3) retaining enough leverage to protect the schedule, quality and performance of the work. Milestone schedules are often market-driven and they are considered in context of the full contract.

Date Filed: August 14, 2026

Witness: Craig Dikeman and Matthew J. Correia
Request from: Office of Education, Outreach, and Enforcement

Question:

(PROCUREMENT-INTERNAL AUDIT REVIEWS) Identify if the Company has performed an Internal Audit over its procurement organization, procurement applications, or any related activities since 2018. If applicable, provide complete copies of any Internal Audit Reports inclusive of all findings, observations, and remediations. If an internal audit has not occurred, please explain why not.

Response:

The Eversource Energy Internal Audit Department is responsible for several important functions within the management structure, including but not limited to the following functions:

- Establishing controls and risk management activities and assuring that those processes are designed adequately and operating effectively.
- Implementing processes to assure that resources are acquired economically, used efficiently and protected adequately.
- Implementing processes to assure that business programs, plans and objectives are achieved.
- Implementing processes to assure that quality and continuous improvement are fostered within the organization.

The development of the annual Audit Plan is among the most critical functions that Internal Audit performs. A thorough and effective planning process helps to ensure that Internal Audit is able to assemble a meaningful and challenging plan that will provide Eversource management with timely and useful feedback on the respective operations and the control environment. Audits related to corporate functions are considered during the development of the annual audit plan.

The table below identifies the internal audits completed in relation to the Eversource Energy procurement organization, its procurement applications, or any related activities since 2018.

Report Issue Date	Audit Report #	Audit Report Title	Reference
2/27/2019	19-17	Procurement – Contingency Planning Review	EOE-057, Attachment 1 CONFIDENTIAL REDACTED FOR RELEVANCE
9/20/2019	19-39	Procurement – Investment Recovery Follow-up	EOE-057, Attachment 2 CONFIDENTIAL REDACTED FOR RELEVANCE
3/04/2020	20-19	Purchasing – Purchase Order & Contract Issuance	EOE-057, Attachment 3 CONFIDENTIAL
1/31/2023	23-11	Procurement – Sole Sourcing	EOE-057, Attachment 4 CONFIDENTIAL
1/09/2024	24-06	Purchasing Card Program	EOE-057, Attachment 5 CONFIDENTIAL REDACTED FOR RELEVANCE
8/06/2025	25-27	Procurement Compliance	EOE-057, Attachment 6 CONFIDENTIAL REDACTED FOR RELEVANCE
1/08/2026	26-06	Supplier Relationship Management (SRM) Program	EOE-057, Attachment 7 CONFIDENTIAL

Please note that there is one report pertaining to procurement compliance that was conducted for regulatory counsel in preparation of this contested rate case proceeding. This report was completed on June 4, 2026, and was issued by R. S. Smith, Vice President-Internal Audit & Security, to Vincent Pace, Assistant General Counsel. The Privileged Report is exempt from disclosure under the attorney-client work product privilege and the attorney client communication privilege.

Date Filed: August 21, 2026

Witness: Leanne M. Landry, John G. Griffin and Marisa B. Paruta
Request from: Office of Education, Outreach, and Enforcement

Question:

(EMPLOYEE MEALS) Provide any internal employee policies, procedures, or guidelines detailing the maximum cost(s) per meal that the Company would reimburse for employees. If minimum guidelines do not exist, please explain why and provide the maximum monetary threshold that the Company would determine to be 'reasonable and customary'.

Response:

Eversource's Corporate Policy on Reimbursable Expenses for Business meals states, *"Reimbursement for business meals is limited to reasonable and customary amounts as determined by the designated approver."* There are no policies, procedures, or guidelines detailing a maximum cost per meal that the Company would use to reimburse employees. The Company relies on the supervisor's good judgment, review of the receipts, and approval of the transaction to meet the requirements of its Corporate Policy.

During an ERP event, Eversource's centralized ERP crew-care logistics, food, and lodging procedures have been recognized as an industry best-practice. All line crews, tree crews, damage assessment patrollers, and other field staff, along with support staff, are provided meals as close as possible to their work locations to minimize travel time and maximize working hours and productivity. During a storm event, the Company is required to feed the crews and staff supporting the storm restoration effort and will ensure that obligation is met while making prudent decisions on the cost per meal.

To support this best practice, the Company has preferred restaurants that are used to order meals during a storm event. These agreements ensure that the Company has reliable meal providers and also provides a reasonable cost structure for each meal. The agreement provides "not to exceed" amounts per meal and also provides tax and tip amounts to be included in the total cost.

There are circumstances and situations when preferred restaurants are at capacity or not available and other establishments are used to secure food. In some cases, the cost per meal may exceed the amounts listed in the preferred restaurants agreement but are still subject to review and expected to be reasonable and customary as established in the Company's Corporate Policy.

Please refer to EOE-058, Attachment 1 CONFIDENTIAL, for the Company Meal Agreement letter used with employees and preferred restaurants during an ERP event.

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(PILOT PROGRAMS) Identify if there are any non-recurring pilot programs that have been included in the Company's Test Year or Rate Year operations and maintenance (O&M) expense. If included, provide details and costs on the programs.

Response:

The Company has not implemented any non-recurring "pilot" programs that would be included in the Company's Test Year or Rate Year operating and maintenance expense.

Date Filed: August 14, 2026

Witness: Marisa B. Paruta, Danielle Munson and Timothy J. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(ACCOUNTING POLICY MANUALS) Provide both a detailed listing of all Accounting Policy Manuals or Procedures, along with copies of the actual documents.

Response:

Listed below are the Company's Accounting Policy Statements (APS). Please note there are gaps in policy numbers as statements have been retired, merged and some were transferred to Corporate Policies:

- EOE-060, Attachment 1a, APS01 - Project Authorization
- EOE-060, Attachment 1b, APS01 - Appendix 2 Operations PAF Form
- EOE-060, Attachment 1c, APS01 - Appendix 3 Corp Shared Services PAF Form
- EOE-060, Attachment 1d, APS01 - Appendix 4 Supplement Request Form
- EOE-060, Attachment 1e, APS01 - Appendix 5 Sub Board Approval Template
- EOE-060, Attachment 1f, APS01 - Cost Tables for PAF Forms
- EOE-060, Attachment 2, APS03 - Capitalization of Computer Software Purchased or Developed for Internal Use
- EOE-060, Attachment 3, APS08 - Capital Versus Expense Criteria
- EOE-060, Attachment 4, APS11 - Unvouchered Liabilities
- EOE-060, Attachment 5, APS13 - Sundry Billing
- EOE-060, Attachment 6, APS15 - Balance Sheet Account Reconciliation
- EOE-060, Attachment 7, APS16 - Journal Entry Approval
- EOE-060, Attachment 8, APS18 - Accounting for Real Estate Transactions
- EOE-060, Attachment 9, APS21 - Financial Disclosures
- EOE-060, Attachment 10, APS23 - Materiality Considerations in Financial Reporting
- EOE-060, Attachment 11, APS24 - Derivative Accounting
- EOE-060, Attachment 12, APS25 - Communication of Accounting Changes
- EOE-060, Attachment 13, APS26 - Uncertain Tax Positions
- EOE-060, Attachment 14, APS27 - Preliminary Survey and Investigation Costs

Date Filed: August 14, 2026

Witness: Timothy J. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(RECEIVABLES/UNCOLLECTIBLES) Provide a complete copy of any and all internal Company policies and procedures regarding the administration of receivable balances, the treatment of uncollectible accounts, and reserving. This should include details regarding the establishment of bad debt reserves, the account write-off process (including the size of arrears in dollars and months eligible for write-off), and should specifically identify details regarding both Hardship and Non-Hardship treatments.

Response:

Please refer to EOE-061, Attachment 1 CONFIDENTIAL AND REDACTED FOR RELEVANCE, for a copy of the internal Company policies and procedures regarding reserves, which has been edited to redact information regarding Eversource's other utility subsidiaries. Please refer to Exhibit CLP-REVREQ-2-H-2.0 (F) for copies of Customer Service policies.

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(EARNINGS SHARING MECHANISM-ESM) Provide an unlocked Excel spreadsheet detailing the Company's annual ESM results (i.e., calculated return on equity-ROE) in comparison to the Company's authorized ROE each annual ESM filing since the Company's last rate case. Separately, provide a similar comparison of the Company's "hypothetical" annual ROE results to the Company's authorized ROE whereby the "hypothetical" ROE results are capped at the equity ratio authorized in the last rate case.

Response:

In accordance with Section 10(a) of the 2018 Rate Settlement approved by PURA in Docket No. 17-10-46, earnings at the end of each calendar year above the authorized return on equity ("ROE") of 9.25% shall be shared between customers and the Company on a 50/50 basis. The Company reports its ROE at the end of each calendar year in Docket No. 76-03-07 (2018 – 2020) or Docket No. 76-03-07RE01 (2021 – 2025) as the basis for any earnings sharing.[1] The Company did not earn above the authorized 9.25% at the end of any calendar year between 2018 and 2025.

Please refer to Exhibit 1(C)(1) of Attachments 1a through 5a for each actual ROE for the period 2018 through 2022. Please refer to Exhibit 1(C)(1a) of Attachments 6 through 8 for each actual ROE for the period 2023 through 2025.

Please refer to Exhibit 1(C)(1) of Attachments 1b through 5b for each illustrative ROE for 2018 through 2022 utilizing the Company's authorized equity ratio from Docket No. 17-10-46. The Company began reporting an illustrative ROE utilizing the Company's authorized equity ratio from Docket No. 17-10-46, beginning with its year-end 2023 results. Please refer to Exhibit 1(C)(1b) of Attachments 6 through 8 for each illustrative ROE for 2023 through 2025 utilizing the Company's authorized equity ratio from Docket No. 17-10-46.

A table summarizing the results is presented below:

[1] Section 10.c of the January 11, 2018 Settlement Agreement states that "[t]he Company shall file an earnings sharing report, on a calendar year basis, annually with the Authority each March 31st", however, the Company's year end ROE filing is filed prior to that date each year satisfying this requirement to the extent there is no earnings sharing.

Year	Earned ROE w/ Actual Capital Structure	Illustrative ROE Using Authorized Capital Structure	Reference
2018	8.98%	9.00%	Attachments 1a and 1b
2019	8.70%	8.85%	Attachments 2a and 2b
2020	9.03%	9.26%	Attachments 3a and 3b
2021	9.09%	9.26%	Attachments 4a and 4b
2022	8.33%	8.60%	Attachments 5a and 5b
2023	7.35%	7.57%	Attachment 6
2024	6.13%	6.23%	Attachment 7
2025	6.51%	6.57%	Attachment 8

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(EARNINGS SHARING MECHANISM-ESM) Provide copies of each annual ESM filing since the Company's last rate case.

Response:

Please see the Company's response to EOE-062[i].

Prior Referenced Response:

[i] EOE-062 Question:
(EARNINGS SHARING MECHANISM-ESM) Provide an unlocked Excel spreadsheet detailing the Company's annual ESM results (i.e., calculated return on equity-ROE) in comparison to the Company's authorized ROE each annual ESM filing since the Company's last rate case. Separately, provide a similar comparison of the Company's "hypothetical" annual ROE results to the Company's authorized ROE whereby the "hypothetical" ROE results are capped at the equity ratio authorized in the last rate case.

EOE-062 Response:
In accordance with Section 10(a) of the 2018 Rate Settlement approved by PURA in Docket No. 17-10-46, earnings at the end of each calendar year above the authorized return on equity ("ROE") of 9.25% shall be shared between customers and the Company on a 50/50 basis. The Company reports its ROE at the end of each calendar year in Docket No. 76-03-07 (2018 – 2020) or Docket No. 76-03-07RE01 (2021 – 2025) as the basis for any earnings sharing. The Company did not earn above the authorized 9.25% at the end of any calendar year between 2018 and 2025.

Please refer to Exhibit 1(C)(1) of Attachments 1a through 5a for each actual ROE for the period 2018 through 2022. Please refer to Exhibit 1(C)(1a) of Attachments 6 through 8 for each actual ROE for the period 2023 through 2025.

Please refer to Exhibit 1(C)(1) of Attachments 1b through 5b for each illustrative ROE for 2018 through 2022 utilizing the Company's authorized equity ratio from Docket No. 17-10-46. The Company began reporting an illustrative ROE utilizing the Company's authorized equity ratio from Docket No. 17-10-46, beginning with its year-end 2023 results. Please refer to Exhibit 1(C)(1b) of Attachments 6 through 8 for each illustrative ROE for 2023 through 2025 utilizing the Company's authorized equity ratio from Docket No. 17-10-46.

A table summarizing the results is presented below:

Year	Earned ROE w/ Actual Capital Structure	Illustrative ROE Using Authorized Capital Structure	Reference
2018	8.98%	9.00%	Attachments 1a and 1b
2019	8.70%	8.85%	Attachments 2a and 2b
2020	9.03%	9.26%	Attachments 3a and 3b
2021	9.09%	9.26%	Attachments 4a and 4b
2022	8.33%	8.60%	Attachments 5a and 5b
2023	7.35%	7.57%	Attachment 6
2024	6.13%	6.23%	Attachment 7
2025	6.51%	6.57%	Attachment 8

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(ANNUAL REVENUE REQUIREMENTS) Identify the Company's authorized annual revenue requirements for each calendar year 2018 through present.

Response:

Under ratemaking practice, the "authorized annual revenue requirement" applies only to the Rate Year in the context of a PURA decision with no multi-year rate plan. If a multi-year rate plan is in effect then the terms of that plan determine the applicability of the "authorized annual revenue requirement" beyond the Rate Year.

As a result of the 2018 Rate Settlement, an annual base distribution revenue requirement was authorized for each rate year listed in the table below. The revenue requirements exclude authorized revenues associated with Electric System Improvements ("ESI") charges.

Rate Year	Authorized Revenues ($000)
May 1, 2018 to April 30, 2019	$1,098,572
May 1, 2019 to April 30, 2020	$1,151,040
May 1, 2020 to April 30, 2021	$1,184,812
May 1, 2021 to Present	$1,162,078

Date Filed: August 14, 2026

Witness: Brendan J. O'Brien, Garrett J. Murray and Danielle Munson
Request from: Office of Education, Outreach, and Enforcement

Question:

(AFFILIATE ORGANIZATIONAL STRUCTURE)

Provide both a visual representation (i.e., affiliate organizational chart) and a narrative discussion of all Company affiliates.

Response:

Please refer to EOE-065, Attachments 1 and 2, for both a visual representation and a narrative discussion of all Company affiliates for 2025 and 2026, respectively.

Date Filed: August 14, 2026

Witness: Danielle Munson
Request from: Office of Education, Outreach, and Enforcement

Question:

(COST ALLOCATIONS) Provide a complete copy of any and all internal Company policies and procedures regarding the Company's cost allocation approaches including allocation methodologies for all affiliates.

Response:

Please refer to EOE-066, Attachment 1, for the Eversource Energy Service Company Cost Allocation Manual that includes cost allocation approaches and methodologies.

Date Filed: August 18, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(PHOTOGRAPHY) Provide a detailed listing of all photography related costs included within the Company's Test Year O&M expenses and corresponding Rate Year expenses. Additionally, identify all Photography related expenses included within any other deferred cost, including storm costs.

Response:

Noted below are the photography related costs included in the Company's Test Year O&M expenses and escalated based on the Gross Domestic Product Price Index (GDP-PI) for the Rate Year. Additionally, there is approximately $155 of deferred costs related to photography in this proceeding.

Description	Schedule	FERC Acct	Amounts	
Field Operations - Overhead Lines	Schedule C-3.16	923000	$	29,822
Residual O&M	Schedule C-3.33	923000		8,646
Photography Related Test Year Costs			$	38,468
Interim GDP-PI Adjustment		4.73%		1,820
Rate Year GDP-PI Adjustment		1.64%		661
Photography Related Rate Year Costs			$	40,949

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(IDENTITY VERIFICATION STANDARDS) Describe in detail the Company's identity verification requirements for establishing a residential electric account, including but not limited to: (a) whether a Social Security number is required; (b) what alternative forms of identification are accepted; and (c) the documentation or validation standards applied to each form of identification.

Response:

a. A Social Security Number ("SSN") is *not* required to start residential electric service with Eversource. However, it's the most efficient way for the Company to authenticate a customer's identity. Customers may start service with Eversource by either opening an online account at Eversource.com or by calling the contact center. In both cases, customers are presented with an option to start service using their SSN *or* an alternative form of identification.

b. Acceptable identification options to start residential electric service are as follows:

1. Social Security Number
2. United States Driver's License Number (including Temporary Licenses)
3. Current Passport - Issued by the United States or a Foreign Government
4. State Identification Cards / Non-Drive Photo ID
5. Other forms of Government-issued ID
6. Consular Card
7. Long Form Birth Certificate (with photo ID)
8. Permanent Resident Cards
9. Military ID (front and back of the card)
10. Employment Authorization Card
11. Puerto Rico License/ID
12. ID used by federal, state or municipal government, including Refugee paperwork and/or a work, tourist, or student Visa.
13. Letter from the Bureau of Population, Refugees, and Migration ("PRM") or the State Department that includes a picture of the applicant.

If a customer chooses an alternative method of identity verification than SSN, they will be required to submit a copy of the documentation to the Company, typically through secure document upload portal on Eversource.com.

c. When a customer provides their SSN for identification purposes when establishing service, CSRs attempt to match their SSN to the customers' name using Experian. This verification process is built directly into the customer information platform. If the SSN cannot be verified to the customer, an additional step is taken to validate the information through a separate system called Lexis Nexis. When the SSN is unable to be matched on either platform, the customer is required to submit two forms of identification, one being a valid photo identification, via Eversource's secure document upload at Eversource.com.

   Once the customer's identification documentation has been received and verified and the account established, the CSR documents the type of identification the customer provided to establish service. Additionally, for a select few of the available identification methods, the system retains the identification number in a secure manner. To protect customer privacy and reduce the risk of unauthorized disclosure, the system masks and encrypts the majority of the identification number.

Customers moving to and from service locations within the Company's Connecticut service territory do not need to provide the identity verification information that brand new customers do when they *first* establish service and open an account.

In addition to the above information about the information required to verify a customer's identity, the Company also notes that use of SSN (in part) is also used and useful in additional functions including:

- Connecticut state data-matching between the Department of Social Services ("DSS") and Connecticut gas and electric utilities. The SSN is used as an automated back-up method to increase the low-income customer "match rate" between utility customers and households receiving means-tested public benefits for people whose addresses doesn't match because they've moved.
- Collections on past due balances from former customers who've left the service territory or those who apply to get new service without first having resolved their past due balance from their prior premise(s).

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(ACCOUNT ESTABLISHMENT PROCESS-TELEPHONE) Describe the procedures and requirements for establishing a customer account via telephone, including all information required from the customer and any verification steps performed by Company representatives.

Response:

When customers opt to start service through the Contact Center, the customer must provide their full name, date of birth, and a valid form of identification. When a customer provides their Social Security number ("SSN") for identification purposes, the CSR attempts to verify the SSN matches to the customer's name through Experian, which is built into the customer information platform. Using a customer's SSN is the most efficient method to authenticate the SSN matches the customer's name. When the SSN cannot be verified to the customer, an additional step is taken to validate the information through Lexis Nexis.

When the SSN cannot be validated on either platform, the customer is required to submit two forms of identification ("ID"), one being a valid photo ID. Additionally, if a customer chooses an alternative method of identity verification, as detailed in the Company's response to EOE-068[i], they will be required to submit documentation (such as a driver's license), typically through the Secure Document Upload portal on Eversource.com.

When an existing customer of record or a customer that previously had active service with us calls to establish service at new location, the CSR attempts to verify the ID on file matches the customer's name. If the ID does not match, the customer will be required to submit documentation typically through the Secure Document Upload portal on Eversource.com. Additionally, the CSR places a Red Flag alert on the customers' profile indicating identification did not verify.

CL&P reserves the right to refuse service to an applicant who is indebted to the Company for any service previously furnished with the exceptions noted below:

1. CL&P does not refuse service to a customer with a verified serious illness protection during the winter moratorium months (November 1 through May 1) or year-round with a verified life-threatening medical protection.

2. CL&P allows customers to make a payment plan on their past due balance accrued at a prior address at the time of establishing service at a new address.

Prior Referenced Response:

---

[i] EOE-068 Question:
(IDENTITY VERIFICATION STANDARDS) Describe in detail the Company's identity verification requirements for establishing a residential electric account, including but not limited to: (a) whether a Social Security number is required; (b) what alternative forms of identification are accepted; and (c) the documentation or validation standards applied to each form of identification.

EOE-068 Response:

a. A Social Security Number ("SSN") is *not* required to start residential electric service with Eversource. However, it's the most efficient way for the Company to authenticate a customer's identity. Customers may start service with Eversource by either opening an online account at Eversource.com or by calling the contact center. In both cases, customers are presented with an option to start service using their SSN *or* an alternative form of identification.

b. Acceptable identification options to start residential electric service are as follows:

   1. Social Security Number
   2. United States Driver's License Number (including Temporary Licenses)
   3. Current Passport - Issued by the United States or a Foreign Government
   4. State Identification Cards / Non-Drive Photo ID
   5. Other forms of Government-issued ID
   6. Consular Card
   7. Long Form Birth Certificate (with photo ID)
   8. Permanent Resident Cards
   9. Military ID (front and back of the card)
   10. Employment Authorization Card
   11. Puerto Rico License/ID
   12. ID used by federal, state or municipal government, including Refugee paperwork and/or a work, tourist, or student Visa.
   13. Letter from the Bureau of Population, Refugees, and Migration ("PRM") or the State Department that includes a picture of the applicant.

   If a customer chooses an alternative method of identity verification than SSN, they will be required to submit a copy of the documentation to the Company, typically through secure document upload portal on Eversource.com.

c. When a customer provides their SSN for identification purposes when establishing service, CSRs attempt to match their SSN to the customers' name using Experian. This verification process is built directly into the customer information platform. If the SSN cannot be verified to the customer, an additional step is taken to validate the information through a separate system called Lexis Nexis. When the SSN is unable to be matched

on either platform, the customer is required to submit two forms of identification, one being a valid photo identification, via Eversource's secure document upload at Eversource.com.

Once the customer's identification documentation has been received and verified and the account established, the CSR documents the type of identification the customer provided to establish service. Additionally, for a select few of the available identification methods, the system retains the identification number in a secure manner. To protect customer privacy and reduce the risk of unauthorized disclosure, the system masks and encrypts the majority of the identification number.

Customers moving to and from service locations within the Company's Connecticut service territory do not need to provide the identity verification information that brand new customers do when they *first* establish service and open an account.

In addition to the above information about the information required to verify a customer's identity, the Company also notes that use of SSN (in part) is also used and useful in additional functions including:

- Connecticut state data-matching between the Department of Social Services ("DSS") and Connecticut gas and electric utilities. The SSN is used as an automated back-up method to increase the low-income customer "match rate" between utility customers and households receiving means-tested public benefits for people whose addresses doesn't match because they've moved.
- Collections on past due balances from former customers who've left the service territory or those who apply to get new service without first having resolved their past due balance from their prior premise(s).

Date Filed: August 14, 2026

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

Question:

(DATA RETENTION AND SYSTEM DESIGN) Explain the Company's policies and system capabilities regarding the collection and retention of customer identification information at account creation, including why the Company retains only the last four digits of an identification number and why the system does not designate or retain the type of identification used (e.g., Social Security number, driver's license, passport).

Response:

The Company collects customer identification information, such as a Social Security Number ("SSN") or other acceptable government-issued identification, when required to establish service and verify the customer's identity. Guidelines for protecting the confidentiality of Customer information maintained in Company information systems are defined in the Company's **160.3 Customer Confidentiality** policy (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 15-16). Guidelines designed to detect, prevent, and mitigate identity theft in connection with new or existing residential and certain commercial utility accounts are defined in **250.3 Identity Theft** policy (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 35-36).

Once the customer's identity has been verified and the account has been established, the Company's systems retain the *type* of identification the customer provided to establish service. Additionally, for a select few of the available identification methods, the system retains the identification number in a secure manner. To protect customer privacy and reduce the risk of unauthorized disclosure, the system masks and encrypts the majority of the identification number.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(ACCOUNT ESTABLISHMENT-FRAUD PREVENTION) Identify and describe all internal controls in place to prevent fraudulent account establishment, including accounts opened by telephone. For each control identified, explain:

a. Whether the control is preventive or detective;
b. Whether it is automated or manual;
c. When in the account establishment process the control is applied;
d. Whether the control is mandatory or may be overridden; and
e. Identify any circumstances under which an account could be established using only a customer's name or otherwise incomplete identifying information and explain the controls that would detect or prevent that occurrence.

Response:

The Company takes measures to ensure the security of customer information and identity theft protections are maintained for all customers.

Guidelines for protecting the confidentiality of Customer information are maintained in Company information systems and the conditions under which it can be released are defined in the Company's **160.3 Customer Confidentiality** policy (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 15-16).

> *Before discussing any information with a purported Customer of record or their designee, the caller must first identify themselves as the Customer or their designee and provide adequate identifying data, in accordance with the Company's Identity Theft prevention guidelines.*

Guidelines designed to *detect, prevent, and mitigate identity theft* in connection with new or existing residential and certain commercial utility accounts are defined in **250.3 Identity Theft** policy (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 35-36).

> *Customer Service Representatives ("CSRs") must reasonably validate the information provided by an individual regarding a new or existing account. If there is any suspicion or uncertainty regarding the individual's identity, a Red Flag alert shall be created and noted. Further attempts to validate the identity must be made prior to processing the individual's*

request. The CSR must refer to the Red Flag List and the defined procedures to address the situation.[1]

These controls are *both* preventive and detective.

Customer identification is required to start electric service with Eversource. When a customer provides their Social Security Number ("SSN") for identification purposes when establishing service, CSRs attempt to match their SSN to the customer's name using Experian. This verification process is *automated*, built directly into the customer information platform.

If the SSN cannot be verified to the customer, an additional step is taken to validate the information through a separate system called Lexis Nexis. When the SSN is unable to be matched on either platform, the customer is required to submit two forms of identification, one being a valid photo identification, via Eversource's secure document upload at Eversource.com. This process is *manual*.

Customers can also start service with other identification beyond the SSN. This verification process is *manual*.

Customers can also start service on Eversource.com. When customers navigate to "Request New Service" and enter their new service address, they're informed of "What You'll Need to Start Service" on the web and the list includes: SSN, email, and phone number. The same ID verification process is *automatically* conducted. This control *cannot* be overridden.

Customers *cannot* establish new service in the IVR.

While ID verification is mandatory for establishment of service, the Company does have guidelines for providing customers with *conditional* service when a customer establishes service at a location where the meter status is *on*. The customer is provided with conditional service for 30 days, pending receipt of valid identification. If valid identification is *not* received the metered service will be disconnected. The Company tracks and can identify customers who start conditional service by means of a Red Flag profile, as known as an alert, and an account note.

The Red Flag alert is also used for instances where a customer has reported potential concerns, as mentioned in CS Policy 250.3 above. Here, the CSR process becomes *manual* and again *cannot* be overridden.

[1] "Red Flags" shall mean those risks to Utility customer accounts indicated by patterns, practices or activities that indicate the possibility of identity theft that have been identified and incorporated into the Program.

Date Filed: August 21, 2026

Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(FREQUENCY AND TRACKING OF FRAUDULENT ACCOUNTS) Provide, for each year from 2018 to present, the number of customer accounts identified as fraudulent, including those resulting from identity theft or insufficient identity verification at account creation. Please also describe how the Company tracks and categorizes such incidents internally.

Response:

Please refer to Table 1 below for the requested information regarding the number of customer accounts identified as fraudulent due to identity theft each year from 2018 to July 2026 in the table below.

Table 1. The number of customer accounts identified as fraudulent (Identity Theft)

Year	Number of Customers
2018	122
2019	93
2020	77
2021	52
2022	54
2023	70
2024	43
2025	30
2026	7

Guidelines for *protecting the confidentiality* of Customer information are maintained in Company information systems and the conditions under which it can be released are defined in the Company's customer service policy **160.3 Customer Confidentiality** (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 15-16), which states, in part:

> *Before discussing any information with a purported Customer of record or their designee, the caller must first identify themselves as the Customer or their designee and provide adequate identifying data, in accordance with the Company's Identity Theft prevention guidelines.*

Guidelines designed to *detect, prevent, and mitigate identity theft* in connection with new or existing residential and certain commercial utility accounts are defined in the Company's customer service policy **250.3 Identity Theft** (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 35-36), which states, in part:

> *Customer Service Representatives ("CSRs") must reasonably validate the information provided by an individual regarding a new or existing account. If there is any suspicion or uncertainty regarding the individual's identity, a Red Flag alert shall be created and noted. Further attempts to validate the identity must be made prior to processing the individual's request. The CSR must refer to the Red Flag List and the defined procedures to address the situation.*

Company Customer Service Representatives place a Red Flag alert when customers call the Company to report their personal information has been fraudulently used to establish service with Eversource.

When the Company processes the identity theft claim, a subsequent identifier is placed on the account that is then tracked in the Company's internal systems.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(ACCOUNT ESTABLISHMENT-PROCESS CHANGES) Identify and describe any changes made since 2018 to the Company's identity verification processes, systems, or internal controls in response to known fraud incidents, including the rationale for such changes and any evaluation of their effectiveness.

Response:

There have been no changes to the Company's identity verification processes, systems, or internal controls in response to known fraud incidents since 2018.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER BURDEN AND REMEDIATION PROCESS) Describe the process by which a customer disputes a fraudulent account, including all documentation required (e.g., police reports, notarized statements), and explain why such requirements are necessary. Additionally, quantify the average time required to resolve such disputes and any steps taken to reduce customer burden.

Response:

The process for a customer to dispute a fraudulent account includes the following:

a. When a customer calls in to Eversource to report Identity Theft ("ID Theft"), the Customer Service Representative ("CSR"), asks questions to determine if the customer has previously resided at the site.

b. If the customer indicates that they have not, the CSR obtains and confirms the customers' current mailing address, asks the customer if they know anyone living at the site in question, and if so, obtains the name of the individual.

c. The CSR adds a note into the customer information system with this pertinent information.

d. The CSR also adds a Red Flag identifier, signaling to other CSRs there is potential ID theft at the location.

e. The CSR mails the customer an ID Theft packet and advises the customer to complete and return it.

f. In addition, the CSR advises if the ID Theft packet is not completed and returned the ID Theft will not be investigated and they will remain responsible for the balance.

The above requirements are necessary to ensure that the fraudulent account claim has merit and is not simply being made to avoid responsibility for an incurred balance. Please refer to Attachment EOE-074, Attachment 1, for the ID Theft packet in which the Company states the results will be provided in writing within 30 calendar days. In 2025, the average time the Company took to process a ID Theft packet once received was 2 business days.

Date Filed: August 21, 2026

Witness: Brendan J. O'Brien and Garrett J. Murray
Request from: Office of Education, Outreach, and Enforcement

Question:

(FINANCIAL IMPACT AND COST RECOVERY) Quantify the total costs incurred by the Company associated with fraudulent account activity (including write-offs, administrative costs, and collections activity) for each year from 2018 to present and explain whether and how such costs are recovered through rates.

Response:

Please refer to the table below for total costs incurred by the Company associated with fraudulent account[1] activity for each year from 2018 to present. The uncollectible expense associated with fraudulent account activity is recovered in the same manner as any other uncollectibles. If the account that is deemed uncollectible is designated as hardship it will be recovered through the SBC in the annual Rate Adjustment Mechanism ("RAM") process, while non-hardship account uncollectibles are included as either part of base rates that are set in the Company's last base distribution rate case or through the Generation Service Charge ("GSC").

Dollar Amount of Write-Offs Associated with Fraudulent Activity	
Year	**Dollars Written Off**
2018	$122,198
2019	$106,618
2020	$64,437
2021	$123,243
2022	$117,271
2023	$184,622
2024	$127,182
2025	$66,750
2026*	$24,842

*Through July 2026

[1] For the purpose of this response, the Company defines fraudulent activity as identity theft, where an individual uses another person's identity to establish utility service.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(ACCOUNTABILITY FOR SYSTEM LIMITATIONS) Does the Company's customer information systems require entry and retention of specific type of identification used to establish an account? If not, please explain why the Company's customer information systems do not require entry and retention of the specific type of identification used to establish an account, and identify any plans, timelines, or cost estimates to implement such functionality.

Response:

The Company's customer information system requires the entry and retention of the specific customer identification information used to establish a customer account. During the account creation process, customer identification information, such as a Social Security number or other approved government-issued identification, is collected to verify the customer's identity and support the establishment of service.

The customer information system retains the identification information used during the account establishment process, as further described in the Company's response to EOE-070[i], to maintain an accurate customer record and support ongoing account servicing.

Prior Referenced Response:

[i] EOE-070 Question:
(DATA RETENTION AND SYSTEM DESIGN) Explain the Company's policies and system capabilities regarding the collection and retention of customer identification information at account creation, including why the Company retains only the last four digits of an identification number and why the system does not designate or retain the type of identification used (e.g., Social Security number, driver's license, passport).

EOE-070 Response:
The Company collects customer identification information, such as a Social Security Number ("SSN") or other acceptable government-issued identification, when required to establish service and verify the customer's identity. Guidelines for protecting the confidentiality of Customer information maintained in Company information systems are defined in the Company's **160.3 Customer Confidentiality** policy (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 15-16). Guidelines designed to detect, prevent, and mitigate identity theft in connection with new or existing residential and certain commercial utility accounts are defined in **250.3 Identity Theft** policy (Exhibit CLP-REVREQ-2, Sch H-2.0 (F) at 35-36).

Once the customer's identity has been verified and the account has been established, the Company's systems retain the *type* of identification the customer provided to establish service. Additionally, for a select few of the available identification methods, the system retains the identification number in a secure manner. To protect customer privacy and reduce the risk of unauthorized disclosure, the system masks and encrypts the majority of the identification number.

Date Filed: August 21, 2026

Witness: Jessica B. Cain and Joseph D. Rubino
Request from: Office of Education, Outreach, and Enforcement

Question:

(COLLECTIONS-LATE PAYMENTS) For each year since the Company's last rate case (through the present), provide in an Excel spreadsheet format, a monthly summary of late payments both (1) issued and (2) collected by customer class. Please include both the counts and summarized amounts.

Response:

See EOE-077, Attachment 1, for a summary and count of late payment charges ("LPC") issued[1] and collected by customer class since 2018. Due to the COVID pandemic, late payment charges were suspended by the Company from April 1, 2020 through August 31, 2022.

[1] The Company interprets late payments as late payment charges.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER SERVICE) Please provide the specific wait times, broken down by month and year, that customers encounter when being transferred from the Company's call center to a third-party call center and/or credit and collections, since the last rate case (to present).

Response:

The Company does not track specific wait times for customers being transferred from the Company's internal call center to its credit and collections call center.

Please refer to EOE-078, Attachment 1, for the average speed of answer, also known as wait time, of *all* calls answered since the last rate case for credit and collections callers. This data has been provided in seconds.

Prior to 2024, the telephony platforms utilized by the Company and the third-party call center were separate platforms. Calls were transferred using toll-free numbers between the two systems.

Since January of 2024, the calls have been contained on the same telephony platform. With this change, the Company can control the pace at which transferred calls are answered. The Company accelerates the pace at which transferred calls are answered, ensuring those calls are answered ahead of calls arriving from the automated system/IVR. This gives a transferred caller a lower wait time experience than a new caller from the IVR.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence, David S. Coco and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER SERVICE) Provide a written flowchart of the Company's automated or IVR system detailing all the options and/or paths that are offered to customers. Specifically indicate when customers are routed to third-party and/or credit and collections vendors for calls.

Response:

Eversource IVR System Flow

1. **Welcome Message**
    - "Hi, Welcome to Eversource."
2. **Language Selection**
    - "For Spanish, press 9."
3. **Disclaimer**
    - "This call may be recorded."
4. **Main Menu Options**
    - **Self-Service Natural Language Elicit Intent -** "I am the new Eversource virtual assistant. How may I help you?"
    - **IVR intent options that a customer can say:**
        - **Pay My Bill/Make a Payment**
        - **Account Balance**
        - **Report an Outage**
        - **Gas emergency**
        - **Report a Payment**
        - **Budget Billing Program**
        - **Payment Plan**
        - **Stop Service**
        - **Update Phone/Mailing Address**
        - **Copy of their Bill**
        - **Fuel Assistance**
        - **Hardship Pre-Qualification (CT Residential customers)**

- **Bill inquiry**
- **New Service**

5. **Make a Payment Path:**
    - Identify/authenticate the customer account **(identify if account is in arrearage or not)**.
    - Inform customer of recent payment history and account balance.
    - Determine payment method:
        - Checking account, Savings account, or by credit card.
            - Credit card payments are transferred externally to a 3rd party credit card payment vendor over Toll-Free Number routing.
        - Confirm amount the customer would like to pay.
    - If payment process fails or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance). If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

6. **Account Balance:**
    - Identify/authenticate the customer account **(identify if the account is in arrearage or not).**
    - Inform customer of recent payment history and account balance.
    - If customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

7. **Report an Outage:**
    - Identify/authenticate the customer account.
    - Utility service = Gas, route customer to a CSR to report Outage.

8. **Gas Emergency:**
    - Transfer to a CSR to report Gas leak/Odor calls.

9. **Budget Billing Program:**
    - Identify/authenticate the customer account **(identify if account is in arrearage or not)**.
    - Inform customer of recent payment history and account balance.

- Validate if the identified customer amount is eligible for Budget Billing Program.
  - If yes, customer is offered Budget Billing Amount over 12-month period.
    - Check if account has a current balance due, send to Make a payment flow.
  - If no, process enrollment in Budget Billing Program
- If Budget Billing Program process fails or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

10. Payment Plan:

- Identify/authenticate the customer account **(identify if account is in arrearage or not)**.
- Customer call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

11. Stop Service:

- Identify/authenticate the customer account **(identify if account is in arrearage or not)**.
- Validate if service at location is active or already been closed.
- If service still active.
  - Identify/confirm service address location.
  - Get/confirm date of service to be terminated.
  - Get Billing address.
  - Create Stop Service move out order.
- If Stop service process fails or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

12. **New Service or Transfer Service:**

- Validate if customer intent is New/Transfer Service

- If yes, follow Stop service/Move out in the IVR flow, once stop service transaction is completed, transfer call to a CSR to assist with new service/Move In order.
- If no, transfer to a CSR to assist with start New Service/Move In order.

- If Stop service process fails or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

13. Update Phone/Mailing Address:

- Identify/authenticate the customer account **(identify if account is in arrearage or not)**.
- Ask customer what the new phone number that will be associated with the account (Home phone, Mobile or work phone number).
- Ask customer if they would like to add a second phone number that will be associated with the account (Home phone, Mobile or work phone number).
- For update Mailing Address, the IVR identifies current billing address associated to the account and request new mailing address (house number, street address, City, zip code)
- If Update Phone/Mailing Address process fails or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

14. Bill Copy

- Identify/authenticate the customer account **(identify if account is in arrearage or not)**.
- Inform customer of recent payment history and account balance (including if account is enrolled in Budget Billing Program).
- Process Bill Copy correspondence.
- If Bill Copy process fails or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

15. **Fuel Assistance**

- Inform customer Energy assistance is designed to help offset winter heating bills for qualifying income eligible households.
- To locate an agency near you, please say or enter your 5-digit zip code.
- Provide contact information based on 5-digit-zip code for Fuel Assistance organization.
- If Fuel Assistance process fails/No match of zip code or customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

16. **Other Inquiries**

- Caller requests to speak to a Representative.
  - Attempt to gather customers intent, IVR can assist by saying "make a payment, cancel or stop service, my power is out, and more".
  - Customer requests to speak to a Representative. The IVR will attempt to identify the customer via phone number associated with the account or 11-digit account number.
- If customer intent requires additional assistance, the call will be routed to a CSR during normal business hours Monday – Friday 8:00am – 6:00pm. **(If customer account is identified in arrears, the call will be routed to an external CSR for assistance) If a customer does not authenticate successfully, they will route to the appropriate customer service representative based on phone number dialed.**

17. **Hardship Pre-Qualification menu:**

- If a caller is identified with an account in Arrears and requires speaking with a representative, The caller will be presented with the Hardship Pre-qualification menu prior to call being routed to an **external CSR for assistance.**

18. **End Call Transaction:**

- Self-Service transactions will be completed in the IVR.
- If a customer is not authenticated/identified successfully and requires speaking with a representative, they will route to the appropriate customer service representative based on phone number dialed.

Date Filed: August 17, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(RECEIVABLES) Provide a breakdown of Eversource top 25 active receivable accounts, for both residential and commercial/industrial. For each account, provide the following information:

a. The total amount owed;
b. The total duration of the debt;
c. The date the account was initiated; and
d. The reason(s) why the Company has not terminated service.

Response:

EOE-80, Attachment 1, provides a breakdown of Eversource's top 25 active electric receivable accounts, for both residential and commercial/industrial. For each account, the following information is included:

a. The total amount owed;
b. The total duration of the debt;
c. The date the account was initiated; and
d. The reason(s) why the Company has not terminated service.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(PAYMENTS) Have there been any changes in the procedures or technologies utilized by Eversource to more timely identify customers demonstrating slow payment patterns or other signs of credit trouble? Please describe all ways in which the Company reaches out to these customers.

Response:

Yes. Since the last rate case, there have been several regulatory proceedings across several PURA dockets that have directed modifications to help identify customers needing assistance – primarily in the process area, supported by use of technology in additional and new ways.

As a reference, the following related dockets directed changes to, directed incorporation of stakeholder feedback on, and/or approved material changes to customer outreach, communications plans, inbound call handling, communication language and processes related to energy affordability assistance, protections, and arrears management programs:

- See Docket 24-05-01, 2024 Energy Affordability Annual Review, November 6, 2024, Decision at 25-26.
- See Docket 23-05-01, 2023 Energy Affordability Annual Review, October 11, 2024, Decision at 41.
- See Docket 22-07-01, 2022 Energy Affordability Annual Review, October 12, 2022, Decision at 33-39.
- See Docket 21-07-01, 2021 Application of the Connecticut Light and Power Company and Yankee Gas Services Company, each individually d/b/a Eversource Energy, The United Illuminating Company, Connecticut Natural Gas Corporation, and The Southern Connecticut Gas Company for Approval of Arrearage Forgiveness Program 2021-2022, October 13, 2021, Decision at 19-23.
- See also Docket 21-07-01, April 20, 2022, Decision at 22 directing additional modifications to customer communications stating:
    - "*…The Authority directs the EDCs and LDCs to update their internal and external communications, including, but not limited to CSR training materials, websites, and other customer communications, to clearly reflect the possibility of renegotiating an*

amortization agreement based on a showing of changed financial circumstances within the context of the payment arrangement offerings…"

- See Docket 20-03-15,[1] COVID Disconnect Moratorium in which PURA reviewed and approved and/or modified shut off communication plans, including but not limited to the following PURA decisions:
    - February 6, 2024, Ruling on Motion No. 90[1] - PURA grants with modification Eversource proposed communications plan.
    - August 6, 2021, Ruling on Motion No. 45[1] – PURA approves with modification processes, including customer communications, for the resumption of service terminations for non-hardship residential customers.

Since the last rate case, and as part of those modifications, programs, processes, communication content and methods across customer interaction channels have been redesigned. The Company created communications plans that aims to raise awareness and encourage customers to take advantage of the best programs, assistance, and protections for which they are eligible. There have been changes in how the Company communicates with its customers in several ways and across several channels supported by different technologies to provide the best assistance customers are eligible for when there are signs of late payment patterns or other signs of credit trouble.

1. *The Company's Communication Plan*: See the Company's response to EOE-093[i] Attachment 1, which provides a detailed summary of outreach campaigns such as geo-targeted paid advertising, cross marketing, and awareness campaigns along with direct USPS mail or electronic communications and materials available for delinquent (slow paying), low-income customers. This plan is under review for approval by PURA and submitted as "ES_06 Communication Plan" as part of Motion No. 7 in Docket No. 26-05-01[2].
2. *Inbound Calls – via Live Call Conversations:* PURA directed the use of CSR scripts in Docket No. 17-12-03RE01,[3] July 1, 2020, Decision at Order No. 4 (stating in part *". . . UI and Eversource shall incorporate the use of the CSR scripts provisionally approved herein into call center operations until otherwise ordered by the Authority.*"). The CSR scripts were further discussed in the Settlement Agreement approved with conditions in the

[1] Docket No. 20-03-15, Emergency Petition of William Tong, Attorney General for the State of CT, for a Proceeding to Establish a State of Emergency Utility Shut-off Moratorium.

[2] Motion No. 7 dated June 1, 2026, in Docket No. 26-05-01, Annual Review of Affordability Programs and Offerings.

[3] Docket No. 17-12-03RE01, PURA Investigation into Distribution System Planning of the Electric Distribution Companies – Energy Affordability.

Motion No. 43 Ruling in Docket No. 20-03-15.[4] The Motion No. 43 Ruling required PURA Office of Education, Outreach, and Enforcement ("EOE") to "to develop a standard review template for customer representative calls." The Company's Credit Call Handling Vendors utilize both the Approved Scripts and Call Review Template to ensure that customers, both hardship and non-hardship, are educated about financial hardship benefits and payment plans. See OCC-110[ii] Attachment 2.

3. *Inbound Calls – via Interactive Voice Response* ("IVR") *technology:* The Company also in recent years implemented a new up-front, hardship pre-qualification IVR call flow for all residential customers who call the Company about their past due balance or difficulty paying their bill. This automated customer experience informs customers that Eversource has programs available to help them pay their bill and automatically prompts them to answer a few short questions to see if they prequalify for financial hardship directly within the IVR. See EOE-093 Attachment 32, for the IVR customer messaging filed in August 2023. The Company filed the upfront credit IVR message in Docket No. 17-12-03RE11[5] to obtain approval of the LIDR messaging. PURA approved LIDR communications, including the IVR message, with modification in a July 31, 2023, Ruling on Motion No. 68 in Docket No. 17-12-03RE11; PURA required that the updated communications be filed as compliance in August 2023. EOE-081 Attachment 1, is the IVR message filed in the Docket No. 17-12-03RE11 August 24, 202023,ompliance filing, which was cross-posted in Docket No. 23-05-01, the 2023 Energy Affordability Annual Review.
4. *Payment Reminder notifications* – via automated email and/or text notifications, a few days prior to the customer's bill due date*;*
5. *Missed Payment notifications* – via automated email and/or text, a few days after the customer's bill due date;
6. *Matching Payment Plan* ("MPP") *notifications* – via automated email and/or text for customers on MPP who have missed a payment – see EOE-093 Attachment 21*;*
7. *Payment Needed notifications:*
    - *Medical Protection Customers* – via automated letter for medically protected customers who have missed a payment – see EOE-093 Attachment 14;
    - *Flexible Payment Plan* – via automated letter and automated email and/or text, sent on the following day.

---

[4] Motion No. 43 Ruling dated July 13, 2021 in Docket No. 20-03-15; the Settlement Agreement filed June 23, 2021, as Motion No. 43, noted at page 2, "The Parties understand that the scripts are now guidance and cannot be followed precisely due to changes necessitated by Docket No. 20-03-15, and potentially other PURA orders."

[5] Docket No. 17-12-03RE11, PURA Investigation into Distribution System Planning of the Electric Distribution Companies – New Rate Designs and Rates Review.

8. *'Programs To Help Bill' Inserts:* Refer to the Company's response in EOE-094[iii], copied below.
9. *Outbound Calls:* Customer Outreach via outbound calls to notify customers of the option to set up Payment Plans and see if they are eligible for financial hardship or medical service protections.
10. *Eversource.com:* – for customer communication via web, refer to the Company's response in EOE-094 Attachment 7, copied below.
11. *Initial and Final Termination Notifications* – bill inserts as referenced in the Company's response to EOE-094, copied below.

Prior Referenced Responses:

[i] Q-EOE-093 Question:
(HARDSHIP) Describe the process(es) that the Company uses to educate customers regarding hardship designation and associated benefits and payment arrangements. Please include copies of all material currently provided to customers regarding hardship and its corresponding payment arrangements.

Q-EOE-093 Response:
The Company educates customers regarding hardship designation and associated benefits and payment arrangements in a variety of channels. For example, the Company's communications strategy and implementation are outlined annually in the Joint Arrears Management Plan, Communication Plan in Docket No. 26-05-01, *Annual Review of Affordability Programs and Offerings.* See EOE-093, Attachment 1.

The following outreach materials are included as attachments:

Financial Hardship Letters	• Heating w/50% low-income discount rate ("LIDR") Welcome Letter: EOE-093, Attachment 2 • 5%, 15%, 20%, 40% LIDR Heating Welcome Letter: EOE-093, Attachment 3 • Non-Heating w/50% LIDR Welcome Letter: EOE-093, Attachment 4 • 5%, 15%, 20%, 40% LIDR Non-Heating Welcome Letter: EOE-093, Attachment 5 • 60- & 30-Day Renewal Letter: EOE-093, Attachment 6 • 15-Day Renewal Letter: EOE-093, Attachment 7 • Expired: EOE-093, Attachment 8
Financial Hardship Digital Notifications	• Welcome: EOE-093, Attachment 9 • Renewal Reminder: EOE-093, Attachment 10 • Expired: EOE-093, Attachment 11
Medical Protection Letters	• Initial Claim: EOE-093, Attachment 12 • Welcome: EOE-093, Attachment 13 • Payment Reminder: EOE-093, Attachment 14 • Renewal Reminder: EOE-093, Attachment 15

	• 2nd Reminder to Renew: EOE-093, Attachment 16 • Removal: EOE-093, Attachment 17 • Infant Protection Claim: EOE-093, Attachment 18
Matching Payment Program ("MPP") Letters	• Welcome: EOE-093, Attachment 19 • Monthly Required Payment Change: EOE-093, Attachment 20 • Missed Payment Reminder: EOE-093, Attachment 21 • Removal due to Financial Hardship Expiration: EOE-093, Attachment 22 • Removal due to Missed Payments: EOE-093, Attachment 23 • Program Reinstatement: EOE-093, Attachment 24 • Program Completion: EOE-093, Attachment 25
MPP Digital Notifications	• EOE-093, Attachment 26 *(email and text)*
Connecticut Energy Assistance Program ("CEAP")	• EOE-093, Attachment 27 *(email)* • EOE-093, Attachment 28 *(letter)*
Heating Assistance Awareness Month	• EOE-093, Attachment 29 *(bill insert)* • EOE-093, Attachment 30 *(email*)
Targeted Community Outreach Campaign	• EOE-093, Attachment 31 *(email)*

Additionally, the Company promotes hardship designation and associated benefits and payment arrangements alongside other programs, like the non-hardship payment arrangement. For customers who *call* the Company, the live call conversation and the up-front IVR ensure that customers, hardship and non-hardship, are educated about financial hardship benefits and payment plans. See EOE-093, Attachment 32. For the IVR, 100% of customers who contact the Company's Credit Contact Center hear about and are prompted to prequalify for financial hardship.

Lastly, the Company uses a multi-channel communication strategy, including print, digital, web, traditional, and social media, to educate customers about year-round enrollment for financial hardship status and payment arrangements. Refer to the Company's response in EOE-094[i] for how non-hardship customers are educated about payment arrangements.

[ii] OCC-110 Question:
(CUSTOMER SERVICE) Please provide all written policies and procedures regarding the Company's quality assurance or other reviews of customer calls/customer service interactions with customers via the telephone, including reviews of internal and external CSRs.

OCC-110 Response:
Eversource views there to be value in having a robust Quality Assurance Program. Accordingly, the Company employs a thorough approach, designed to enhance and continuously improve the customer experience, not only for internal Customer Service Representatives ("CSRs") but also for CSRs at the Credit Call Handling third-party vendor (Alorica).

Training covers the expectations Eversource has for internal CSRs. This includes details ranging from how to properly process a move in request to how to answer questions about a bill to how to process a payment, along with many other areas. Extensive training is completed for the CSR to be prepared to support and assist customers.

To validate that CSRs are following the necessary requirements to resolve customer inquiries while providing them exceptional service, Eversource has built a comprehensive behavior-based internal Quality Assurance Program. This program provides the most effective and productive measure of accuracy of a customer service call.

Both external and internal CSRs are scored on an average of four (4) calls per month. It is important to note that these calls are not strictly for CL&P customers, as CSRs are also trained to support customers across other operating companies.

Internal employee Quality Assurance Program:

The Quality Assurance Program at Eversource is a behavior-based program designed to improve CSR interactions with customers by focusing on the words, actions, and approach taken by the CSR. Feedback is provided to CSRs through the Quality Assurance Call Form, which includes behaviors which should continue or be adjusted going forward. By highlighting both positive behaviors and behaviors which require adjustment, CSRs are able to maintain and improve skills which are a benefit to the customer while adjusting other behaviors designed to improve the customers' experience. Eversource provides feedback for every CSR monthly through the program. On average, all CSRs at Eversource will receive four feedbacks per month during an annual review period. Dedicated internal quality assurance teams, as well as local supervision, provide this feedback to CSRs. Calls are selected both at random by computer software and manually by call scorers, when necessary. The call scoring responsibility is shared across several team members to ensure the CSR benefits from multiple perspectives. CSRs are held accountable for their performance through call reviews and the Company's yearly performance management process.

External employee Quality Assurance Program:

For Alorica agents supporting the Company's credit calls, the CSRs undergo a thorough training to ensure they deliver information aligned with PURA's approved scripts. This approach ensures consistency in the communication provided to the customers, as the CSRs adhere closely to the guidelines laid out in the scripts. Please refer to PURA-approved scripts provided in Docket No. 17-12-03RE01, Interim Decision (July 1, 2020)[ii] and Call Review template in Docket No. 21-07-01, provided as OCC-110 Attachments 1 and 2.

The number of calls monitored per agent per month will vary based on factors such as tenure and past performance. However, a minimum of four (4) calls per agent per month must be monitored. Each third-party vendor Quality Assurance ("QA") specialist will monitor and provide a minimum of two (2) evaluations per agent per month. Also, vendor Supervisors may monitor additional calls over and above the four (4) call minimum set for each agent.

The Company has established specific parameters and mechanisms within the signed Alorica contract to ensure the vendor is held accountable for their performance quality. Please see OCC-110 Attachment 3 CONFIDENTIAL, under section 3.1.4 Training on pages 37-39, under section 3.1.5 Quality on page 40, and under section 7.4.1 Performance Criteria (KPIs) on pages 51-53.

Eversource's internal vendor management team also separately reviews more than one hundred additional, randomly selected Connecticut credit and collections calls handled by the Company's third-party vendor partner to validate their performance and ensure that all customers are being made aware of the best programs and protections available to them, as well as being made aware of weatherization and other energy efficiency programs. In addition, the Company's internal vendor management team holds weekly calibration sessions with the third-party vendor to ensure consistency and accuracy for Connecticut credit and collections calls.

[iii] EOE-094 Question:

(PAYMENT ARRANGEMENTS) Describe the process(es) the Company uses to educate customers regarding non-hardship payment arrangements. Please include copies of all materials currently provided to customers regarding all non-hardship payment arrangements.

EOE-094 Response:
The Company educates customers regarding non-hardship payment arrangements in a variety of channels that include USPS mail, on-bill messaging, digital notifications, bill inserts, web/social media, and through in-person or virtual outreach events.

Bill Messaging and Bill Inserts (included with bills):

- *Programs to Help* (sent monthly to residential customers from September through April). See EOE-094, Attachment 1.
- *Your Rights: Important Information About Your Service* (sent annually to all customers). See EOE-094, Attachment 2.
- *News for You* (sent daily in March and August through direct on-bill messaging). See EOE-094, Attachment 3
- *Get Help with your Bill* (sent daily to all customers when electronic bill is ready). See EOE-094, Attachment 4

Shut-off Inserts (included with shut-off letters):

- *A Shut Off Notice: What You Can Do* (sent year-round to residential customers). See EOE-094, Attachment 5.
- *Programs to Help* (sent year-round to residential customers). See EOE-094, Attachment 1.
- *Winter Protection* (sent to residential customers from November through April). See EOE-094, Attachment 6.

News, Web and Social Media:

- *Eversource.com/billhelp* (web page available to all customers). See EOE-094, Attachment 7.
- *Social Media Graphic* (graphic available on Eversource CT social media pages). See EOE-094, Attachment 8.
- *Get Help Customer Update* (digital newsletter sent periodically to residential customers the company has an email for). See EOE-094, Attachment 9.

In-Person or Virtual Event:

- *Bill Help* (business cards available during direct customer contact). See EOE-094, Attachment 10.
- *Bill Assistance* (annual virtual webinar targeted to residential non-hardship customers). Link to webinar example https://www.youtube.com/watch?v=HTNIN8dBLWo
- News Release. See EOE-094, Attachment 11.

Please refer to the Company's response in EOE-093[iii],which indicates how CL&P educates customers, including non-hardship customers, on financial hardship and payment plans.

- See OCC-110, Attachment 2, for a copy of the Call Review Template that is used as a guide by the Company's Credit Call Vendors during live call conversations to ensure that customers, hardship and non-hardship, are educated about financial hardship benefits and payment plans.

- In addition, on Eversource.com, customers who log in to their account who are eligible for the Matching Payment Program are automatically provided only that option – because it is the best option for them with the lowest monthly payment amounts and arrears forgiveness.

There have been several regulatory proceedings across several PURA dockets that have directed modifications in this area. The Company follows these regulatory directives on payment plans offered to non-hardship customers:

- Docket No. 20-03-15[iii]:
  - On July 6, 2022, PURA correspondence approved the Company's proposed commercial payment plans.[iii]
- Docket No. 21-07-01[iii]:
  - PURA's April 20, 2022 Decision[iii] at page 20 provided the Company with payment plan parameters in Table 3[iii] for non-hardship customers.

- Docket No. 24-05-01[iii]:
  - PURA's November 6, 2024 Decision[iii] and Order No. 2 modifies the payment required by non-financial hardship customers from 5%, or $25 to avoid shutoff up to 10% of a customer's arrearage.

- Docket No. 26-05-01[iii]:
  See EOE-094, Attachment 12, for payment plan offerings as filed on June 1, 2026 as Joint Attachment 04: How It Works_Payment Plans.

Date Filed: August 14, 2026

Witness: Elizabeth N. Jones
Request from: Office of Education, Outreach, and Enforcement

Question:

(PAYMENTS) Describe the order in which a partial payment is applied if a customer owes for unregulated charges.

a. Specifically, is the partial payment applied first to regulated charges then unregulated charges? If not, why?
b. Is the partial payment applied in the same when a customer has received a termination notice? If not, please outline the order in which the payment is applied.

Response:

a. There are no unregulated charges billed on CL&P customer bills; therefore, a partial payment is applied to regulated charges only.

b. Payment application rules do not vary based on whether a customer has received a disconnect notice. Therefore, partial payments are applied using the same payment posting rules regardless of whether a customer receives a disconnect notice. Partial payments first apply to non-usage charges[1] by order of oldest receivable. After non-usage charges are paid, any remaining partial payments apply in the following order:

- (1) Past due deposit charges[2];
- (2) Past due usage;
- (3) Past due on-bill loans;
- (4) Current deposit charges;
- (5) Current usage; and
- (6) Current on-bill loans.

[1] Non-usage charges include, but are not limited to, returned check fees, reconnect fees, meter diversion fees, and late payment charges.
[2] Deposits are charged to non-residential customers only.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(ARREARAGES AND TERMINATIONS) Provide the following information.

a. Since the last rate case to present, provide a breakdown on a monthly basis which indicates the number of customers that were 60 days, 90 days, and 120 days delinquent.
b. Indicate the number of customers terminated in that particular month due to delinquent account status.

Response:

See EOE-083, Attachment 1, for a monthly breakdown since 2017 to current of the following:

a. The number of residential and non-residential customers that were 60 days, 90 days, and 120 days delinquent.

b. The number of residential and non-residential services terminated in that particular month due to delinquent account status.

As additional background, non-hardship residential disconnections were suspended from March 2020 through September 2021 due to Connecticut's COVID-19 disconnection moratorium, and hardship customer disconnections did not resume until May 2024. Non-residential disconnections were suspended from March 2020 through June 2021.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CALLS) Provide the following:

a. Does the Company track the number of customers using callback technology?
b. If applicable, how many customers received a call back (by year) since the Company's last rate case to present?
c. Does the Company track if every customer who requests a call back receives one? If yes, provide the "success rate" (i.e., number of callers requesting call back versus those who receive a call back and answer it) of call backs for each year since the Company's last rate case to present.

Response:

a. The Company has tracked the number of customers using callback technology since 2022.

b. Please refer to the chart below, for the number of customers who received a call back since the Company began tracking it in 2022. The chart provides annual numbers through the most recent complete month, July 2026.

c. Contained within the chart below, is the success rate for each year data is available. The increased success rate is attributable to the change in telephony platform which occurred in early 2024. The NICE platform provides an improved callback experience, allowing more callers to successfully complete a callback with the Company.

	2022	**2023**	**2024**	**2025**	**2026***
Customers requesting call backs	288,751	278,256	241,031	484,497	326,724
Success rate of call backs	84%	89%	92%	97%	98%

*Data through July 31, 2026

Date Filed: August 14, 2026

Witness: Elizabeth N. Jones
Request from: Office of Education, Outreach, and Enforcement

Question:

(PAYMENT LOCATIONS) Provide the locations and hours of operation for all third-party bill payment sites and indicate how and when this information is provided to customers.

Response:

Please refer to EOE-085, Attachment 1, for the listing of walk-in locations which is provided to customers via the following:

1. All disconnect notices mailed to customers include walk-in payment locations as an insert.

2. At Eversource.com, on the "In-Person Payment Locations" page:

    - Customers can search for an in-person location via interactive map by entering their zip code and a desired search distance from that zip code.
    - A PDF listing of all in-person locations is also available.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMS AND CONDITIONS) Does Eversource reserve the right to refuse service to an applicant who is indebted to the Company for any service previously furnished? If so:

a. Does Eversource refuse service to an applicant with a documented serious illness or life-threatening illness? Explain.
b. Does Eversource allow such an applicant to make a payment arrangement on their previous balance as a means of establishing service? Explain.

Response:

Yes, CL&P reserves the right to refuse service to an applicant who is indebted to the Company for any service previously furnished.

a. CL&P does not refuse service to a customer with a verified serious illness protection during the winter moratorium months (November 1 through May 1) or year-round with a verified life-threatening medical protection.

b. Yes, CL&P allows customers to make a payment plan on their past due balance accrued at a prior address at the time of establishing service at a new address.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATIONS) Separately provide by month, the total number of residential customers whose service was terminated since the last rate case to present.

Response:

Please refer to EOE-087, Attachment 1, for the total number of residential customers by month whose electric service was terminated since 2017 to present.[1]

[1] Non-hardship residential disconnections were suspended from March 2020 through September 2021 due to the COVID-19 disconnection moratorium, and Hardship residential disconnections did not resume until May 2024.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B).

a. Does Eversource include any unregulated charges on its termination notice? If yes, provide a copy of the Company's termination notice, filled out completely as if it were being sent to a typical residential customer, with the unregulated charges highlighted.
b. Are unregulated charges included in the amount that must be paid to avoid termination?
c. Does the Company notify customers regarding unregulated charges prior to a termination notice? If yes, when does the Company notify customers and how frequently?

Response:

a. When a customer that is billed for electric service and other regulated charges (e.g. Energy Efficiency loans) accrues a past due balance, the Company's process is to split the electric service into a separate billing account from the loan account, while both remain associated with the same customer. After it is split, then generally, collection activity up to and including termination of service will occur on the electric service account only. Collection activity on other charges are generally performed through non-system-automated processing through the Energy Efficiency program administrators.

b. Please refer to subpart (a) of this response.

c. Please refer to subpart (a) of this response.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B).
Before terminating a customer's service, does the Company mail a termination notice via first class mail to that customer? If yes, please describe the process the Company has in place to ensure this occurs. If no, please indicate how the Company contacts the customer.

Response:

Yes, prior to disconnecting any customer, the Company mails both an initial disconnect notice and a final disconnect notice via first-class mail to each customer. To ensure this occurs as expected, the following processes are in place:

- The Company's print and mail vendor, Kubra, is required to mail disconnect notices via first class mail and in accordance with United States Postal Service ("USPS") guidelines.
- When the Company sends a print job to its vendor, the vendor creates a "job log," allowing the Company to reconcile the total number of disconnect notices sent to the vendor on a given day to the total number of disconnect notices received by the vendor for print and mail. The Company reconciles this daily.
- In addition to reconciling the number of disconnect notices received by its vendor, the Company performs a reconciliation to ensure all jobs received by the vendor are processed and picked up for mailing by the USPS.
- To ensure ample delivery time by USPS, the Company sends disconnect-eligible customers their first notice 14 days before the disconnect date and sends the final disconnect notice 7 days before disconnect date.

In *addition* to the two disconnect notices that are sent via first-class mail, the Company *also* sends customers disconnect notifications via email and/or text message. If a customer provides both an e-mail and mobile phone number, they are defaulted into receiving both an e-mail and text message disconnect notification[1]. Specifically, and without needing to take action to choose the notification preference, (1) customers who provide a valid e-mail address are defaulted into receiving e-mailed disconnect notifications, and (2) customers who provide a mobile phone number are defaulted into receiving text message disconnect notifications.

[1] Customers can choose to opt out of e-mailed and/or text message disconnect notifications.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B). Provide the following information regarding customers enrolled in e-billing.

a. Are e-billing customers also provided termination notices by United States mail?
b. Describe how and when the Company issues termination notices to its customers that participate in the Company's e-billing system.

Response:

a. The Company's process for issuing termination notices does *not* differ if a customer receives their bill electronically vs. USPS mail. *All* customers receive termination notices via USPS mail regardless of the method they receive their bill. *All* customers also have the option to receive termination notifications via email and/or text *in addition to* (but not instead of) the USPS mailed notifications.

b. The Company sends all disconnect-eligible customers their first USPS mailed disconnect notice 14 days before the first eligible disconnect date and sends the final USPS mailed notice 7 days before the first eligible disconnect date.

   In *addition*, the Company sends email and/or text message disconnection alerts to customers who have provided a valid email address and/or mobile phone number. Also see the last paragraph of the Company's response to information request EOE-089[i], copied below.

Prior Referenced Response

[i] EOE-089 Question:
(TERMINATION NOTICES) Exhibit CLP-REVREQ-2, Schedule H-2.0(B).
Before terminating a customer's service, does the Company mail a termination notice via first class mail to that customer? If yes, please describe the process the Company has in place to ensure this occurs. If no, please indicate how the Company contacts the customer.

EOE-089 Response:

Yes, prior to disconnecting any customer, the Company mails both an initial disconnect notice and a final disconnect notice via first-class mail to each customer. To ensure this occurs as expected, the following processes are in place:

- The Company's print and mail vendor, Kubra, is required to mail disconnect notices via first class mail and in accordance with United States Postal Service ("USPS") guidelines.
- When the Company sends a print job to its vendor, the vendor creates a "job log," allowing the Company to reconcile the total number of disconnect notices sent to the vendor on a given day to the total number of disconnect notices received by the vendor for print and mail. The Company reconciles this daily.
- In addition to reconciling the number of disconnect notices received by its vendor, the Company performs a reconciliation to ensure all jobs received by the vendor are processed and picked up for mailing by the USPS.
- To ensure ample delivery time by USPS, the Company sends disconnect-eligible customers their first notice 14 days before the disconnect date and sends the final disconnect notice 7 days before disconnect date.

In *addition* to the two disconnect notices that are sent via first-class mail, the Company *also* sends customers disconnect notifications via email and/or text message. If a customer provides both an e-mail and mobile phone number, they are defaulted into receiving both an e-mail and text message disconnect notification[i]. Specifically, and without needing to take action to choose the notification preference, (1) customers who provide a valid e-mail address are defaulted into receiving e-mailed disconnect notifications, and (2) customers who provide a mobile phone number are defaulted into receiving text message disconnect notifications.

Date Filed: August 14, 2026

Witness: Elizabeth N. Jones
Request from: Office of Education, Outreach, and Enforcement

Question:

(CONSUMER AFFAIRS) Can a customer view their bill online if they receive a paper bill?

Response:

Customers who receive a paper bill can log into eversource.com or the mobile app to view their bill online.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Joseph D. Rubino
Request from: Office of Education, Outreach, and Enforcement

Question:

(ESTIMATED BILL) Exhibit CLP-REVREQ-2, Schedule H-2.0(C). Provide a copy of the Company's estimated bill form, filled out completely as if it were being sent to a typical customer. Include a copy of any written information that accompanies the second consecutive estimated bill.

Response:

Please refer to EOE-092, Attachment 1, for a copy of the bill insert provided to customers regarding estimated reads, including options to provide an actual read. This information is included with each customer's invoice whenever a customer receives an estimated bill.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence, Jessica B. Cain, Timothy W. McGrath and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(HARDSHIP) Describe the process(es) that the Company uses to educate customers regarding hardship designation and associated benefits and payment arrangements. Please include copies of all material currently provided to customers regarding hardship and its corresponding payment arrangements.

Response:

The Company educates customers regarding hardship designation and associated benefits and payment arrangements in a variety of channels. For example, the Company's communications strategy and implementation are outlined annually in the Joint Arrears Management Plan, Communication Plan in Docket No. 26-05-01, *Annual Review of Affordability Programs and Offerings.* See EOE-093, Attachment 1.

The following outreach materials are included as attachments:

Financial Hardship Letters	• Heating w/50% low-income discount rate ("LIDR") Welcome Letter: EOE-093, Attachment 2 • 5%, 15%, 20%, 40% LIDR Heating Welcome Letter: EOE-093, Attachment 3 • Non-Heating w/50% LIDR Welcome Letter: EOE-093, Attachment 4 • 5%, 15%, 20%, 40% LIDR Non-Heating Welcome Letter: EOE-093, Attachment 5 • 60- & 30-Day Renewal Letter: EOE-093, Attachment 6 • 15-Day Renewal Letter: EOE-093, Attachment 7 • Expired: EOE-093, Attachment 8
Financial Hardship Digital Notifications	• Welcome: EOE-093, Attachment 9 • Renewal Reminder: EOE-093, Attachment 10 • Expired: EOE-093, Attachment 11
Medical Protection Letters	• Initial Claim: EOE-093, Attachment 12 • Welcome: EOE-093, Attachment 13 • Payment Reminder: EOE-093, Attachment 14 • Renewal Reminder: EOE-093, Attachment 15

	• 2nd Reminder to Renew: EOE-093, Attachment 16 • Removal: EOE-093, Attachment 17 • Infant Protection Claim: EOE-093, Attachment 18
Matching Payment Program ("MPP") Letters	• Welcome: EOE-093, Attachment 19 • Monthly Required Payment Change: EOE-093, Attachment 20 • Missed Payment Reminder: EOE-093, Attachment 21 • Removal due to Financial Hardship Expiration: EOE-093, Attachment 22 • Removal due to Missed Payments: EOE-093, Attachment 23 • Program Reinstatement: EOE-093, Attachment 24 • Program Completion: EOE-093, Attachment 25
MPP Digital Notifications	• EOE-093, Attachment 26 *(email and text)*
Connecticut Energy Assistance Program ("CEAP")	• EOE-093, Attachment 27 *(email)* • EOE-093, Attachment 28 *(letter)*
Heating Assistance Awareness Month	• EOE-093, Attachment 29 *(bill insert)* • EOE-093, Attachment 30 *(email*)
Targeted Community Outreach Campaign	• EOE-093, Attachment 31 *(email)*

Additionally, the Company promotes hardship designation and associated benefits and payment arrangements alongside other programs, like the non-hardship payment arrangement. For customers who *call* the Company, the live call conversation and the up-front IVR ensure that customers, hardship and non-hardship, are educated about financial hardship benefits and payment plans. See EOE-093, Attachment 32. For the IVR, 100% of customers who contact the Company's Credit Contact Center hear about and are prompted to prequalify for financial hardship.

Lastly, the Company uses a multi-channel communication strategy, including print, digital, web, traditional, and social media, to educate customers about year-round enrollment for financial hardship status and payment arrangements. Refer to the Company's response in EOE-094[i] for how non-hardship customers are educated about payment arrangements.

Prior Referenced Response

[i] EOE-094 Question:

(PAYMENT ARRANGEMENTS) Describe the process(es) the Company uses to educate customers regarding non-hardship payment arrangements. Please include copies of all materials currently provided to customers regarding all non-hardship payment arrangements.

EOE-094 Response:
The Company educates customers regarding non-hardship payment arrangements in a variety of channels that include USPS mail, on-bill messaging, digital notifications, bill inserts, web/social media, and through in-person or virtual outreach events.

Bill Messaging and Bill Inserts (included with bills):
- *Programs to Help* (sent monthly to residential customers from September through April). See EOE-094, Attachment 1.
- *Your Rights: Important Information About Your Service* (sent annually to all customers). See EOE-094, Attachment 2.
- *News for You* (sent daily in March and August through direct on-bill messaging). See EOE-094, Attachment 3
- *Get Help with your Bill* (sent daily to all customers when electronic bill is ready). See EOE-094, Attachment 4

Shut-off Inserts (included with shut-off letters):
- *A Shut Off Notice: What You Can Do* (sent year-round to residential customers). See EOE-094, Attachment 5.
- *Programs to Help* (sent year-round to residential customers). See EOE-094, Attachment 1.
- *Winter Protection* (sent to residential customers from November through April). See EOE-094, Attachment 6.

News, Web and Social Media:
- *Eversource.com/billhelp* (web page available to all customers). See EOE-094, Attachment 7.
- *Social Media Graphic* (graphic available on Eversource CT social media pages). See EOE-094, Attachment 8.
- *Get Help Customer Update* (digital newsletter sent periodically to residential customers the company has an email for). See EOE-094, Attachment 9.

In-Person or Virtual Event:
- *Bill Help* (business cards available during direct customer contact). See EOE-094, Attachment 10.
- *Bill Assistance* (annual virtual webinar targeted to residential non-hardship customers). Link to webinar example https://www.youtube.com/watch?v=HTNIN8dBLWo
- News Release. See EOE-094, Attachment 11.

Please refer to the Company's response in EOE-093[i],which indicates how CL&P educates customers, including non-hardship customers, on financial hardship and payment plans.
- See OCC-110, Attachment 2, for a copy of the Call Review Template that is used as a guide by the Company's Credit Call Vendors during live call conversations to ensure that customers, hardship and non-hardship, are educated about financial hardship benefits and payment plans.

- In addition, on Eversource.com, customers who log in to their account who are eligible for the Matching Payment Program are automatically provided only that option – because it is the best option for them with the lowest monthly payment amounts and arrears forgiveness.

There have been several regulatory proceedings across several PURA dockets that have directed modifications in this area. The Company follows these regulatory directives on payment plans offered to non-hardship customers:

- Docket No. 20-03-15[i]:
  - On July 6, 2022, PURA correspondence approved the Company's proposed commercial payment plans.[i]
- Docket No. 21-07-01[i]:
  - PURA's April 20, 2022 Decision[i] at page 20 provided the Company with payment plan parameters in Table 3[i] for non-hardship customers.

- Docket No. 24-05-01[i]:
  - PURA's November 6, 2024 Decision[i] and Order No. 2 modifies the payment required by non-financial hardship customers from 5%, or $25 to avoid shutoff up to 10% of a customer's arrearage.

- Docket No. 26-05-01[i]:
  - See EOE-094, Attachment 12, for payment plan offerings as filed on June 1, 2026 as Joint Attachment 04: How It Works_Payment Plans.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(PAYMENT ARRANGEMENTS) Describe the process(es) the Company uses to educate customers regarding non-hardship payment arrangements. Please include copies of all materials currently provided to customers regarding all non-hardship payment arrangements.

Response:

The Company educates customers regarding non-hardship payment arrangements in a variety of channels that include USPS mail, on-bill messaging, digital notifications, bill inserts, web/social media, and through in-person or virtual outreach events.

Bill Messaging and Bill Inserts (included with bills):

- *Programs to Help* (sent monthly to residential customers from September through April). See EOE-094, Attachment 1.
- *Your Rights: Important Information About Your Service* (sent annually to all customers). See EOE-094, Attachment 2.
- *News for You* (sent daily in March and August through direct on-bill messaging). See EOE-094, Attachment 3
- *Get Help with your Bill* (sent daily to all customers when electronic bill is ready). See EOE-094, Attachment 4

Shut-off Inserts (included with shut-off letters):

- *A Shut Off Notice: What You Can Do* (sent year-round to residential customers). See EOE-094, Attachment 5.
- *Programs to Help* (sent year-round to residential customers). See EOE-094, Attachment 1.
- *Winter Protection* (sent to residential customers from November through April). See EOE-094, Attachment 6.

News, Web and Social Media:

- *Eversource.com/billhelp* (web page available to all customers). See EOE-094, Attachment 7.
- *Social Media Graphic* (graphic available on Eversource CT social media pages). See EOE-094, Attachment 8.

- *Get Help Customer Update* (digital newsletter sent periodically to residential customers the company has an email for). See EOE-094, Attachment 9.

In-Person or Virtual Event:

- *Bill Help* (business cards available during direct customer contact). See EOE-094, Attachment 10.
- *Bill Assistance* (annual virtual webinar targeted to residential non-hardship customers). Link to webinar example https://www.youtube.com/watch?v=HTNIN8dBLWo
- News Release. See EOE-094, Attachment 11.

Please refer to the Company's response in EOE-093[1],which indicates how CL&P educates customers, including non-hardship customers, on financial hardship and payment plans.

- See OCC-110, Attachment 2, for a copy of the Call Review Template that is used as a guide by the Company's Credit Call Vendors during live call conversations to ensure that customers, hardship and non-hardship, are educated about financial hardship benefits and payment plans.
- In addition, on Eversource.com, customers who log in to their account who are eligible for the Matching Payment Program are automatically provided only that option – because it is the best option for them with the lowest monthly payment amounts and arrears forgiveness.

There have been several regulatory proceedings across several PURA dockets that have directed modifications in this area. The Company follows these regulatory directives on payment plans offered to non-hardship customers:

- Docket No. 20-03-15[1]:
  - On July 6, 2022, PURA correspondence approved the Company's proposed commercial payment plans.[2]

[1] Docket No. 20-03-15, Emergency Petition Of William Tong, Attorney General For The State Of Connecticut, For A Proceeding To Establish A State Of Emergency Utility Shut-Off Moratorium.

[2] PURA Correspondence dated July 6, 2022, in Docket No. 20-03-15: https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/8a33ea2cfc16184f852588770044b531/$FILE/20-03-15%20Correspondence%20to%20Joint%20Commercial%20Payment%20Arrangement%20.pdf

- Docket No. 21-07-01[3]:
  - PURA's April 20, 2022 Decision[4] at page 20 provided the Company with payment plan parameters in Table 3[ii] for non-hardship customers.

- Docket No. 24-05-01[5]:
  - PURA's November 6, 2024 Decision[6] and Order No. 2 modifies the payment required by non-financial hardship customers from 5%, or $25 to avoid shutoff up to 10% of a customer's arrearage.

- Docket No. 26-05-01[7]:
  - See EOE-094, Attachment 12, for payment plan offerings as filed on June 1, 2026 as Joint Attachment 04: How It Works_Payment Plans.

Prior Referenced Responses

[i] EOE-093 Question:
(HARDSHIP) Describe the process(es) that Yankee uses to educate customers regarding hardship designation and associated benefits and payment arrangements. Please include copies of all material currently provided to customers regarding hardship and its corresponding payment arrangements.

EOE-093 Response:
The Company educates customers regarding hardship designation and associated benefits and payment arrangements in a variety of channels. For example, the Company's communications strategy and implementation are outlined annually in the Joint Arrears Management Plan, Communication Plan in Docket No. 26-05-01, *Annual Review of Affordability Programs and Offerings.* See EOE-093, Attachment 1.

The following outreach materials are included as attachments:

[3] Docket No. 21-07-01, Application of The Connecticut Light and Power Company and Yankee Gas Services Company, each individually d/b/a Eversource Energy, The United Illuminating Company, Connecticut Natural Gas Corporation, and The Southern Connecticut Gas Company for Approval of Arrearage Forgiveness Program 2021-2022.

[4] April 20, 2022 Decision in Docket No. 21-07-01: https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/7a4863c58dbf9ccb8525882a005b0335?OpenDocument

[5] Docket No. 24-05-01, Annual Review of Affordability Programs and Offerings (Energy Affordability Annual Review).

[6] November 6, 2024 Decision in Docket No. 24-05-01: https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/9454beb9ebbff6dc85258bcd00549558?OpenDocument

[7] Docket No. 26-05-01, Annual Review of Affordability Programs and Offerings.

Financial Hardship Letters	• Heating w/50% low-income discount rate ("LIDR") Welcome Letter: EOE-093, Attachment 2 • 5%, 15%, 20%, 40% LIDR Heating Welcome Letter: EOE-093, Attachment 3 • Non-Heating w/50% LIDR Welcome Letter: EOE-093, Attachment 4 • 5%, 15%, 20%, 40% LIDR Non-Heating Welcome Letter: EOE-093, Attachment 5 • 60- & 30-Day Renewal Letter: EOE-093, Attachment 6 • 15-Day Renewal Letter: EOE-093, Attachment 7 • Expired: EOE-093, Attachment 8
Financial Hardship Digital Notifications	• Welcome: EOE-093, Attachment 9 • Renewal Reminder: EOE-093, Attachment 10 • Expired: EOE-093, Attachment 11
Medical Protection Letters	• Initial Claim: EOE-093, Attachment 12 • Welcome: EOE-093, Attachment 13 • Payment Reminder: EOE-093, Attachment 14 • Renewal Reminder: EOE-093, Attachment 15 • 2nd Reminder to Renew: EOE-093, Attachment 16 • Removal: EOE-093, Attachment 17 • Infant Protection Claim: EOE-093, Attachment 18
Matching Payment Program ("MPP") Letters	• Welcome: EOE-093, Attachment 19 • Monthly Required Payment Change: EOE-093, Attachment 20 • Missed Payment Reminder: EOE-093, Attachment 21 • Removal due to Financial Hardship Expiration: EOE-093, Attachment 22 • Removal due to Missed Payments: EOE-093, Attachment 23 • Program Reinstatement: EOE-093, Attachment 24 • Program Completion: EOE-093, Attachment 25
MPP Digital Notifications	• EOE-093, Attachment 26 *(email and text)*
Connecticut Energy Assistance Program ("CEAP")	• EOE-093, Attachment 27 *(email)* • EOE-093, Attachment 28 *(letter)*
Heating Assistance Awareness Month	• EOE-093, Attachment 29 *(bill insert)* • EOE-093, Attachment 30 *(email)*
Targeted Community Outreach Campaign	• EOE-093, Attachment 31 *(email)*

Additionally, the Company promotes hardship designation and associated benefits and payment arrangements alongside other programs, like the non-hardship payment arrangement. For customers who *call* the Company, the live call conversation and the up-front IVR ensure that customers, hardship and non-hardship, are educated about financial hardship benefits and payment plans. See EOE-093, Attachment 32. For the IVR, 100% of customers who contact the Company's Credit Contact Center hear about and are prompted to prequalify for financial hardship.

Lastly, the Company uses a multi-channel communication strategy, including print, digital, web, traditional, and social media, to educate customers about year-round enrollment for financial hardship status and payment arrangements. Refer to the Company's response in EOE-094[i] for how non-hardship customers are educated about payment arrangements.

Table 3
Flexible Payment Arrangement Parameters for the EDCs and LDCs[17]

Residential Customer Flexible Payment Arrangements	Minimum Down Payment	Maximum Duration
Active[1] Hardship & Non-Hardship Customers	5% of arrearage OR $25, whichever is lower	18 months
To Reconnect Service:		
Disconnected Hardship Customer	20% of arrearage, not to exceed $400, inclusive of reconnection charge; [2] No security deposit; Required enrollment in a payment plan	18 months
Disconnected Non-Hardship Customer	50% of arrearage, not to exceed $1,000, inclusive of reconnection charge;[3] Security deposit may be required; Required enrollment in a payment plan	18 months

[1]Customers who miss more than two consecutive payments, but who have not had their service disconnected, may re-enroll onto the payment arrangement, with the same minimum down payment required and maximum duration offered, once within a 12-month period to avoid service disconnection.

[2,3] Any applicable reconnection charge to be assessed separately shall nonetheless be taken into account when determining a customer's down payment amount such that no hardship/non-hardship customer is paying more than $400/$1,000 for their down payment amount and reconnection charge combined.

ii

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Education, Outreach, and Enforcement

Question:

(COMPLAINTS) Please explain how the Company defines what is considered as a customer complaint.

Response:

The Company defines formal complaints primarily as customer issues or inquiries that may be escalated from various formal channels including the Public Utilities Regulatory Authority (PURA), the Attorney General, elected officials, or internal departments such as Government Affairs. Complaints escalated to leadership through channels, such as email and U.S.P.S mail are also treated as complaints. However, not all complaints and/or escalations through these channels are interpreted as representing instances in which the Company has made an error, was non-compliant or failed to meet its obligations. Customers may file complaints for a variety of reasons including but not limited to customer inquiries, misunderstandings, disagreements with company policies or dissatisfaction with outcomes based on established practices.

The Company also intakes informal complaints through its customer escalations process as described in OCC-136[i]. These escalations, including general inquiries, billing questions, payment issues, cost or usage concerns, and customer experience concerns, are generally handled in real-time during live calls. The customer escalation process serves as an avenue for customers to raise the aforementioned items, allowing the Company an opportunity to investigate and resolve matters through internal channels and escalation procedures without entering the formal complaint process as described above.

Prior Referenced Response:

[i] OCC-136 Question:
(COMPLAINTS) In the test year, how many and what percentage of customer complaints were resolved in one call/contact?

OCC-136 Response:
The Company periodically receives complaints directly from customers through its Contact Centers. The Company addresses such complaints through its structured customer-inquiry escalation process. As a practice, the Company tracks all customer inquiries that are escalated after the initial contact with a Customer Service Representative ("CSR"), regardless of whether they are deemed to be an actionable complaint. These escalations are logged by CSRs through an internal escalation tracking mechanism that captures any customer concerns regarding specific processes,

service experiences, or perceived gaps in resolution. Customer-inquiry escalation data is collected at the time of interaction, where the aim is to resolve the customer's inquiry on the first call.

The focus of an escalation ticket is to follow up and resolve the call. The Company does not distinguish between whether the customer is making an inquiry or an informal complaint. All customer inquiries are escalated with urgency, with no topic given higher priority, regardless of whether the complaint is a live transfer or call back. The Company targets a 24-hour response time to complete these escalations. However, it is important to note that not all escalations can be resolved on the first contact as they may require further research/follow up. The details captured in the escalation process feed into a monthly report used by management to confirm timely resolution of these inquiries. This report groups escalations by topic and resolution timing: on live call, within 24 hours, or after 24 hours. The Company uses this report to monitor escalations internally and to ensure that customers receive a responsive resolution.

In the test year, 2025, the Company resolved 92% of customer complaints received though the internal escalation process within 24 hours. The table below details the total number of customer escalations received compared to the total number resolved within the 24-hour timeframe.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Shamus O'Brien
Request from: Office of Education, Outreach, and Enforcement

Question:

(COMPLAINTS) For each year since the last rate case to present, please identify the:
a. Number of complaints the Company received; and
b. Top five issues contained in complaints received, including the number of complaints received regarding each issue.

Response:

The total number of complaints received by the Company is provided below. Customers may file complaints for a variety of reasons including but not limited to customer inquiries, misunderstandings, disagreements with company policies or dissatisfaction with outcomes based on established practices. Consequently, the counts below should not be interpreted as a measure of company error or non-compliance.

In 2022, the Company established a new review process to specific to formal complaints from the channels listed below in Table 1 and 2 to help the Company understand how and where our processes, controls, or communication strategies can be improved to minimize similar errors from happening in the future.

a. Table 1, below, shows the total number of complaints the Company has received through more formal channels such as PURA's Office of Education, Outreach and Enforcement (EOE), the Attorney General, Governmental Affairs, Office of Consumer Counsel (OCC) and the Department of Consumer Protections in each year since the last rate case.

Table 1: Customer Complaints through Formal Channels	
Year	Complaints
2017	1,785
2018	2,266
2019	2,406
2020	1,185
2021	646
2022	835
2023	1,034
2024	886
2025	583
2026 (July YTD)	396

In addition, the Company maintains a structured process to review and resolve the small number of complaints that enter the Company from informal channels other than EOE. These complaints are shown in Table 2.

Table 2: Customer Complaints Through Informal Channels	
Year	**Total Complaints**
2017	52
2018	66
2019	62
2020	60
2021	49
2022	54
2023	53
2024	68
2025	49
2026 (July YTD)	25

The Company also periodically receives informal complaints directly from customers through its Contact Centers. The Company addresses such complaints through its structured customer-inquiry escalation process. As a practice, the Company tracks all customer inquiries that are escalated after the initial contact with a Customer Service Representative ("CSR"), regardless of whether they are deemed to be an actionable complaint.

Table 3: Customer Escalations through Escalations Process

Year	Total Customer Escalations
2017	2,611
2018	17,591
2019	23,431
2020	9,977
2021	4,321
2022	7,218
2023	9,619
2024	10,381
2025	11,193
2026 (July YTD)	6,084

b. The tables below identify the top five issues or categories raised in each category of complaints received. Please note that the number of complaints shown are the totals from 2017 through the end of July 2026.

Table 4: Top Five Issues Raised in Formal Customer Complaints through Formal Channels

Top Five Issue Types	Termination	Payment Arrangements	Billing	General Information	Installation
Total	3,084	2,427	2,434	2,314	673

Table 5: Top Five Issues Raised in Formal Customer Complaints through Informal Channels

Top Five Issue Types	Credit	Billing	Field	Customer Service	Outage
Total	138	137	125	49	43

Table 6: Top Five Issues Raised in Customer Escalations through Escalations Process

Top Five Issue Types	Credit Issue	Shut-off Non Payment	Other	Outage-Electric	Bill Inquiry
Total	**44,555**	**16,683**	**11,467**	**6,098**	**4,369**

Date Filed: August 14, 2026

Witness: Jeffrey M. Pugliese
Request from: Office of Education, Outreach, and Enforcement

Question:

(OUTREACH) Describe all the ways in which the Company engages in community outreach. Further discuss:

a. The role community outreach plays in customer service;
b. List all community liaisons the Company uses; and
c. Explain the role of account managers in community outreach.

Response:

a. The Eversource Community Relations team owns and manages the relationship between the Company and the cities and towns it serves. Each municipality has a dedicated Community Relations Specialist that works closely with town officials on all relevant matters including planned and emergent work, emergency response, engagement with community organizations, and more. As customers engage with town officials on utility issues, the Eversource Community Relations team is the main point of contact and is responsible for:

    -Responding to inquiries from officials and actively engage experts to resolve concerns
    -Providing advice, counsel, and services relating to local government and community policies
    -Connecting internal departments with external partners
    -Helping municipalities with low-income and energy efficiency programs
    -Providing updates on energy-related projects to state, local, and business officials
    -Sharing external relationships with community leaders to accomplish key business objectives and enhance relationships with those leaders and their communities

b. Please see below for the current makeup of the Eversource Connecticut Community Relations team:

    Jeff Pugliese
    John Arsego
    Robin Kebernick
    Francesca Lucia
    Timothy Waldron

Christopher Farrell
Austin Samuelson
Daniel Davis

Mark Massaro
Samuel Carmody
Victoria Paison DeStefano
Michael Sullivan
Ryan McKenna

Rebecca Spurrier
Anna Savastano
Egzon Balidemaj
Jaquan Samuels

c. The role of an Eversource Electric Account Executive is to assist the Chief Elected Officials of municipalities who require electric infrastructure for an existing town facility and/or a new construction of a town facility.

Date Filed: August 14, 2026

Witness: Timothy J. Griffin
Request from: Office of Education, Outreach, and Enforcement

Question:

(BAD DEBT EXPENSES AND RESERVES) For each year since the last rate case (through present), provide in an Excel spreadsheet format, a monthly bad debt roll-forward by customer class, inclusive of the following information:

a. Month and year
b. Customer Class
c. Hardship Status
d. Beginning Reserve
e. Monthly Expense/Write-offs
f. Monthly Reversal/Collections
g. Ending Reserve

Response:

Please refer to EOE-098, Attachment 1, for the requested monthly bad debt roll-forward for each year since the last rate case through present, which covers the period from January 2018 to July 2026. The Company does not report, analyze, or account for bad debt expense by customer class; therefore, a roll-forward schedule by customer class is not available. However, Page 1 of the attachment contains the requested information for non-hardship customers, while Page 2 contains the same information for hardship customers. As requested, the bad debt roll-forward schedules contain the monthly write-offs, recoveries/collections, and bad debt expense.

Date Filed: August 14, 2026

Witness: Elizabeth N. Jones
Request from: Office of Education, Outreach, and Enforcement

Question:

(E-BILLING) Exhibit CLP-REVREQ-2, Schedule H-2.0(A). Provide copies of all screen-shots that a standard residential customer participating in e-billing would view when accessing and reading a monthly bill from the Company.

Response:

Please refer to EOE-099, Attachment 1, which contains an image of an e-billing email and screenshots for all of the links within the email for a standard residential customer.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Joseph D. Rubino
Request from: Office of Education, Outreach, and Enforcement

Question:

(ESTIMATED BILLING) Exhibit CLP-REVREQ-2, Schedule H-2.0(C). For each year since the prior rate case (through present), provide in an Excel spreadsheet format, a monthly summary of estimated bills issued to ratepayers by customer class. Please include both the counts and summarized amounts.

Response:

Please refer to EOE-100, Attachment 1, for a summary of estimated bills issued to customers by customer class.

Date Filed: August 14, 2026

Witness: Jessica B. Cain, Jason Tharpe and Joseph D. Rubino
Request from: Office of Education, Outreach, and Enforcement

Question:

(METER READING) Exhibit CLP-REVREQ-2, Schedule H-2.0(C). Since the prior rate case (through present), indicate the percentage of customer meters that have not been read for the following time periods:

a. 1 to 3 months;
b. 4 to 6 months;
c. 7 to 11 months;
d. 12 months or greater.

Response:

Please refer to EOE-101, Attachment 1, for a count of estimated reads from January 2018 to June 2026. When an actual meter read is not available, usage is estimated for billing.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Jason Tharp
Request from: Office of Education, Outreach, and Enforcement

Question:

(APPOINTMENTS) Exhibit CLP-REVREQ-2, Schedule H-2.0 (D). What are the Company's procedures when it cannot keep a scheduled appointment?

Response:

The Company values prioritizing customer appointments but there are times when weather conditions or lack of available resources due to emergent issues can heed the ability to keep the scheduled appointment.

Each morning, the Field team prioritize appointments when handing out assignments. If they realize the appointment cannot be met, the Field Mechanic will call the Admin group to have them contact the customer to reschedule.

The ownership of the subsequent steps differs depending on the appointment type, but the actions remain the same, advising the customer as soon as possible of the change in the appointment.

- Meter Witness Test
  - If a Field Mechanic is unable to get to the customer for a witness test due to weather conditions or an emergent need, the Field Mechanic would call the Admin group.
  - The Admin group would then email a Billing Specialist to reschedule with the customer at the customer's earliest convenience.

- All Other Appointments
  - The Admin group would call the customer and explain that the Field Mechanic will not be able to make the appointment time and will need to reschedule at the customer's earliest convenience.

Date Filed: August 19, 2026

Witness: Donald J. Scacco Jr., Jared A. Lawrence and Jason Tharp
Request from: Office of Education, Outreach, and Enforcement

Question:

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

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

Response:

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

1. Meter Exchange
2. Meter Investigation
3. Crossed Meter Investigation
4. Solar Meter Socket Adaptor
5. New Customer Service Installation (of various types)

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

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

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

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

1. Meter Dept:

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

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

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

2. Overhead/Underground Lines:

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

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

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

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

c. Please refer to the response to subpart (b), above.

Date Filed: August 18, 2026

Witness: Donald J. Scacco Jr., Jared A. Lawrence and Jason Tharp
Request from: Office of Education, Outreach, and Enforcement

Question:

(APPOINTMENTS) Exhibit CLP-REVREQ-2, ScheduleH-2.0 (D). Regarding after-hour and weekend appointments, what is the earliest and latest times that the Company will offer an appointment?

Response:

The Company offers appointments to customers at any date or time they require. Appointments scheduled outside the Company's normal business hours or appointments within normal business hours that require Eversource employees to standby at the jobsite for extended periods of time are subject to billing of the customer ahead of time.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(POLICIES AND PROCEDURES) Exhibit CLP-REVREQ-2, Schedule H-2.0 (F). Provide the Code of Business Conduct referenced on p. 15. If this has already been provided in this matter, please indicate where.

Response:

The Eversource Code of Business Conduct is provided as EOE-105, Attachment 1.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Cherna M. Baten
Request from: Office of Education, Outreach, and Enforcement

Question:

(POLICIES AND PROCEDURES) Exhibit CLP-REVREQ-2, Schedule H-2.0 (F), p. 61. Provide the total number of instances, by month, that the Company has suspended service terminations due to extreme temperatures and severe weather since the Company's last rate case to present.

Response:

Please see EOE-106, Attachment 1, which provides the data requested on suspended residential service terminations due to extreme temperatures and severe weather.

For clarity, the COVID-19 service disconnection moratorium started in March 2020 and was in effect year-round, regardless of the temperature or weather. The residential service disconnection moratorium periods for residential customers were as follows:

- Non-Hardship Customers March 2020 – September 2021
- Hardship Customers November 2019[1] – May 2024

[1] The annual winter protection period for residential hardship customers is from November 1 to May 1, which overlapped with the COVID-19 disconnection moratorium in the 2019/2020 winter, resulting in a 4 ½ year disconnection moratorium period for hardship customers.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Joseph D. Rubino
Request from: Office of Education, Outreach, and Enforcement

Question:

(BUDGET BILLING) Does the Company reevaluate a customer's budget billing amount only once every six months? Please list all exigent circumstances that could cause a customer's budget billing amount to be reevaluated. Further, please provide all policies, procedures, and documentation provided to customer service representatives (CSRs) regarding budget billing.

Response:

Please see EOE-107, Attachment 1, for information provided to CSRs regarding budget billing.

The Company's budget billing monthly required payment amount is automatically performed by the Company's customer information system ("C2"). The Company does not have a formal policy about the program, but provides the following information about **how budget billing works**:

Eversource offers budget billing to our Electric and Gas customers. Budget Billing enables customers to have more predictable monthly bill payment amounts and helps flatten annual seasonal variations in price and usage. Budget billing is *not* recommended for customers who expect material changes in their usage or pricing in the upcoming year.

Budget billing is available to customers who:

- Are residential
- Have resided at their current location for 12 months or more
- Are in good financial standing with zero past due balance
- Do not have a net meter
- Do not have a loan on their account
- Are not summary billed (several service accounts on one summary billing customer account number)

Budget Billing Monthly Required Payment Amount Calculation ("Calculation")**:** The monthly budget billing monthly required payment amount is set by the Company's C2/customer information system using the prior 12 months usage multiplied by the current pricing (on the day of the initial budget billing payment enrollment) plus current balance, divided by 12.

Review Process**:** If the customer's usage and prices stay reasonably consistent with the prior year, then the customer's budget billing monthly required payment amount will remain flat at that initial amount through their 12-month budget billing cycle. If, however, there are material changes in the customer's actual usage or pricing, the Company's budget billing program performs automated reviews and adjustments of the budget billing monthly payment amount within the 12-month

budget billing cycle. The Budget Billing program automatically conducts monthly, 6-month and annual reviews comparing the initial budget billing monthly payment amount to actual cost and usage. Listed below are the current review thresholds:

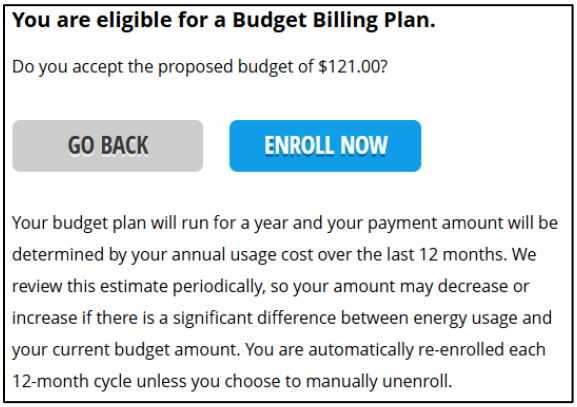
- Monthly Review: If the budget billing monthly required payment amount is +/- 35% and +/- $20 the monthly budget billing payment amount would be adjusted (up or down) using the Calculation.
- 6-Month Review: If the monthly budget billing payment amount is +/- 15% and +/- $10 the monthly budget billing payment amount would be adjusted (up or down) using the Calculation.
- Annual Review: The budget billing monthly required payment amount will be calculated using the Calculation and any account credit or debit balance difference is applied to the annual settle-up bill.

A customer will be automatically removed from the Budget Billing program if two billing cycles of monthly budget billing payments are not made. Otherwise, a customer will remain enrolled in budget billing unless they chose to unenroll.

Customer Budget Billing Notifications:

Customers are notified at budget billing enrollment, monthly and when their budget billing monthly required amount changes.

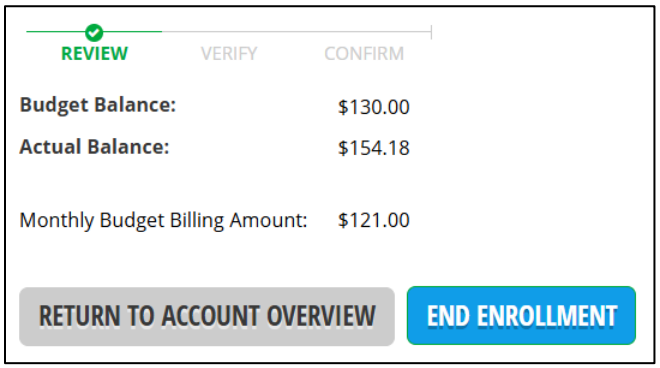
1. At the time of budget billing enrollment, customers are provided information about how their budget billing amount may be changed over time. For example, the screenshot below is displayed at budget billing enrollment:



2. Every month the customer's bill displays their "Monthly Budget Amount", "New Budget Balance", "Budget Balance Forward" (if there is one) and the section labeled "Actual to Budget Comparison" that includes actual versus budget billing charges since the Settle-up month, which is also displayed. The Company notes that the design of this information was included in the Connecticut electric bill redesign Docket completed a few years ago.

Budget Billing Summary	
Prior Budget Billed Amount 06/09/26	$130.00
Payments Received Through 06/30/26 - Thank You!	$130.00 cr
Budget Balance Forward	**$0.00**
Monthly Budget Amount	$130.00
New Budget Balance	**$130.00**
Actual to Budget Comparison	
Settle-Up Month:	Dec
Actual Charges to Date	$934.18
Budget Charges to Date	$910.00
Difference	$24.18

3. Also every month, the customer's budget billing information on the web will display the following insight so customers can see how their actual billed usage is comparing to their budget billing amount over time. For example:



Last, but not least, if and when a periodic review determines that the customer's billed usage has triggered a change in their budget billing monthly required payment amount, then *one month ahead* of that amount changing, it's displayed as a customer-specific bill message.

Date Filed: August 20, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(UNCOLLECTIBLES) Exhibit CLP-REVREQ-2, Schedule G-2.18, Uncollectible Data. For each residential and commercial account listed, provide the age of the debt, describe the circumstances that resulted in the delinquency, and the Company's attempts to collect the amount owed. Further provide the collection costs associated with each account listed (i.e., attorney fees, mailing costs, interest, and collection agencies).

Response:

Please refer to EOE-108, Attachment 1, for the requested information for both residential and commercial customers from Schedule G-2.18 that includes the age of debt, circumstances that resulted in delinquency, and the attempts to collect. The attempts to collect are further broken out into the following:

- Letters sent with any known attorney fees and mailing costs;
- Field Visits with number of visits for termination or reconnection and the costs of disconnect; and
- Third Party Collections including date referred to the collection agency, customer payments received by the agency, and any collection agency costs.

Additionally, the Company provides the collections costs associated with each account.

Date Filed: August 14, 2026

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

Question:

(COMMUNICATIONS) Exhibit CLP-REVREQ-2, Schedule H-2.0(B). Does the Company annually provide new customers and existing customers with an explanation of rights, as described in § 16-3-100(c)(1)(B) of the Regulations of Connecticut State Agencies? Describe in detail if the explanation of rights is made available electronically to e-billing customers, or in writing for customers without online access.

Response:

Exhibit CLP-REVREQ-2, Schedule H-2.0(B) is included with disconnect notices and in addition, The Company provides all customers with an explanation of rights annually as a bill insert. Electronic billing customers receive this information via a link in their statement alert. A webpage on eversource.com also includes this information.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(ESTIMATED BILL) Exhibit CLP-REVREQ-2, Schedule H.2.0(C). How does the Company make customers aware of the availability of a payment arrangement as provided for in Conn. Agencies Regs. § 16-3-102(D)(2)?

Response:

After an actual meter read is gathered following a period estimated, the estimated time period is rebilled with the actual usage. If 53 days or greater of rebilled charges are invoiced, the customer is automatically placed on a payment plan, and a corresponding letter is automatically mailed to the customer explaining the updates made to their bill to reflect their actual usage. Please refer to EOE-110, Attachment 1, for a copy of the system-automated payment plan letter.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(SECURITY DEPOSITS) Please provide a copy of the Company's security deposit procedures for non-residential customers.

Response:

CL&P's policy 150.3[1], Commercial/Industrial Application for Service Including Security Deposits, follows PURA's directive found in Section IV-B-4 of the Decision dated October 11, 2023, in Docket No. 23-05-01, Annual Review of Affordability Programs and Offerings (Energy Affordability Annual Review).

[1] CL&P's policy is included as Exhibit CLP-REVREQ-2, Schedule H-2.0 (F), p. 12 of this filing.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(SECURITY DEPOSITS) Does the Company provide a written copy of its policies and procedures to a non-residential customer who is required to provide a security deposit? Separately discuss how that information is provided to the customer.

Response:

The Company provides customer communication about security deposit information for non-residential customers in a number of ways, including:

- Within its Billing Rights, which is available on the web at: https://www.eversource.com/content/business/account-billing/manage-bill/about-your-bill/billing-rights.
- Via a bill insert – which explains payment options and information on when a deposit is refunded (refer to EOE-112, Attachment 1). This bill insert is sent following the Company's request for a security deposit.
- Displayed on the monthly bill – Both paid and unpaid security deposits are displayed on a customer's monthly bill. Customers who pay their security deposit also receive a letter confirming receipt (refer to EOE-112, Attachment 2).
- In live call conversations – Non-residential customers are also provided information verbally when speaking to a customer service representative. A security deposit may be requested at move-in or as a condition to reconnect service after non-payment. Move-in and reconnect service requests are completed during live call conversations and customers are *verbally* informed about the need for a security deposit and options available.

The above are customer communication methods and material - designed to provide a non-residential customer information. In contrast, the Company's policies and step-by-step instructions or procedures are not written to be used as *customer* communication. Rather, they are written to be guidelines that 'set the goal' and 'show the why' for the Company and its employees. Please see Exhibit CLP-CUSTOMER-1, at Page 46 for more information regarding the Company's definition of a "policy".

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(COMMUNICATIONS) Exhibit CLP-REVQ-2, Schedule H-2.0(E). If requested, how are customers provided a copy of the Company's terms and conditions? Are written copies made available to customers without online access?

Response:

Customers can view terms and conditions at Eversource.com, under https://www.eversource.com/content/residential/account-billing/manage-bill/about-your-bill/rates-tariffs/gas-tariffs-rules. If a customer without online access requests a paper copy, a Customer Service Representative will mail it to them.

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CALL CENTER) Provide, on a monthly basis for the last three years, the following telephone answering statistics for the Company's call centers and any third-party call center employed by the Company. Please provide the following information separated by internal and external call centers:

a. ASA;
b. Average call handle time;
c. Number of abandoned calls;
d. Abandoned call rate;
e. Average time spent in an IVR queue;
f. Average number of employees answering calls; and
g. Ratio of calls to customer service representatives.

Response:

Telephone answering statistics for metrics (a) through (g) have been provided in EOE-114, Attachment 1.

Telephone answering statistic (e) "Average time spent in an IVR queue" is not an available metric. Since it is unavailable, the Company has provided "Transaction completion rates in the IVR," as the Company believes it is a vital and relevant measure for performance and is something which is tracked.

The Company tracks this data by call types, (1) Residential and Commercial and (2) Credit, not by individual agents reporting to a specific call center. Performance is summarized by customer status and account type (Credit vs Non-Credit, and Residential and Commercial.) Primarily, residential and commercial calls are handled by internal contact centers, however, external contact center agents also support residential and commercial calls. Credit calls are handled solely by external contact center agents.

Date Filed: August 14, 2026

Witness: Jessica B. Cain and Daniel M. Traynor
Request from: Office of Education, Outreach, and Enforcement

Question:

(FLEXIBLE PAYMENT ARRANGEMENTS) Please describe how the Company determines the monthly required monthly payment for Flexible Payment Arrangements (FPAs), which have a flat monthly payment.

a. During an 18-month payment arrangement, does the Company reassess the flat monthly requirement payment amount? If yes, how frequently does the Company reassess the payment amount and how does the Company determine the new requirement payment amount?
b. Please provide the number of customers who continue to have an arrearage after successful completion of their FPA for every year since 2024, broken down by residential customers (hardship and non-hardship) and non-residential customers.
c. Of the customers included in (b) above, please provide the number of customers with arrearages within certain ranges (e.g., $1 – 100, $101 -$500, etc.).

Response:

Please refer to page 5 of EOE-115, Attachment 1, which is a copy of Joint 04: How It Works Payment Plans from Docket No. 26-06-01, and describes how flexible payment arrangements ("FPA") work, including how the monthly required payment amount is calculated.

a. No. Unlike the Matching Payment Program ("MPP"), the monthly required payment amount for the PURA-ordered 18-month duration FPAs are not automatically reassessed. The Company has the technical capability to offer a "Current Plus" payment plan, which amortizes the past due balance over 18 months and adds to current charges. However, the "Current Plus" payment plan does not extend up to the PURA-required 18 month duration and it was excluded from scope in the PURA-led bill redesign implemented a few years ago. For customers on the FPA, the total balance due *is* provided clearly to customers with each bill and was explicitly redesigned to do so with that bill redesign implementation a few years ago. Customers can go on-line or call the Company to modify their payment plan to address balances or credits accruing on the account since they set up their payment plan..
b. In the Table 1 below, the Company provides the number of customers who continue to have an arrearage after successful completion of their FPA for every year since 2024, broken down by residential customers (hardship and non-hardship) and non-residential customers.
c. Table 1 below also includes the number of customers with arrearages by range, by year and by customer type as specified in subpart (b).

Table 1. Number of customers with an arrearage after successful completion of FPA (by range)

Year	Arrearage Range	Residential – Non-Hardship	Residential – Financial Hardship	Non-Residential
2024	$1 - $100	580	684	16
	$100 - $200	423	420	10
	$200 - $300	288	249	9
	$300 - $400	197	160	12
	$400 - $500	161	119	8
	$500 +	727	443	58
	Total	**2,376**	**2,075**	**113**
2025	$1 - $100	614	1,641	11
	$100 - $200	477	1,048	2
	$200 - $300	339	654	5
	$300 - $400	245	355	7
	$400 - $500	188	219	3
	$500 +	1,020	748	42
	Total	**2,883**	**4,665**	**70**
2026	$1 - $100	529	1,037	0
	$100 - $200	426	788	2
	$200 - $300	360	466	0
	$300 - $400	265	297	1
	$400 - $500	179	197	0
	$500 +	1,100	687	7
	Total	**2,859**	**3,472**	**10**

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER CALLS-REVIEW) Provide any policies, procedures, guidance, review templates, or other information that details the attributes evaluated by management during its review of customer calls.

Response:

Internally, the Company follows a behavior-based Quality Assurance Program designed to provide guidance to call takers and improve their overall performance. The Quality Assurance Program focuses on four categories: Courtesy, Concern, Timely Resolution, and Technical Knowledge. Courtesy is defined as behavior marked by excellence of manners, social conduct and respect for others. Concern is defined as behavior marked by understanding, sensitivity, and sharing the feelings of another. Timely Resolution is defined as behavior marked by efficient and effective use of company and customer time. Technical Knowledge is defined as behavior marked by accurate and complete adherence to policies and procedures, ensuring to provide accurate information and thoroughly educate the customer.

An internal Quality Assurance team made up of experts who focus on providing feedback to hundreds of calls per month as well as Contact Center Supervision are responsible for completing CSR feedback. The aim is to provide CSRs with a variety of input and ideas to improve their long-term ability to satisfy customers and adhere to Company expectations during all interactions as well as learning which behaviors should be continued. CSRs receive approximately four (4) feedback calls per month. Over time, CSR performance, strengths and opportunities for improvement are identified through the Program, providing supervisors with information to develop CSRs into improved call takers.

Contained within EOE-116, Attachment 1, is the document that guides CSRs in the Quality Assurance Program. It is the "behavior guide." This document guides the CSRs into behaviors and categorizes sub-behaviors that belong to each category, helping the CSR understand expected behaviors during customer interactions. The document is also a helpful companion to the Quality Assurance team and supervision as they provide feedback to the CSRs. It is not intended to be an all-encompassing script, but merely a guide to help CSRs understand the Program and the Company's expectations for customer interactions. The art of providing feedback comes from the expertise of the individual providing the feedback, relying on years of experience and knowledge to enhance CSR interactions.

The Company's Vendor Management team conducts regular quality review of customer interactions handled by the external third-party vendor, Alorica, that specializes in handling the Credit and Collections calls. Call evaluations are performed using guidance from the Authority approved call script and the Call Review Template to ensure compliance with the established operational and quality standards. Please refer to PURA-approved scripts provided in Docket No. 17-12-03RE01, Interim Decision (July 1, 2020)[1] and Call Review template in Docket No. 21-07-01, provided as OCC-110, Attachments 1 and 2.

In addition to assessing adherence to the approved script and quality assurance requirements, the review process evaluates Customer Service Representatives ("CSRs") soft skills and customer engagement. This includes assessing whether the CSRs communicate professionally, demonstrate active listening and empathy, use inclusive language, and respects diversity and promotes an equitable customer experience.

The outcomes of these reviews are used to identify areas for improvement and support ongoing coaching and continuous quality enhancement.

For both internal & external employees, CSRs are scored on an average of four (4) calls per month. It is important to note that these calls are not strictly for CL&P customers, as CSRs are also trained to support customers across other operating companies.

[1] https://www.dpuc.state.ct.us/2nddockcurr.nsf/8e6fc37a54110e3e852576190052b64d/72516f9d3f7a4f5b8525875200798ecb?OpenDocument

Date Filed: August 14, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER CALLS-REVIEW) Provide an unlocked Excel spreadsheet detailing the customer calls that the Company has reviewed from January 1, 2025, through December 31, 2025. As part of the information, please provide available details including, but not limited to the CSR, the call date/time, the call type, the review date, internal or external CSR, and the review results.

Response:

The Company provides the excel spreadsheet EOE-117, Attachment 1 CONFIDENTIAL, containing details of reviewed calls for both external and internal Customer Service Representative ("CSRs"). The spreadsheet includes approximately 15,100 total entries.

The spreadsheet contains the following details:

a) Contact ID
b) CSR name
c) Call date
d) Call type
e) Call reviewed date
f) Evaluation score
g) CSR – External/Internal

The Company also clarifies the score format for external and internal CSR evaluation scores differ. External CSR evaluation scores are reflected as a percentage, with each call utilizing a 0 to 100% scoring scale.

In contrast, internal CSR scores are based on a categorization methodology rather than a percentage-based scoring system. The score scale is 1 through 5, with 5 being the top score. The CSR score is generated by scoring four categories and calculating the average of the four categories. Each category can receive either a 1 (falls short of expectations,) a 3 (meets expectations,) or a 5 (exceeds expectations). These category scores are averaged to create an overall score, as shared in the spreadsheet.

Both external and internal CSRs are scored on an average of four (4) calls per month. It is important to note that these calls are not strictly for CL&P customers, as CSRs are also trained to support customers across other operating companies.

Date Filed: August 14, 2026

Witness: David S. Coco
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER SERVICE SYSTEM FLOWS) Provide both a listing of customer service-related applications and a systems flowchart detailing the interactions between the various applications. As part of the response, please discuss each system and identify the type of information contained within the system.

Response:

Please see EOE-118, Attachment 1, for the CT Electrical Customer Service System Flows. The Company will supplement the response to include the detailed listing of applications as well as additional information relating to the system as soon as practicable.

Date Filed: September 01, 2026

Witness: David S. Coco
Request from: Office of Education, Outreach, and Enforcement

Question:

(CUSTOMER SERVICE SYSTEM FLOWS) Provide both a listing of customer service-related applications and a systems flowchart detailing the interactions between the various applications. As part of the response, please discuss each system and identify the type of information contained within the system.

Supplemental Response:

Please refer to EOE-118-SP01, Attachment 1, for a detailed listing of customer service-related applications, including a description and data type for each. The Company is also including EOE-118-SP01, Attachment 2, which is a clearer, and more simplified version of the CT Electrical Customer Service System Flows which was previously provided in the Company's original response.

Original Response:

Please see EOE-118, Attachment 1, for the CT Electrical Customer Service System Flows. The Company will supplement the response to include the detailed listing of applications as well as additional information relating to the system as soon as practicable.