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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.