PBR Metric	Metric Name	Metric Type	Definition / Summary	Target Proposal
System Reliability PIMs	**Blue Sky SAIDI**	PIM	Measures the average number of minutes of interruption experienced by all customers. SAIDI performance reflects the combined impact of the frequency of interruptions and their duration. Methodology is IEEE excluding planned outages.	One St Dev above 5-year fixed avg. 2022-2026
	Blue Sky SAIFI	PIM	Measures the average number of sustained interruptions experienced by all customers. Methodology is IEEE excluding planned outages.	One St Dev above 5-year fixed avg. 2022-2026
Customer Reliability PIM	**Average Count of Repeat CEMI-5 and CELID-6 Customers**	PIM	Measures the combined average count of repeat customers for both CEMI-5 and CELID-6. Methodology is IEEE excluding planned outages, major storms, and service outages. Repeat is defined as customers who have experienced 5 or more sustained interruptions, or interruptions 6+ hours in duration, in two (2) consecutive years.	5-year fixed avg. 2022-2026
Customer PIM Suite	**Level 1 DER Interconnection Processing (Avg. Days, Company-Controlled Time)**	PIM Suite	Measures the average number of business days for Eversource to process DER interconnection applications specific to key Pre-Construction and Post-Construction steps within the EDCs' direct control: Application Receipt to Conditional Approval (CA) & Town Inspection to Permission to Operate (PTO).	35 Average Business Days
	Digital Customer Engagement	PIM Suite	Measures digital transactions as a percentage of overall customer transactions. Digital transactions include engagement with customers via self-service and alert notifications. Results reflect Eversource data as not all digital transactions can be isolated to a specific Operating Company.	92.18% (2025 Actual)
	Controllable Average Call Handle Time	PIM Suite	Measures the average amount of non-phone time associated with customer interactions by combining customer hold time and post-call work time. It is intended to quantify operational efficiencies that impact the customer wait experience and agent capacity utilization, while intentionally excluding talk time to avoid incentivizing rushed or lower-quality customer interactions.	76 seconds (5-year avg. excl. 2024)
	Post Transaction Survey – CSR Attributes	PIM Suite	Measures the average of the 4 CSR rated attribute scores related to courtesy, friendliness, knowledge and concern measured in the Post-interaction Survey. Survey metrics are measured on a 10-point scale	8.43 (2025 Actual)
	Average Discount Rate Enrollment Time (Days)	PIM Suite	Measures the average number of business days it takes the Company to enroll an eligible customer in the Discount Rate following the date customer provides qualifying proof of eligibility.	2 Business Days
Customer Receivables >60 Days Metric	**Receivables Over 60 Days as a Percentage of Revenue on a Rolling 12-Month Basis**	Reported	Measures the dollar amount of active receivables greater than 60 days past due, expressed as a percentage of billed revenue over a rolling 12-month period.	[reporting only]
Cost Efficiency Metrics	**Core Operating Expenses per Customer**	Reported	Measures the distribution and electric system improvement operating and maintenance expenses, excluding vegetation management costs, pension costs, and storm costs on a per customer basis.	[reporting only]
	Core Operating Expenses per Line Mile	Reported	Measures the distribution and electric system improvement operating and maintenance expenses, excluding vegetation management costs, pension costs, and storm costs on a per distribution line basis.	[reporting only]
	Capex per Customer	Reported	Measures Capital expense on a per customer basis.	[reporting only]
	Capex per per Line Mile	Reported	Measures Capital expense on a per distribution line basis.	[reporting only]
Environmental	**GHG Emissions**	Reported	Measures Greenhouse Gas Emissions separated into Scope 1, Scope 2, and Scope 3 emissions, as well energy and emissions intensity by customer class.	[reporting only]

PBR Metric	Metric Name	Penalty Factor	Max Penalty	Share of 0.5% exogenous cost threshold	Incentive Factor	Max Incentive	Share of 0.5% exogenous cost threshold
System Reliability PIMs	Blue Sky SAIDI	Sliding Scale Starting at 1 StDev; Capped at 2 StDev	$ 3,500,000	35%	Downside Only	$ -	0.0%
	Blue Sky SAIFI	Sliding Scale Starting at 1 StDev; Capped at 2 StDev	$ 3,500,000	35%	Downside Only	$ -	0.0%
Customer Reliability PIM	Average Count of Repeat CEMI-5 and CELID-6 Customers	Upside Only	$ -	0%	Sliding Scale Starting at 5-yr Avg.; Capped at 1 StDev	$ 3,000,000	30%
Customer PIM Suite	Level 1 DER Interconnection Processing (Avg. Days, Company-Controlled Time)	Composite Index Score: Sliding scale starting at Index of 90; Capped at Index of 85.	$ 3,000,000	30.0%	Composite Index Score: Sliding scale starting at Index of 110; Capped at Index of 115.	$ 2,000,000	20.0%
	Digital Customer Engagement						
	Controllable Average Call Handle Time						
	Post Transaction Survey – CSR Attributes						
	Average Discount Rate Enrollment Time (Days)						
Customer Receivables >60 Days Metric	Receivables Over 60 Days as a Percentage of Revenue on a Rolling 12-Month Basis	N/A			N/A		
Cost Efficiency Metrics	Core Operating Expenses per Customer	N/A			N/A		
	Core Operating Expenses per Line Mile	N/A			N/A		
	Capex per Customer	N/A			N/A		
	Capex per per Line Mile	N/A			N/A		
Environmental	GHG Emissions	N/A			N/A		