EVERSOURCE

Aquarion Rate Cases: Prepare, file and support rate cases to achieve positive regulatory outcome (pending divestiture) **Responsible: VP Distribution Rates & Revenue Requirements**		**C**
1 Aquarion CT – Resolution of appeal of Superior Court Ruling at CT Supreme Ct. (no statutory deadlines)	C	Jan – Dec
2. Aquarion CT – Resolution of PURA remand decision appeal at CT Superior Ct. (no statutory deadlines)	C	Jan – Dec
3. Aquarion CT - Prepare new rate case (2024 test year)	C	
4. Aquarion CT – WICA filing for rates effective Apr 1st and Oct 1st.	C	Feb – Oct
5. Aquarion NH - WICA filing for rates effective July 1st.	C	Feb – Jul
PSNH Rate Case: Support rate case process to achieve positive regulatory outcome (DE 24-070) **Responsible: VP Distribution Rates & Revenue Requirements**		**C**
1. Support Technical Sessions, Settlement Conferences	C	Jan – Feb
2. Submit Settlement Agreement to PUC		
3. Support Evidentiary Hearings/Briefing and Final Hearings before PUC	C	Mar – Jul
4. Final PUC decision by 7/25/25, Rate effective on 8/1/25	C	Aug
5. Process motions for clarification	C	Sep – Dec
CL&P Rate Case: Prepare, file and support rate case to achieve positive regulatory outcome **Responsible: VP Distribution Rates & Revenue Requirements**		**C**
1. Assess the regulatory environment for filing rate case	C	Jan – Dec
2. Maintain readiness to prepare rate case	C	Jan – Dec
3. File rate case, as may be required		2026
4. Respond to discovery questions as needed		2026
Yankee Gas Rate Case: Support rate case process to achieve positive regulatory outcome **Responsible: VP Distribution Rates & Revenue Requirements**		**C**
1. Respond to discovery questions	C	Jan – May
2. Participate in hearings, review intervenor materials, prepare & file briefs	C	Jun – Aug
3. PURA issues Draft and Final Rated Orders	C	Sep – Oct
4. Rates go into effect	C	Nov

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EVERSOURCE

CT 2018-2024 Storm Filings: Support filing and obtain a favorable regulatory outcome **Responsible: VP Distribution Rates & Revenue Requirements**		**Y**
1. 2018-2022 Storms - discovery questions (ends 1/6/26)	Y	Jan – Dec
2. 2018-2022 Storms - Hearings (PURA deemed unnecessary)		
3. 2022-2023 Storm Filing (filed 12/31/2024) - discovery questions	C	Jun – Dec
4. 2023 Storm Filing (file July 10, 2025)	C	Jan – Jun
5. 2023 Storm Filing - PwC Attestation Review	C	Apr – Jun
6. 2023 Storm Filing - PwC Filing support and analysis	C	Apr – Jun
7. 2023 Storm Filing	C	Jun
8. 2023 Storms - discovery questions	C	Jul – Dec
9. 2024 Storm Filing - Prepare documents for 2024 CT storm filing	C	Jul – Dec
10. 2024 Storm Filing - File for CT 2024 storm cost recovery		2026
MA Storm Filings: Prepare/submit documentation to support prudency investigation **Responsible: VP Distribution Rates & Revenue Requirements**		**C**
1. Support Prudency Investigation for Exogenous 2023 Storms (Docket: 24-158)	C	Jan – Dec
2. Support Prudency Investigation for 2023 Storms	C	Jan – Dec
3. Prepare Prudency Documentation for 2024 Storms	C	Jun – Nov
a. QA/QC Review of Invoice, Labor, Materials and Other Storm-Related Charges	C	Jun – Sep
b. Finalize Exhibits for Filing	C	Oct
c. Finalize Testimony for Filing	C	Oct
d. Submit filing with the DPU	C	Nov
4. File Annual Storm Cost Recovery Adjustment Factor (SCRAF)	C	Sep – Dec
NH Storm Filings: Prepare/submit documentation to support prudency investigation **Responsible: VP Distribution Rates & Revenue Requirements**		**C**
1. Nov '22 - Mar '23 Storms: Support Storm Prudency Hearings/Briefing for filing submitted May 2024	C	Jan – Jun
2. Sept '23 - 2024 Storms: Prepare & File NH Storm Cost Recovery (preparation initiated in 2024)	C	Jan – May
3. Sept '23 - 2024 Storms: Respond to information requests; Support & Attend Tech Sessions	C	Mar – Oct
4. Sept '23 - 2024 Storms: Prepare and File Company supplemental updates	C	Jun
5. Sept '23 - 2024 Storms: Support Audit from DOE Audit Staff	C	May – Oct
6. Sept '23 - 2024 Storms: Review Auditors Report/Recommendations and provide responses/updates	C	Aug – Oct
7. Sept '23 - 2024 Storms: Expect PUC decision on interim rates and Commission Order	C	Nov – Dec

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EVERSOURCE

Prepare/file for NSTAR Gas Cost Recovery and obtain a favorable outcome **Responsible: VP Distribution Rates & Revenue Requirements**												**C**
1. 2022-2024 Capital Investment: Support Mid-10-Year Rate Base Update & Metrics Review	C	Jan		Mar								
2. File Capital Project Documentation	C				Apr							
3. Support Prudency Investigation and Discovery on Capital Project Documentation	C				Apr		Jun					
4. Support Rebuttal Testimony/Evidentiary Hearings/Briefing	C						Jun		Aug			
5. Final Order for Rates Effective 11/1/25	C									Oct	Nov	
6. Support post-order activity.	C										Nov	Dec
Implement an Improved Regulatory Metrics Reporting Process & Advance Newly Required Metrics **Responsible: VP Distribution Rates & Revenue Requirements**												**C**
1. Implement PBR/SQI accountability metrics on scorecards - CPM	C	Jan		Mar								
2. Conduct periodic reviews and distribute metrics to business leaders - CPM	C	Jan										Dec
3. Conduct annual review of regulatory metrics and reports for compliance - Regulatory Affairs/Rates	C	Jan										Dec
4. Identify and distribute new or revised metrics to appropriate groups - Regulatory Affairs	C	Jan										Dec
5. Develop a Regulatory Compliance Index (CT) metric for Q1 2026 scorecard reporting - CPM	C									Oct		Dec
Support CT AMI (Docket 17-10-46RE04) & RAM/PBR/IDSP (Docket 21-05-15) Proceedings and obtain a balanced outcome **Responsible: VP Distribution Rates & Revenue Requirements**												**C**
1. Support Advance Meter Infrastructure (Docket 17-10-46RE04) regulatory activity (may need modified)	C	Jan										Dec
2. Support Rate Adjustment Mechanism (RAM) regulatory proceedings (21-05-15RE01)	C	Jan										Dec
3. Receive final PURA RAM order	C									Oct		Dec
4. Support Performance Mechanisms (PBR Metrics) regulatory proceedings (21-05-15RE02)	C	Jan										Dec
5. Receive final PURA PBR Metrics order	C									Oct		Dec
6. Manage the narrative responses with Legal team and file historical data with PURA (Regulatory)	C										Sep	Dec
7. Support Integrated Distribution System Planning (IDSP) regulatory proceedings (21-05-15RE03)	C	Jan										Dec
8. Receive final PURA Integrated Distribution System Planning order	C									Oct		Dec
9. Collaborate with business areas to compile 5-year historical data for 137 metrics (CPM)	C								Aug		Oct	
CT Regulatory Balance Tour: Communicate with regulators and influencers to re-establish a balanced regulatory environment **Responsible: VP Distribution Rates & Revenue Requirements**												**C**
1. Identify key stakeholders, develop presentation material and meeting schedules	C	Jan	Feb									
2. Conduct meetings promoting Eversource's value to the community	C	Jan										Dec
3. Follow-up on any open items resulting from meetings	C	Jan										Dec

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Optimize the Supply Chain Materials Management Process Cost Effectiveness

Responsible: VP, Supply Chain & Property Management — C

1. Develop ES stocked materials list and baseline by Category/Commodity, OpCo, and Storeroom	C	Jan
2. Identify working team, develop charter & project plan for SKU rationalization and inventory reduction	C	Feb – Jul
3. Review "add to stock" process; establish governance/process to improve Item names, attributes & stands	C	Aug – Oct
4. Prioritize groups of items for data cleanup; establish team/plan to review/cleanse based on new process	C	Nov – Dec

Design and Implement an Improved Strategic Sourcing Process Building Efficiencies and Cost Savings

Responsible: VP, Supply Chain & Property Management — C

1. Develop framework to formalize a 7-step Category Strategy/Strategic Sourcing process	C	Jan
2. Roll out and train Procurement staff on tools and process	C	Jan – Mar
3. Formalize and communicate across the business to involved partners	C	Feb – Jun
4. Identify initial categories for developing this new approach and create project plans/timelines	C	Feb – Jun
5. Monitor and measure results for reporting to leadership	C	Jun – Dec

Build an Effective Strategy for End-to-End Storm Cost Management & Cost Recovery

Responsible: VP, Supply Chain & Property Management — C

1. Identify key ERP crew suppliers and establish contracts/rate sheets for ERP services	C	Jan – Jun
2. Implement standard electronic filing system for invoice and timesheet processing	C	Jun – Oct
3. Improve storage/retrieval of storm cost documents (Contracts. rate sheets, POs, Invoices, Timesheets)	C	Feb – Sep
4. Update storm procurement policies/procedures to ensure an efficient, cost effective process	C	Jan – Mar
5. Conduct cross-organization workshops/training on storm procurement policies/procedures	C	Mar – Dec
6. Invest in Storm Resource Management Solution	C	Jan – Dec

Sustainability & Carbon Neutrality by 2030: Drive Sustainability & Achievement of Carbon Neutrality through ES Supply Chain

Responsible: VP, Supply Chain & Property Management — C

1. Identify AWC's where energy efficiency audits will provide most value & select audit contractor	C	Jan – Mar
2. Conduct all energy efficiency audits at selected ES AWC's	C	Apr – Sep
3. Receive and evaluate EE audit reports. Determine what EE plans to pursue and seek approval	C	Aug – Dec

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Ensure customer, stakeholder awareness of timelines and benefits of smart meters in MA, maximizing customer participation and engagement **Responsible: VP Strategic Communication**													**C**
1. Regularly educate customers, stakeholders on the benefits of smart meters and how they will improve electric service, using thoughtful and engaging tactics including multi-lingual, video and infographics	C	Jan											Dec
2. Delivery geographically targeted communications and events to affected customers and communities to set expectations and provide tailored information throughout implementation	C					May							Dec
3. Help customers maximize the benefits of their new smart meter and understand changes to their online account after installation via targeted communications	C								Aug				Dec

G On Track Y Off Track R At Risk C Complete

EVERSOURCE **Corporate Relations & Sustainability Initiatives - December 2025**

Engage Cross-Functional Team to Execute Work to Meet Emission Reduction Targets and Enhance GHG Data Management **Responsible: VP Sustainability & Environmental Affairs**				**C**
1. Lead cross functional teams to execute initiatives to reduce emissions and plan to achieve GHG targets.	C	Jan		Dec
2. Execute initiatives to increase internal/external awareness & engagement on ES climate leadership.	C	Jan		Dec
3. Enhance GHG data management and climate disclosures including prep for regulatory & voluntary requirements	C	Jan		Dec

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Establish Work Standardization: Optimize Field resources, train and expand knowledge base of workforce. **Responsible: VP Electric Field Operations**													**C**
1. Develop & Deliver Training for Manually Operated Pad Mounted Switchgear	C	Jan			Apr								
2. Get consensus on Training proposals for Capacitors, Regulators & Reclosers	C				Apr			Jun					
3. Develop Training subcommittee with Ops, Training & Locals for Network Protector Maintenance	C								Jul			Oct	
4. Finalize Training Curriculum & 2026 Training Plan Schedule across the applicable CT work groups	C										Sep		Dec
Improve Field Safety Focus: Leverage Partnership among Ops, Safety & Bargaining Unit Leadership to Support Safety-related Initiatives **Responsible: VP Electric Field Operations**													**C**
1. Develop a concise & effective plan to craft a robust Safety Culture across all involved disciplines	C	Jan			Mar								
2. Rolling out initiatives to Ops Leadership to seek approval and buy-in	C				Mar			May					
3. Implementation of developed Safety Culture Plan with Local Leadership & Line Craft	C							Jun			Aug		
4. Conduct assessment & determine efficacy of the initiatives for future implementation	C										Sep		Dec
Improve the 1CS Apprentice Training Program: Realignment between Management, Training & Union Local Leadership: **Responsible: VP Electric Field Operations**													**C**
1. NEAT Subcommittee, Management & Union Locals to communicate any apprentice poor performance	C	Jan			Mar								
2. Evaluate NEAT Subcommittee members and make adjustments based on Leadership input	C				Mar			Jun					
3. Adjust apprentice climbing assessment session schedule to ensure apprentice's success	C							Jun				Oct	
4. Implement expectations on Apprentice OJT signatures in TMP Book by qualified Line Craft personnel	C											Oct	Dec
5. Develop policy for Union Local Evaluation Form feedback during assessment of new Apprentices	C											Oct	Dec

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Complete New Windsor SOC: Finalize testing and occupancy of new Distribution System Operation Center Responsible: VP Electric System Operations													C
1. Complete AV Installation	C	Jan		Mar									
2. Install console monitors and KVM set up (Keyboard, Video, Mouse)	C			Mar				Jul					
3. KVM Installation in Server Room and Server room wiring for PCs to KVM	C							Jul			Oct		
4. KVM testing, commissioning, and acceptance testing	C						Aug					Nov	
5. AVTECH Testing and commission	C							Sep				Nov	
6. CIP PC onboarding and CIP Go live	C										Oct		Dec
7. Final Site Full System Testing/Commissioning and Start of SOC transition of operations	G										Oct		2026

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Substation Operations Skills-Based Training Improvement Initiative Responsible: VP Station Ops & Field Engineering			C
1 Procure and schedule training for skills-based training identified in gap analysis	C	Jan – May	
2. Review and revise Station Electrician skill refresher courses with Technical Training partner	C	Jan – Sep	
3 Deliver training for skills-based training identified in gap analysis	C	Feb – Nov	
4. Deliver training to Station Electricians on skill refresher courses with Technical Training partner	C	May – Dec	
5. Develop long-term plan for development and delivery of skills-based training	C	Jun – Dec	

Establish Work Standardization: Optimize Field resources, train and expand knowledge base of workforce. Responsible: VP Station Ops & Field Engineering			C
1. Develop & Deliver Training for Manually Operated Pad Mounted Switchgear	C	Jan – Apr	
2. Get consensus on Training proposals for Capacitors, Regulators & Reclosers	C	Apr – Jun	
3. Develop Training subcommittee with Ops, Training & Locals for Network Protector Maintenance	C	Jul – Oct	
4. Finalize Training Curriculum & 2026 Training Plan Schedule across the applicable CT work groups	C	Sep – Dec	

Improve Field Safety Focus: Leverage Partnership among Ops, Safety & Bargaining Unit Leadership to Support Safety-related Initiatives Responsible: VP Station Ops & Field Engineering			C
1. Develop a concise & effective plan to craft a robust Safety Culture across all involved disciplines	C	Jan – Mar	
2. Rolling out initiatives to Ops Leadership to seek approval and buy-in	C	Mar – May	
3. Implementation of developed Safety Culture Plan with Local Leadership & Line Craft	C	Jun – Aug	
4. Conduct assessment & determine efficacy of the initiatives for future implementation	C	Sep – Dec	

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Execute Customer Group MA DER CIP Initiatives **Responsible: VP Customer Grid Elec Solutions & Exp**												**C**
1. Deliver comms to developers in support of construction on DPU 22-47, Marion-Fairhaven CIP	C	Jan										Dec
2. Deliver comms to developers in support of construction on DPU 22-52, Blandford-Plainville CIP	C	Jan										Dec
3. Deliver comms to developers in support of construction on DPU 22-53, Dartmouth-Westport CIP	C	Jan										Dec
4. Deliver comms to developers in support of construction on DPU 22-54, Plymouth CIP	C	Jan										Dec
5. Deliver comms to developers in support of construction on DPU 22-55, Cape CIP	C	Jan										Dec
6. Deliver comms to developers in support of construction on DPU 25-30, Southwick-Granville CIP	C							Jul				Dec
7. Deliver comms to developers in support of construction on DPU 25-81, New Bedford CIP	C							Jul				Dec
8. Deliver comms to developers in support of construction on DPU 25-82, Dalton-Hinsdale CIP	C							Jul				Dec
9. Deliver comms to developers in support of construction on DPU 25-83, Gill-Montague CIP	C							Jul				Dec
10. Decision/Next Steps on New Bedford CIP - Never Submitted for Approval to DPU	C	Jan						Jul				

G On Track Y Off Track R At Risk C Complete

EVERSOURCE

Execute MA three year plan (2025-2027) **Responsible: VP Energy Efficiency**													**C**
1. Increase Equitable Delivery of Plan	C		Mar										Dec
1.a. Establish MOUs 2025-27 Community First Partners, identify contacts in Designated Equity Communities	C		Mar										Dec
1.b. Develop materials and outreach plans for enhanced renter offer in DECs	C		Mar					Jul					
1.c. Statewide deployment of moderate-income "turnkey" through lead vendors and HPCs	C		Mar						Aug				
2. Develop community-centered EE program delivery approach	C		Mar							Sep			
2.a. Develop internal staffing plan for Community Delivery Team(s)	C		Mar										
2.b. Community Delivery goal setting and internal process development	C		Mar			Jun							
3. Deliver electrification and decarbonization solutions	C		Mar										Dec
3.a. Finalize vendor management and implement "electrification pool" approach	C		Mar						Aug				
3.b. Develop offering details for refrigerant leak and embodied carbon decarb measures	C		Mar							Sep			

Execute CT (2025-2027) & NH (2024-2026) three year plans **Responsible: VP Energy Efficiency**													**C**
1. CT - Establish EJC Participation Goals (Res & C&I)	C	Jan	Mar										
2. CT - Develop offerings for EJC Communities (Res & C&I)	C	Jan	Mar										
3. CT HES/HES-IE Delivery Model - Reach Stakeholder Consensus on program enhancements	C	Jan	Mar										
4. CT - Develop a low-moderate & moderate income program to align w/ Federal IRA Grant guidelines	C	Jan											Dec
5. NH – Develop & implement moderate income incentive offer within Home Energy Performance Program	C	Jan											Dec
6. NH - Kickoff stakeholder engagement process for 2027-2029 Plan	C											Oct	Dec

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EVERSOURCE

Expand the Development of Utility Owned Solar **Responsible: VP Renewable Programs & Strategy**							
1. Finalize Procurement of Two NH Solar Projects		Jan		May			
2. Receive PUC Approval for Two NH Solar Projects				May		Nov	
3. Mass. Legislative Advocacy for Revised EDC Solar Ownership Law		Jan					Dec
Advance Energy Strategy: Communicate Refreshed Eversource Energy Strategy **Responsible: VP Renewable Programs & Strategy**							Y
1. Finalize energy strategy communication slides	C	Jan					Dec
2. Work across enterprise to establish venues to communicate strategy	C		Feb	Apr			
3. Communicate strategy to internal stakeholders	Y			May			Dec

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EVERSOURCE

Electric Sector Modernization Plan (ESMP) - Meet Compliance Requirements & Execute Approved 2025 Grid Modernization Plan **Responsible: SVP Engineering**												**C**
1. Rate Recovery for incremental investments and rate re-design to address affordability in DPU hearings	C	Jan										Dec
2. Develop implementation strategy for Technology Platforms incl. strategic dev. of Grid Compensation Fund	C	Jan										Dec
3. Develop the LTSPP Planning and Cost Allocation framework with stakeholder consensus for filing with the DPU	C	Jan										Dec
4. Establish internal processes for successful collaboration with the GMAC and Bi-annual ESMP filing	C	Jan										Dec
5. Execute Approved 2025 Grid Modernization Plan	C	Jan										Dec
Integrated Gas & Electric Planning: Implement Integrated Energy Planning (IEP) Framework **Responsible: SVP Engineering**												**C**
1. Complete Engineering, Customer Review and Community Engagement toward successful dev. of IEP Pilots	C	Jan										Dec
2. File Climate Compliance Plan (CCP) with the DPU including IEP, NPA and Pilot submittals	C	Jan			Apr							
3. Develop a detailed implementation plan to successfully execute on IEP pilots	C	Jan							Sep			
4. Seek DPU approval of IEP framework including, rate and cost recovery across non-affiliated companies	C	Jan							Sep			
5. Establish and Implement Non-Pipe Alternative (NPA) Analysis framework in compliance with DPU Order 20-80	C	Jan										Dec
Continue to Improve and Enhance the Work Order Lifecycle: Execute 2025 Work Order Lifecycle (WOLC) Initiative **Responsible: SVP Engineering**												**C**
1. Establish optimized business process management capabilities (e.g., stored workflows, review process).	C	Jan								Aug		
2. Deliver financial system betterments (e.g., Powerplan Adapter).	C			Mar						Sep		
3. Implement operational betterments (e.g., CU library, date management, scheduling enhancements).	C			Mar								Dec
4. Develop and publish centralized performance measurement tools and reporting platform.	C	Jan									Oct	
5. Establish change management (training) program to support employee proficiency and engagement.	C					May						Dec
Ensure Visibility and Optimization of Interconnected Resources **Responsible: SVP Engineering**												**C**
1. Place MA DMS in service and implement operational improvements for reliability and system efficiency	C	Jan										Dec
2. Place MA DERMS Phase I in-service and complete integration with Grid Edge DERMS	C	Jan										Dec
3. Complete NH eECS upgrade and meet compliance reqmnt. to implement three-state adjusted ratings procedure	C	Jan										Dec
4. Develop FERC 2222 compliance procedures (metering, settlement, operations) for 2026 implementation	C	Jan										Dec
5. Complete negotiations for DOE DERMS Grant (Outer Cape Microgrid Optimization) and begin implementation	Y	Jan										Dec

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Underground Distribution - Improving Cost Efficiency while Maintaining Reliability/Resiliency

Responsible: VP Distribution Engineering — C

1. Perform industry benchmark, consider EEI input and review PG&E standards	C	Jan		Mar								
2. Review internal standards and methods around different underground construction methods	C	Jan					Jun					
3. Based on benchmark results and review of internal standards draft new tri-state standards	C		Feb									Dec
4. Develop DSEM guidelines and BCA on when to deploy certain construction types and methods	C						Jun			Oct		
5. Issue new tri-state standards and DSEM on undergrounding	C								Aug			Dec

Implement Engineering Controls Function in MA

Responsible: VP Distribution Engineering — C

1. PAF Updates to develop a tri-state product that will provide consistency across the D line Org	C	Jan		Mar								
2. Develop MA Portal instance and SharePoint/SQL database	C		Feb	Mar								
3. Integration of MA project lists (2024 Forward) into the portal with data quality checks	C			Mar		May						
4. Create training documentation for portal use and review with key stakeholders before rollout to all end users	C				Apr					Oct		
5. Review and consolidation of Maximo pre-reqs for best practices between the three states	C					May						Dec
6. Develop distribution design metric methodology using Maximo and Project Portal to develop automated reportin	C								Aug			Dec

Develop Overall Strategy Regarding Underground Assets Located in Customer Vaults

Responsible: VP Distribution Engineering — C

1. Review network asset ratings, maintenance, and data storage	C	Jan		Mar								
2. Identify and catalogue existing design criteria, standards, and other docs with customer vault information	C			Mar	Apr							
3. Inventory customer vaults and categorize based on established categorization criteria	C					May		Jul				
4. Review internal regional differences in customer vault installations	C							Jul	Aug			
5. Based on internal review draft new tri-state customer vault strategy	C									Sep	Nov	
6. Issue new tri-state strategy for assets located in customer vaults	C										Nov	Dec

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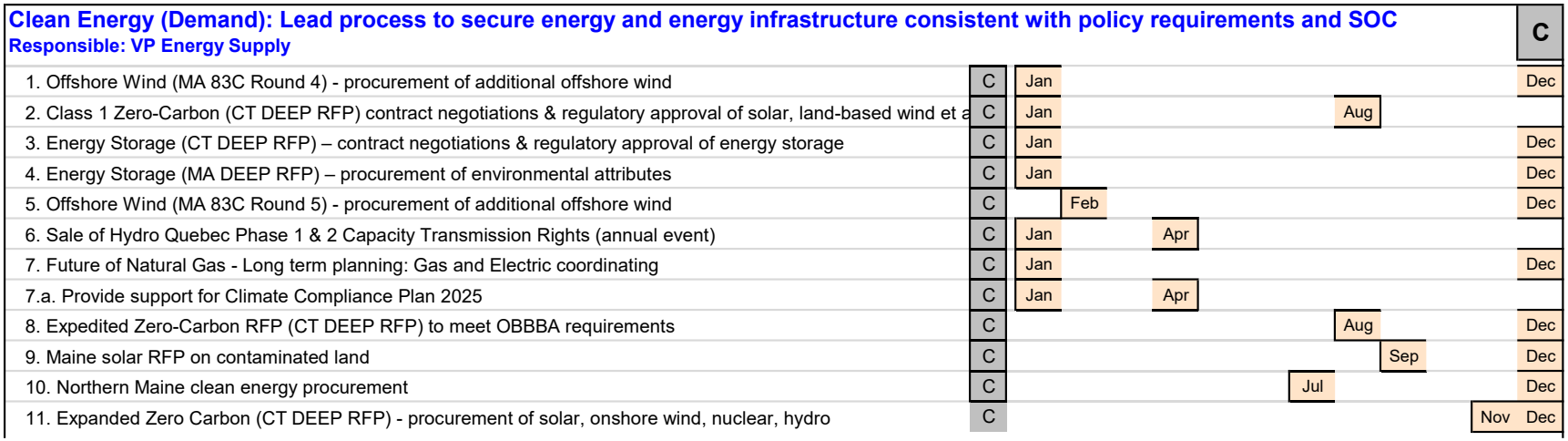

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Execute Corporate-wide Cost Reduction Initiative Improving Organizational Effectiveness **Responsible: EVP HR & IT**		C
1. Adhere to refreshed guidance on staffing levels	C	Jan – Dec
2. Collaborate with HR/business to remove overlapping responsibilities & span of control inconsistencies	C	Jan – Dec
3. Identify additional efficiencies to achieve budget reductions	C	Jan – Dec
Provide Employees with the Tools and Technology to do their Best Work and Deliver Exceptional Customer Service **Responsible: EVP HR & IT**		C
1.a. Deploy 625 new devices to employees (combined new hire and refresh) per quarter	C	Jan – Mar
1.b. Deploy 625 new devices to employees (combined new hire and refresh) per quarter	C	Apr – Jun
1.c. Deploy 625 new devices to employees (combined new hire and refresh) per quarter	C	Jul – Sep
1.d. Deploy 625 new devices to employees (combined new hire and refresh) per quarter	C	Oct – Dec
2.a. Host 1 training per quarter on relevant, new technology (e.g., PowerBI, AI, Teams)	C	Jan – Mar
2.b. Host 1 training per quarter on relevant, new technology (e.g., PowerBI, AI, Teams)	C	Apr – Jun
2.c. Host 1 training per quarter on relevant, new technology (e.g., PowerBI, AI, Teams)	C	Jul – Sep
2.d. Host 1 training per quarter on relevant, new technology (e.g., PowerBI, AI, Teams)	C	Oct – Dec
3. Deploy updates and patches to 95% of PCs within two weeks of deployments in a non-invasive manner	C	Jan – Dec
4. Enable apps to use our Single Sign On (SSO) authentication to improve user experience and security	C	Jan – Dec
5.a. Close 600 incidents and tasks combined per quarter at the tech café (half-year target check in)	C	Jan – Jun
5.b. Close 600 incidents and tasks combined per quarter at the tech café (half-year target check in)	C	Jul – Dec
Support System Continuity across the Enterprise: Remediate Data Center Challenge **Responsible: EVP HR & IT**		C
1. Remediate Data Center Challenge: Berlin data center colocation effort	C	Jan – Dec
1.a. RFP process with Procurement	C	Jan – Dec
1.b. PAF writing and approval process	C	Mar – Sep
2. Remediate Data Center Challenge: Windsor	C	Jan – Dec
2.a. Implement Device42 Data Center Infrastructure Management (DCIM) software in May	C	Sep – Dec
2.b. Set up Windsor staging area and remove all inessential items from the Windsor data center	C	Jan – Feb
2.c. Plan a new floorplan and physical configuration of all Windsor racks, one environment at a time	C	Jan – Oct
2.d. Execute Windsor rack refresh, one environment at a time, starting in August	C	Aug – Dec
2.e. Replace Windsor Data center UPS's	C	Jan – Aug

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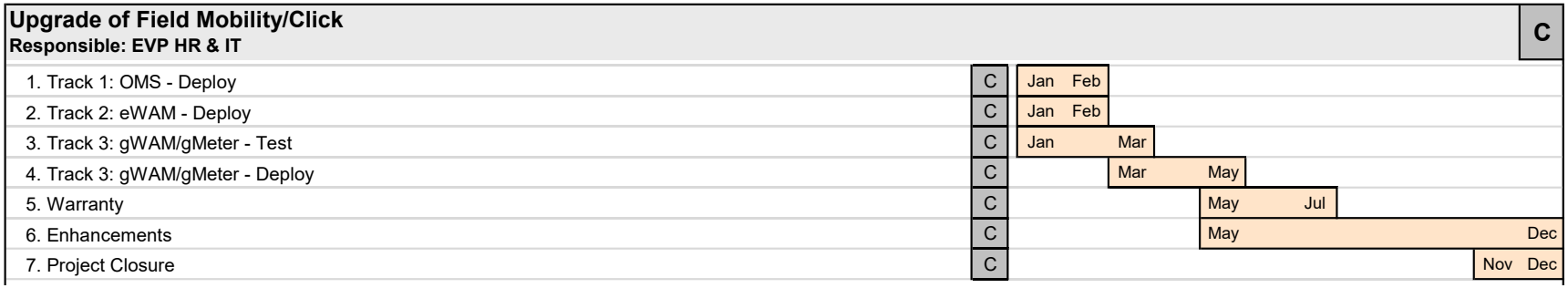
			C
Support System Continuity across the Enterprise: Disaster Recovery **Responsible: EVP HR & IT**			
1a. Track 1: Windsor data center Backup Area Network (BAN) configuration	C	Jan Feb	
1b. Track 1: Windsor data center Backup Area Network (BAN) waved data migrations	C	Jan Apr	
2. Track 2: Implement Zerto Continuous Data Protection for production virtual servers in Windsor data center	C	Jan Feb	
3. Track 3: Purchase and implement a tertiary cyber vault	C	Jan Nov	
4. Track 4: Expansion of Cohesity backup solution	C	Apr Aug	
5. Track 5: Zerto Critical 1 and 2 Application Server Expansion	C	Apr Aug	
Ensure Best in Class Cyber Security Strategy & Adherence to Cyber Security Policies **Responsible: EVP HR & IT**			C
1. Validation of 2024 cyber training course completion by all employees and follow-up as needed	C	Jan Feb	
2. Increase non-business value internet site blocking (URL Filtering)	C	Jan Mar	
3. Block wired network access in data centers and Substations	C	Jan	
4. Block wired network access in conference rooms at major campus locations	G	Jan 2026	
5. Block wired network access in office space for main campus locations	G	Jan 2026	
6. Perform 6, 30 day wireless detection audits	C	Feb Dec	
7. Reduce ability of people with local admin access to make unauthorized changes using those rights	C	Jan Dec	
Ensure Adherence to AI Governance and Continue Innovation **Responsible: EVP HR & IT**			C
1. Build out the initial GenAI Infrastructure in the Safe Sandbox including Dev, Test, Pre-Prod, Prod Environments	C	Jan Oct	
2. Deploy a Large Language Model (LLM) model to the organization by July	C	Jan Jul	
3. Conduct intake process for new software or software adding AI capabilities within 1 week of receipt	C	Jan Dec	
4. Identify & prioritize 6 custom development projects	C	Jan Mar	
5. Execute 7 custom development (build) AI MVPs	C	Feb Dec	
6. Build/execute training on responsible & safe AI use through the org through annual Cyber Security Module	C	Feb Dec	
7. Establish a support model and procedures for all AI initiatives	C	Feb May	
8. Communicate and implement the support model across IT product areas	C	Feb Jun	
9. Connect with industry groups on AI best practices through Unite quarterly	C	Jan Dec	

G On Track Y Off Track R At Risk C Complete

EVERSOURCE



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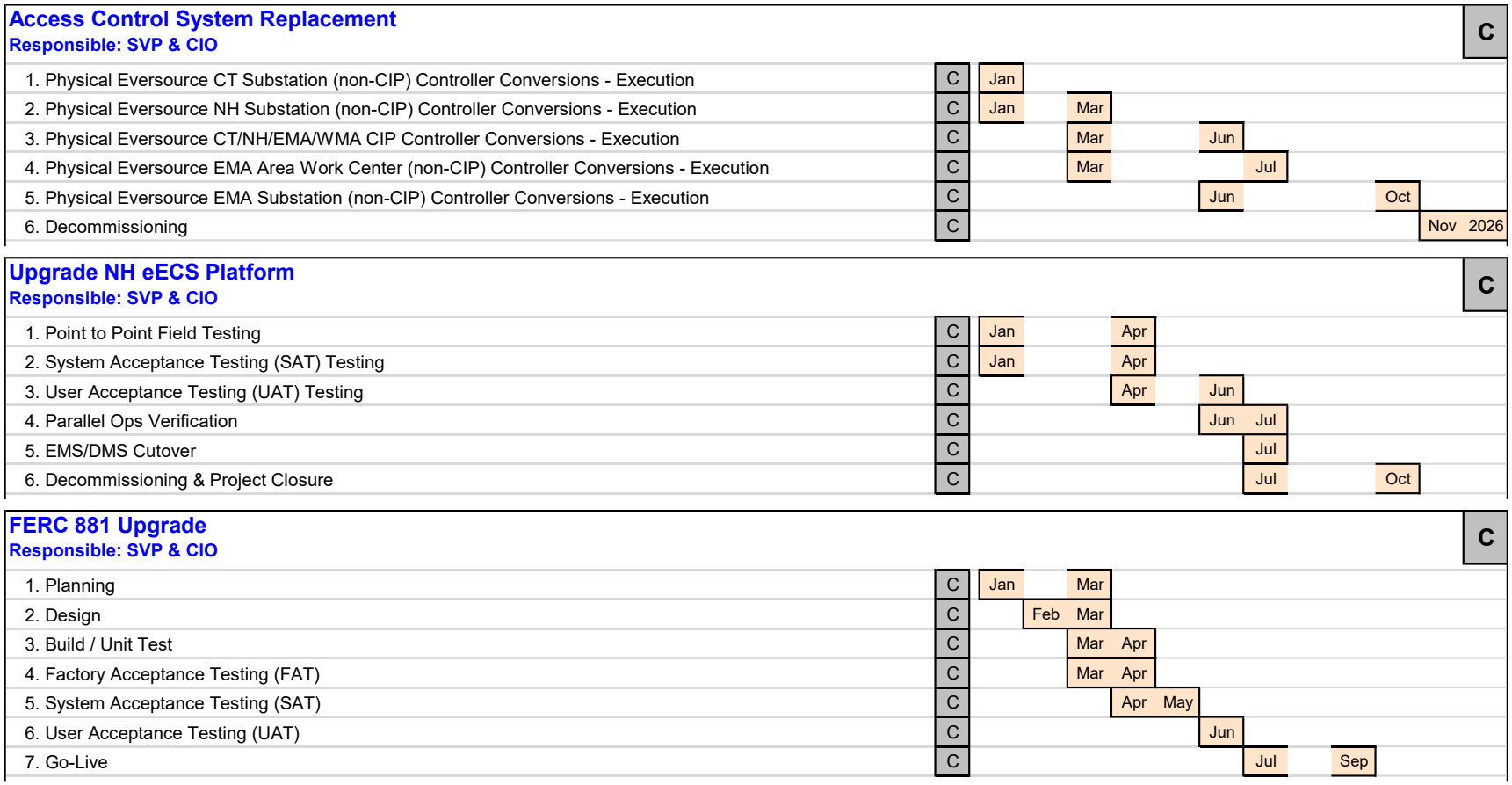

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