

EVERSOURCE DISTRIBUTED GENERATION FORCE MAJEURE

DER FAQ's

1. Where can I get general DER information on Eversource's response to the COVID-19 Pandemic?

Please access the following link for DER Information related to our response to the COVID-19 Pandemic

<https://www.eversource.com/content/nh/about/about-us/doing-business-with-us/builders-contractors/interconnections/covid-19-stakeholder-updates>

2. You sent out information indicating Eversource declared a Force Majeure, where can I find out additional information?

Please access the following link for DER Information related to the Force Majeure and other important announcements

<https://www.eversource.com/content/nh/about/about-us/doing-business-with-us/builders-contractors/interconnections/massachusetts-application-to-connect/massachusetts-covid-19-updates>

3. Does Eversource have any Builder and Contractor Safety information related to working safely with COVID-19?

Please access the following link for Builder and Contractor Safety information related to working safely with COVID-19

<https://www.eversource.com/content/nh/about/about-us/doing-business-with-us/builders-contractors/contractor-safety-during-covid-19>

4. On your COVID-19 DER Update page, you mention Customer Care and Engineering personnel are working from home. How will limited access to Eversource Facilities affect the mailing and processing of checks?

Due to access limitations and restrictions at all Eversource properties and at our banking institutions please expect the processing of checks to be delayed 2 to 3 weeks at this time. This will impact the timing of your project. We are working closely with internally and with our banking partners to mitigate the delays.

5. DER Developers are experiencing delays on financial approvals and the creation of checks due to COVID-19 Crisis. Will Eversource work with Developers on payment extensions?

Eversource anticipates our customers may also be experiencing similar issues and may also require additional time to make a payment. If a payment extension is required, please contact your Account Executive (or EMDG@Eversource in Eastern MA or EMDG@Eversource in Western MA) to discuss.

6. Is Eversource still processing pre-applications?

Pre-applications will be processed but expect delays due to limited access to facilities. Eversource highly recommends utilizing the hosting capacity maps located on our website.

Eastern MA -

<https://eversource.maps.arcgis.com/apps/webappviewer/index.html?id=7b13d31f908243e49406f198b359aa71>

Western MA -

<https://eversource.maps.arcgis.com/apps/webappviewer/index.html?id=eea778f65e5d4bac87a7ad83bde9f999>

7. Will the meter technician come into my house or come to my door?

To ensure the safety of our communities, our metering technicians are practicing social distancing. If your meter sockets are located on the outside of your home, our meter technicians will install the meters without interacting with you. If your meter sockets are located inside your home, we cannot install your meters at this time due to safety measures and will suspend their installation until further notice.

8. How will I know when the meter technician will be on my property?

An Eversource meter technician will call you while they are en route to your property. You will not have to open the door for our technician, and you will not have to interact with them while they are onsite. If you cannot be reached, the meter installation will be rescheduled to the next day, unless you had previously contacted Eversource's SMART Team authorizing us to proceed.

9. Will my power be shut off during the meter installation?

The power to your property will be shut off briefly while the meter technician installs and tests your new meters. This should take no longer than 30 minutes. If you are concerned about this brief power shut-off, please talk to the meter technician when they call you about your meter installation.

10. Do I need to do anything to my solar system before my meters are installed?

Usually no, however, sometimes a breaker in the home needs to be turned on for our technicians to test the production meter. If this is the case, our technician will contact you by phone to discuss what you need to do.

11. We are having issues with some of our customers/off-takers loads changing from their historical usage and need to revise our Schedule Z. Understanding that we are allowed two revisions per year can we get an extra Schedule Z revision this year?

Yes. Please submit your Revised Schedule Z electronically to Eversource and let us know you need an extra Schedule Z revision this year due to Covid 19.

12. Are you still accepting hard copy mail Revised Schedule Z's.

You can expect delays in processing hard copies in the mail due to limited access to the Eversource facilities. We highly recommend electronic submission to Eversource in order to have your Revised Schedule Z processed expeditiously.