

Abenaki Water Company and Aquarion Company

DW 21-090

Aquarion Water Company's Responses to BOW (VSE)—Set 1

Data Request Received: June 14, 2021  
Request No.: BOW (VSE) 1-5

Date of Response: June 21, 2021  
Witness: N. LaChance  
D. Szabo

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**REQUEST:** **BOW (VSE) 1-5:** Given the lack of records from the expedited departure of an office manager. How many NESC employees have access to records/ data? What is the turnover rate for employees? How will this change under the new proposed acquisition? How long does Aquarion keep records/data? Who will be doing the meter readings post acquisition? Are those records electronic or paper?

**RESPONSE:** Abenaki Water is not aware of a “lack of records” as indicated in this request. NESC maintains access to records and data on its network server.

NESC’s turnover rate in 2020 was roughly 28%.

Aquarion has a records retention policy that defines for how long records are retained and the length of retention varies depending upon the nature of the record.

Meter reading will be performed after the acquisition by the same staff that are performing that work now and those records will be electronic.