

TSA Baseline 16 August 2021

TSA ID	TSA Schedule	TSA Grouping
001-BS	Customer Billing Operations	Business Services
002-BS	SAP (Non-Utility) Billing Operations	Business Services
003-BS	Payment Processing	Business Services
004-BS	Credit & Collections	Business Services
005-BS	Revenue assurance	Business Services
006-BS	Financial transactions	Business Services
008-BS	High volume residential building	Business Services
009-BS	Complex Billing Account Management	Business Services
010-BS	Protections	Business Services
011-BS	Service Applications Manger (SAM)	Business Services
012-BS	Account Data Maintenance (ADM)	Business Services
013-BS	Advanced Consumption, Long Term Estimates	Business Services
014-BS	Supply Chain Master Data Management (MDM)	Business Services
015-BS	Accounts payable	Business Services
016-BS	Transactional Procurement	Business Services
017-BS	Manage Procure to Pay (P2P)	Business Services
018-BS	Procure to Pay (P2P) system	Business Services
019-BS	Storm Filing process	Business Services
020-BS	Capital Delivery and Shop on behalf of / Receive	Business Services
021-BS	Employee Services Support Center	Business Services
022-BS	Human Resources Administration	Business Services
023-BS	HRIS - Organisation and Postion management	Business Services
024-BS	HRIS - Reporting	Business Services
025-BS	HRIS - Technology Support Services	Business Services
026-BS	Employee Records & Information requests	Business Services
027-BS	Benefits administration	Business Services
028-BS	401k administration	Business Services
029-BS	Pension administration	Business Services
030-BS	Retirement administration	Business Services
031-BS	Time Governance	Business Services
032-BS	Payroll Processing	Business Services
033-BS	Year End Tax Form (W-2) processing	Business Services
035-BS	Balance Sheet Account Reconciliations	Business Services
038-CS	Customer Sales and Solutions	Customer Service
039-CS	Call Center Operations	Customer Service
046-FAC (NEW)	Mailroom Services	Facilities & Property Services
045-FAC	Repair & Maintenance, internally managed & third	Facilities & Property Services
047-FIN	Accounting and financial reporting	Finance
051a-FIN	Middle Office support for gas procurement	Finance
051b-FIN	Middle Office support for electric procurement	Finance
051c-FIN	Back-Office support for energy procurement	Finance
052-FIN	Claims handling/ investigation	Finance
053-FIN	Tax consulting services	Finance
054-FIN	Property tax services	Finance
055-HSE	Health, Safety, Environment (HS&E) and Security,	incl. Environment, Compliance, Training & Se
056-HSE	Field Safety support	incl. Environment, Compliance, Training & Se
059-HSE	Site Investigation and Remediation (SIR)	incl. Environment, Compliance, Training & Se
060-HSE	Environmental Field Support	incl. Environment, Compliance, Training & Se
061-HSE	Spill control/ response	incl. Environment, Compliance, Training & Se
062-HSE	PUC Environmental Filing Support	incl. Environment, Compliance, Training & Se
063-HSE	Environmental Licenses, Permits and Orders	incl. Environment, Compliance, Training & Se
064-HSE	Site security services	incl. Environment, Compliance, Training & Se
065-REG	Regulatory support - General	Regulatory support
066-REG	Regulatory support - Reporting and filings -	Regulatory support
067-REG	Regulatory support - Reporting & filing -	Regulatory support
068-SC	Strategic Procurement	Supply Chain management
069-SC	Inventory management	Supply Chain management
070A-EO	Asset management and planning transmission,	Electricity operations
070B-EO	Transmission & Sub-Transmission Asset	Electricity operations

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071-EO	Maintenance strategy engineering and technical	Electricity operations
072-EO	Electric engineering and design	Electricity operations
073B-EO	Electric & lab testing	Electricity operations
074B-EO	Electric meter shop	Electricity operations
075A-EO	Investment management and workplan	Electricity operations
075B-EO	Resource planning (across T&D)	Electricity operations
076-EO	Planned major maintenance & capital construction	Electricity operations
077-EO	Electric operations (Transmission and distribution)	Electricity operations
078-EO	Electric network control	Electricity operations
079-EO	Mapping and records	Electricity operations
080-EO	Meter data services	Electricity operations
081-EO	NERC/ NPCC - reliability compliance	Electricity operations
082A-EO	Emergency Planning & Operations	Electricity operations
083-EO	Aviation and inspection	Electricity operations
084-EO	Shared Telecom Network (STN)	Electricity operations
087-GO	Resource management, investment planning &	Gas operations
091-GO	Gas control center operations	Gas operations
101A-EP	Gas load forecasting	Energy Procurement
101B-EP	Electric load forecasting	Energy Procurement
102-EP	Gas procurement services - General	Energy Procurement
103A-EP	Energy transactions (Physical transactions)	Energy Procurement
103B-EP	Energy transactions (Financial)	Energy Procurement
104-EP	Retail Choice Programs	Energy Procurement
105-EP	Clean Energy Supply	Energy Procurement
106-IT	Business application services	IT
106-EP	Electric procurement	Energy Procurement
107-IT	Service desk and service management integration	IT
108-IT	Collaboration services (email)	IT
109-IT	Data center services	IT
110-IT	Client services	IT
111-IT	Commercial services	IT
112-IT	Infrastructure services	IT
113-IT	Network support	IT
114-IT	IT Energy Management System (EMS) -	IT
115-IT	Security services	IT
116-IT	Emergency response services	IT
117-IT	Exit migration services	IT
118-HR	Labour and Employee Relations	HR
119-HR	Training (Learning and Development)	HR
122-HR	Workforce planning and people analytics	HR
123-HR	Talent and Performance Management	HR
124-FAC	Masachusetts and New York offices	Facilities & Property Services
125-FAC	Massachusetts operations facilities	Facilities & Property Services
126-FAC	Massachusetts warehouse facilities	Facilities & Property Services
127-SC	Warehouse management	Supply Chain Management
129-FIN	Financial planning and analysis	Finance
130-HSE	Health services	incl. Environment, Compliance, Training & Se
131-HSE	Safety policy & programs	incl. Environment, Compliance, Training & Se
132-FAC	Northboro contact center	Facilities & Property Services
133-FAC	Training facilities	Facilities & Property Services
134-FAC	Right of Way and survey engineering	Facilities & Property Services
135-FAC	Capital Project support	Facilities & Property Services
136-REG	Regulatory Support – New England Power	Regulatory Support
137-REG	Regulatory Support – Stakeholder Group	Regulatory Support
138-BS	Card and Expenses Administration	Business Services
139-EO	Distribution Pole Attachments Program	Electricity operations
140-EO	Radio and Microwave Systems	Electricity operations
141-EO	Electric Distribution Control Centre	Electricity operations
142-EO	Electric Distrbituion Control Centre Backup	Electricity operations

Workstream responsible	Sub-workstream responsible
Customer Service	Billings & Collections
Customer Service	Billings & Collections
Customer Service	Billings & Collections
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Procure to Pay	Procure to Pay
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HR & Employee Relations	Retirement benefits
HR & Employee Relations	HR Operations
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HR & Employee Relations	HR Operations
Finance & Accounting	Finance & Accounting
Customer Service	Customer sales and solutions
Customer Service	Customer Delivery
Facilities & Property Services	Facilities & Property Services
Facilities & Property Services	Facilities & Property Services
Finance & Accounting	Finance & Accounting
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Tax	Tax
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Regulatory support	Regulatory support
Regulatory support	Regulatory support
Regulatory support	Regulatory support
Procurement	Procurement
Inventory Mgmt./Warehouse Mgmt./Fleet	Inventory Mgmt./Warehouse Mgmt./Fleet
Electricity Operations (Distribution & Transmission)	Asset & Engineering
Electricity Operations (Distribution & Transmission)	Asset & Engineering

Electricity Operations (Distribution & Transmission)	Asset & Engineering
Electricity Operations (Distribution & Transmission)	Construction
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Asset & Engineering
Electricity Operations (Distribution & Transmission)	Resource planning
Electricity Operations (Distribution & Transmission)	Construction
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Others
Electricity Operations (Distribution & Transmission)	Storm Response
Electricity Operations (Distribution & Transmission)	Asset & Engineering
Electricity Operations (Distribution & Transmission)	Others
Gas operations	Resource Management
Gas operations	Control Centre and dispatching
Energy Procurement	Energy Procurement
Energy Procurement	Energy Procurement
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HR & Employee Relations	Labor Relations
HR & Employee Relations	Talent Mgmt & Learning
HR & Employee Relations	People Team
HR & Employee Relations	Talent Mgmt & Learning
Facilities & Property Services	Facilities & Property Services
Facilities & Property Services	Facilities & Property Services
Facilities & Property Services	Facilities & Property Services
Inventory Mgmt./Warehouse Mgmt./Fleet	Inventory Mgmt./Warehouse Mgmt./Fleet
Finance & Accounting	Finance & Accounting
HSE	HSE
HSE	HSE
Facilities & Property Services	Facilities & Property Services
Facilities & Property Services	Facilities & Property Services
Facilities & Property Services	Facilities & Property Services
Facilities & Property Services	Facilities & Property Services
Regulatory support	Regulatory support
Regulatory support	Regulatory support
Procure to Pay	Procure to Pay
Electricity Operations (Distribution & Transmission)	Distribution
Electricity Operations (Distribution & Transmission)	Radio and Microwave
Electricity Operations (Distribution & Transmission)	Distribution
Electricity Operations (Distribution & Transmission)	Distribution

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