

## CLOSING WEEK MILESTONES

**Purpose:** To highlight selected activities and milestones during the first day (in black) and week (in blue) following the Closing as reported by Functional Integration Team (“FIT”) leaders. This summary does not include all of the planned activities per the FIT Go-Live and cutover plans, which were executed according to plan.

FIT	WHAT WENT WELL / ISSUES	RESOLUTION
Construction, Distribution System Maintenance, Gas Leak Management	<ul style="list-style-type: none"> <li>• Unitil’s Mobile Data System (MDS) deployed</li> <li>• Distribution personnel training in the morning</li> <li>• Dispatch numbers initially ringing over to voice-mail</li> <li>• Distribution personnel out to work this afternoon – ahead of schedule</li> <li>• Responded to two emergency gas leak calls in Portland</li> <li>• Distributed P-cards, etc.</li> <li>• Connecting to MDS was an issue for a short time</li> <li>• Dig Track deployed</li> <li>• A few minor issues getting work orders</li> </ul>	<ul style="list-style-type: none"> <li>• Relatively small issues that have been resolved along the way</li> <li>• MDS connection issues resolved quickly</li> <li>• Time sheet issues can be resolved tomorrow</li> </ul>
Gas Control / Dispatch, Gas Field Service Dispatch, Metering	<ul style="list-style-type: none"> <li>• Raised issues with IBM – there is a gap between entering in NiSource’s CIS in Brockton and viewing in Portsmouth</li> <li>• Great support from NiSource – as they made a dispatcher available to help with process issues</li> <li>• MDS uploads and downloads were very slow in Portsmouth</li> <li>• Metering - MVRS upload went well</li> <li>• Credit work orders were working</li> <li>• Dispatch started at 4AM – MDS data was available</li> </ul>	<ul style="list-style-type: none"> <li>• Issues have been resolved during the day</li> <li>• Need to address server delay</li> </ul>

	<ul style="list-style-type: none"> <li>• Started taking emergency calls at 6AM</li> <li>• NiSource CIS was unavailable in Portsmouth until 8:30AM</li> <li>• Tested the emergency calls before the first emergency were received</li> <li>• A couple of issues with MDS but Unitil's IS group handled promptly</li> <li>• Dispatchers awaiting cell phones</li> <li>• Good feedback on Compliance Management System (CMS) and Meter Attribute Database (MAD) systems</li> <li>• Collection work orders processed by NiSource and printed at local offices. Sent back for closure in NiSource's CIS.</li> <li>• MDS was being used by all field personnel by 12/3.</li> <li>• NiSource is providing after hours support for Dig Safe requests and emergency leak requests.</li> <li>• Unitil is reading monthly meters. NiSource is processing monthly and daily meter reads.</li> <li>• Route assignment and MVRS uploads/downloads are being provided by NiSource</li> </ul>	
Information Systems	<ul style="list-style-type: none"> <li>• Things are going well – some scattered operational issues</li> <li>• Data transfers went well</li> <li>• All local files (email etc) are transferring</li> <li>• A couple of issues – we are still working out some MDS bugs – primarily related to the speed</li> <li>• Network is working</li> <li>• A second speed issue with MVRS (IBM)</li> </ul>	<ul style="list-style-type: none"> <li>• IBM is working on the MVRS issue</li> <li>• Until is working on the MDS issue</li> </ul>

Fleet and Facilities, Gas Operations Support	<ul style="list-style-type: none"> <li>NiSource's Lawson system (timesheets) was unavailable – network issue</li> </ul>	<ul style="list-style-type: none"> <li>Payroll issue was resolved and people were paid</li> </ul>
Material Procurement	<ul style="list-style-type: none"> <li>Inventory counting went well with extra help, approximately 200 man hours</li> <li>Reconciliation results were reasonable</li> <li>Testing for Purchase Orders went well</li> </ul>	
Corporate Communications	<ul style="list-style-type: none"> <li>Two TV stations and the Associated Press were present at the Portland event – none attended the Portsmouth event but it was well attended by local dignitaries</li> <li>Websites updated</li> <li>Press releases issued</li> <li>Welcome ads with phone numbers, safety and energy efficiency tips</li> <li>Vehicle signs converted</li> <li>Electronic letterhead available</li> <li>Letter sent to Northern / Granite service territory town emergency responders advising of emergency contact numbers</li> </ul>	<ul style="list-style-type: none"> <li>No difficulties encountered</li> </ul>
Human Resources, Benefits	<ul style="list-style-type: none"> <li>Substance abuse policy acknowledgment was obtained</li> <li>Extended invitation to holiday party</li> </ul>	
Treasury	<ul style="list-style-type: none"> <li>Still awaiting receipt of gas inventory cash</li> <li>Entered 364-day credit agreement with Bank of America</li> <li>Entered into \$165M Bridge facility and used proceeds to fund purchase of Northern and Granite</li> </ul>	<ul style="list-style-type: none"> <li>Gas Inventory cash received</li> </ul>

	<ul style="list-style-type: none"> <li>Entered into \$30M intraday loan to fund fuel inventory; repaid intraday loan in full with proceeds from sale of inventory</li> <li>Issued \$80M long-term notes for Northern – used net proceeds of \$79.3M to pay down Bridge</li> <li>Equity offering meetings</li> </ul>	
Corporate Accounting	<ul style="list-style-type: none"> <li>General Accounting Manager spent week in Columbus with NiSource General Accounting group following last close</li> <li>Accounts Payable is feeding general ledger on a daily basis</li> <li>Some issues with cash accounts</li> </ul>	<ul style="list-style-type: none"> <li>Cash issues being resolved</li> </ul>
Accounts payable	<ul style="list-style-type: none"> <li>No issues encountered</li> </ul>	
Regulatory	<ul style="list-style-type: none"> <li>Information flow with respect to filings running smoothly</li> <li>Discovery responses due on 12/1 filed with MPUC</li> <li>Have hedging report information for ME and coordinating communications on SQI report for NH and in docket DG 07-033</li> </ul>	
GIS	<ul style="list-style-type: none"> <li>Northern’s MS Access database successfully transitioned to Unutil’s GIS server.</li> </ul>	