

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
---------	---------------------	------	-------------------	----------------	------------------	-----------

## ANNEX A.1 Customer Information System (CIS) Services

A.1.a	CIS Reconciliation and Reporting	CIS Reconciliation and Reporting	From 12/1 closing to Unitil's CIS Go-Live date	Services to ensure CIS billing and accounts receivables are balanced during billing month end periods (minimum) and revenues and cash are reported in the appropriate formats to Unitil's Accounting department	12/1/2008	Daily / Month end
A.1.a	External Supplier System Management - EasyOn system	External Supplier System Management and Supplier Billing - EasyOn system	From 12/1 closing to Unitil's CIS Go-Live date	Maintain the on-line system used by external suppliers which allows suppliers the ability to request changes and allows access to customers historical usage information. This would also include all the bills sent to external suppliers based on their nominations	12/1/2008	Daily
A.1.b	CIS System (NiSource and IBM)	CIS System (NiSource and IBM)	From 12/1 closing to Unitil's CIS Go-Live date	Use of all CIS functions required for all Northern Utilities Maine and NH customers including but not limited to: billing, cash receipts, work orders, protections, meter management	12/1/2008	Daily

## ANNEX A.2 Billing Services

A.2.a	Refund Processing	Obtain customer refund data from NiSource CIS	From 12/1 closing to Unitil's CIS Go-Live date	List of refunds, including return of customer deposits, to be processed by Unitil's Accounts Payable, from NiSource CIS	12/1/2008	Weekly
A.2.b	Regulated and Unregulated Customer Billing Services	Regulated and Unregulated Customer Billing Services	From 12/1 closing to Unitil's CIS Go-Live date	Perform all regulated and unregulated billing services for metered and unmetered customers and all the associated tasks required to perform those duties (i.e., exceptions, rate maintenance, low income discount, corrected bills, meter schedules, mailing services)	12/1/2008	Daily
A.2.c	Daily Metered Customer Billing & Pool Mgt	Bill daily metered transportation customers and process enrollment transactions	Until Unitil's GTRAC and CIS Go-Live date	Accept and confirm nominations, Calculate pool imbalances to produce marketer bills, calculate customer transportation bills, respond to customer inquiries, process payments	12/1/2008	Monthly

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.2.d	Non-Daily Metered Customer & Pool Mgt	Bill non-daily metered transportation customers and process enrollment transactions	Until Unitil's GTRAC and CIS Go-Live date	Post daily ATVs to web site, calculate pool imbalances, calculate customer transportation bills, process enrollment transactions, post billing transactions, true-up using Easy and CIS, process payments from customers and marketers	12/1/2008	Daily
A.2.e	Onsite Billing Support / Expert	Onsite support at Unitil's Customer Service Center	As long as requested	Provide onsite support to Unitil	12/1/2008	As Needed
A.2.f	Printing and Inserting	Printing and mailing of daily bills	From 12/1 closing to Unitil's CIS Go-Live date	Printing and mailing of daily bills	12/1/2008	Daily
A.2.g	Checkfree	Customer payments via Checkfree	From 12/1 closing to Unitil's CIS Go-Live date	Process customer payments via Checkfree	12/1/2008	Daily
A.2.h	Sales Tax	Sales Tax	From 12/1 closing to Unitil's CIS Go-Live date	Perform annual review and system updates for sales tax exemptions	12/1/2008	Daily
A.2.i	Rules and Regulations	Rules and Regulations	From 12/1 closing to Unitil's CIS Go-Live date	Implement any new requirements as they relate to billing that may be issued from regulatory bodies in the transition period	12/1/2008	Daily
A.2.j	Special Contract Billing	Special Contract Billing	As long as needed	Calculate transportation charges; Forward calculations to Key account reps and regulatory for approval; manually enter into CIS	12/1/2008	Monthly

## ANNEX A.3 Treasury Services

A.3.a	Report receipt of cash and move cash to Unitil	Report receipt of cash into Northern lock box. Move cash from NiSource bank account to Unitil's bank account.	At least 2 months after Unitil's CIS is able to print customer invoices and reconcile customer activity	Report on cash received and cash in Unitil's bank account	12/1/2008	Daily
A.3.b	Cash Remittance Services	Cash Remittance Services	From 12/1 closing to Unitil's CIS Go-Live date	Provide cash posting services for all Northern Utilities and GST customers regarding the receipt of all customer payments from all forms such as lockbox checks, credit cards, e-checks, western union payments, wires, reverse payments, etc). Ensure that all payment files are posted appropriately to customer accounts	12/1/2008	Daily

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
---------	---------------------	------	-------------------	----------------	------------------	-----------

## ANNEX A.4 Customer Communications Services

A.4.a	Call Center and Customer Services for Regulated Customers	Call Center and Customer Services for Regulated Customers	From 12/1 closing to Unitil's CIS Go-Live date	Continue with all current call center services for regulated emergency, non-emergency and energy efficiency services for NU customers. Services include but are not limited to: internal and external reporting, answering calls within the current guideline, issuing and managing work orders, etc.	12/1/2008	Daily
A.4.b	Energy Efficiency / DSM Calls	Customer call intake and assessment for Energy Efficiency / DSM	From 12/1 closing to Unitil's CIS Go-Live date	Continue to receive telephone inquiries about Energy Efficiency, screen for customer/vendor needs, and forward request to Unitil.	12/1/2008	Daily
A.4.c	Call Center and Customer Services for Unregulated Customers	Call Center and Customer Services for Unregulated Customers	From 12/1 closing to Unitil's CIS Go-Live date	Continue with all current call center services for unregulated NU customers and GST customers. Services include but are not limited to: internal and external reporting, answering calls within the current guidelines, issuing and managing the work orders, etc.	12/1/2008	Daily
A.4.d	New business calls	Continue to accept and process calls for new business in NH and ME	From 12/1 closing to Unitil's CIS Go-Live date	BSG New Business intake center to continue to accept and process calls for new business in NH and ME until conversion of CIS.	12/1/2008	Daily
A.4.e	Regulatory Complaints	Regulatory Complaints	From 12/1 closing to Unitil's CIS Go-Live date	Continue to respond to and resolve all PUC and CAD complaints	12/1/2008	Daily
A.4.f	Call Center and Customer Services	SQI Reporting	From 12/1 closing to Unitil's CIS Go-Live date	Continue to gather, record and report all 2008 SQI reporting for both NH and ME	12/1/2008	Daily
A.4.g	External Customer Website	External Customer Website	From 12/1 closing to Unitil's CIS Go-Live date	Maintain the Northern Utility website and all the functions and information associated with the site. This would also include maintaining the real time account inquiry and payment option services (credit card and e-check)	12/1/2008	Daily
A.4.h	Customer Communications	Bill Inserts	From 12/1 closing to Unitil's CIS Go-Live date	Provide customer communication inserts, other collateral and billing messages that has been identified to NiSource personnel through the customer communications plan	12/1/2008	Daily

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
---------	---------------------	------	-------------------	----------------	------------------	-----------

## ANNEX A.5 Credit & Collections Services

A.5.a	Collections Services - Regulated	Collections Services - Commercial and Municipal	From 12/1 closing to Unitil's CIS Go-Live date	Outbound calls commercial and municipal customers in the Top 100. Additionally, call these same customers that have accounts over \$1,000.	12/1/2008	Daily
A.5.a	Collections Services - Regulated	Collections Services - Regulated	From 12/1 closing to Unitil's CIS Go-Live date	Determine feasibility, and if feasible, proceed with placement of an attachment onto a delinquent account in order to collect money on the balance.	12/1/2008	Daily
A.5.a	Collections Services - Regulated	Collections Services - Bankruptcies	From 12/1 closing to Unitil's CIS Go-Live date	Amend accounts based on Chapter 7, 11, and 13 bankruptcies.	12/1/2008	Daily
A.5.a	Collections Services - Regulated	Collections Services - Residential	From 12/1 closing to Unitil's CIS Go-Live date	Outbound calls to residential customers that are located in ME and NH (some of these customers will be in the Top 100 delinquent accounts for these states). Offer fuel assistance plans and/or payment plans.	12/1/2008	Daily
A.5.b	Customer Deposits	Perform customer deposit activities	From 12/1 closing to Unitil's CIS Go-Live date	Continue to collect deposits from customers in accordance with regulations as appropriate. Review deposits for refund, and apply deposit interest in accordance with rules and regulations for both NH and ME.	12/1/2008	Daily / As needed
A.5.c	Customer Write-Offs	Perform customer write-off activities	From 12/1 closing to Unitil's CIS Go-Live date	Perform monthly write offs for Northern NH and Northern ME of behalf of Unitil and provide reports that pertain to the write offs.	12/1/2008	Monthly
A.5.d	Customer Payment Arrangements	Perform customer payment arrangement activities	From 12/1 closing to Unitil's CIS Go-Live date	Continue to work with customers to arrange for payment plans in accordance with NH and ME regulations and monitor and follow up with customers for payment plans that become delinquent.	12/1/2008	Daily / As needed
A.5.e	Agency Payments, Communications and Reporting	Agency Payments, Communications and Reporting	From 12/1 closing to Unitil's CIS Go-Live date	Perform all tasks associated with agency programs, such as fuel assistance, to ensure customers are enrolled in the low income discount rate, coded for fuel assistance benefits and reporting purposes	12/1/2008	Daily

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.5.f	Protections	Protections	From 12/1 closing to Unitil's CIS Go-Live date	Continue to maintain protections as appropriate	12/1/2008	Daily
A.5.g	Pre-Moratorium Annual Review and Mailing	Pre-Moratorium Annual Review and Mailing	From 12/1 closing to Unitil's CIS Go-Live date	In NH perform the annual review of customers that have been disconnected for non-payment earlier in the year in accordance with NHPUC rules	12/1/2008	Daily
A.5.h	Reports	NH Monthly Reports	Year end (12/1/08 - 12/31/08)	Continue to prepare and provide NHPUC monthly accounts receivable and collections report in NH and prepare 2008 annual report for the Maine PUC that is due to be filed with the commission on 2/15/09	12/1/2008	Daily
A.5.i	Rules and Regulations	New Rules and Regulations	From 12/1 closing to Unitil's CIS Go-Live date	Implement any new requirements as they relate to credit and collections that may be issued from regulatory bodies in the transition period	12/1/2008	Daily

## ANNEX A.6 Meter Reading Services

A.6.a	Meter Reading	Daily/Monthly Reading of meters	From 12/1 closing to Unitil's CIS Go-Live date	Meter reading for NiSource billing of Northern Utilities customers	12/1/2008	Daily
A.6.b	Meter Reading	Daily reading of Metscan meters	Until Metscan devices are replaced	Daily batch file of reads sent to Unitil for bill processing	12/1/2008	Daily

## ANNEX A.7 Accounting Services

A.7.a	Customer Accounting Activity	Monthly summary level import of reconciled data in journal entry format related to customer revenue, cash activity, receivables, bad debt etc. Monthly reports summarizing journal activity	Full transition services expected in this area to March 2009	Will need an electronic file and related reports from the NiSource CIS system in a format that Unitil can work with either to convert and import or to manually post via Excel to Flexi General Ledger	12/1/2008	Monthly
-------	------------------------------	---	--	--	-----------	---------

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.7.b	Financial Reporting	Monthly preparation of Financial Reporting for GAAP and regulators	Will require assistance with the semi-annual NU F-8G filing in January as well as the annual EIA, State and FERC reporting to be done in Feb / Mar 09. It will be presumed that the Annual Unclaimed Property filing for 2008 will be completed by Northern and Granite	Significant support is anticipated for the 2008 annual filings since NiSource will have most of the history necessary for these filings. In addition, general telephone and e-mail support during the preparation of filings or if we run into something not anticipated	12/1/2008	Primarily in January and March 2009
A.7.c	All other reports and journal activity manually performed	Monthly recording of manual journal entries related to non-system generated activity such as prepayments, accruals, long term debt, flow thru accounting etc.	Only general support services needed in this area if questions arise that were not anticipated	General telephone support if we run into something not anticipated	12/1/2008	Monthly for 1-2 months
A.7.d	Maine State Sales Tax and New Hampshire Consumption Tax	Provide information required to file sales tax with the State of Maine and consumption tax with the State of New Hampshire	From 12/1 closing to Unitil's CIS Go-Live date	TBD	12/1/2008	Monthly

## ANNEX A.8 Gas Dispatch & Control Services

A.8.a	Daily Operations	System Monitoring & Control	4 Months	Active monitoring and control of NU/Granite systems via SCADA and coordination with Unitil on daily operations	12/1/2008	Daily
A.8.b	Daily Operations	System Monitoring / Continued Training	2 Months	Active monitoring of NU/Granite systems via SCADA and coordination with Unitil on daily operations	3/1/2009	Daily
A.8.c	Daily Operations	Daily Load Forecast	1-4 Months	Establish daily load forecast; provide daily forecast and any updates	12/1/2008	Daily
A.8.d	Daily Operations	Unitil SCADA Commissioning	1 Month	As needed testing and field coordination	11/1/2008	Periodic
A.8.e	Daily Operations	Monitoring & Control Training	6 Months	Provide on-site, hands on training to new Dispatchers	12/1/2008	2 days per week
A.8.f	Daily Operations	Daily Pipeline Balancing, including pipeline nominations	1-4 Months	Manage pipeline balancing; provide list of noms, confirm actual deliveries and local production	12/1/2008	Daily

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.8.g	Daily Operations	Daily pipeline/ storage/ commodity data	1-4 Months	Copy or report of daily flow data at all supply points, plants, and major customers	12/1/2008	Daily
A.8.h	Retail Supplier Management	Process retail supplier noms for peaking, company managed services (ME and NH)	2-5 Months	Provide listing of supplier noms by pool for peaking and company-managed services	12/1/2008	Daily
A.8.i	Retail Supplier Management	Verify upstream pipeline deliveries by retail suppliers so supplier pools can be balanced	1-4 Months	Provide daily report showing upstream deliveries by retail suppliers	12/1/2008	Daily
A.8.j	Access to SCADA Web	Access to SCADA Web	6 Months	Provide limited access to SCADA Web (web viewer of NiSource SCADA System) to Unitil personnel.	12/1/2008	Daily

## ANNEX A.9 Gas Supply Services

A.9.a	Resource Planning	Monthly Gas Supply Plans	1-4 Months	Provide monthly supply plan	12/1/2008	Monthly
A.9.b	Daily Operations	Daily Supply Mgmt and Purchasing	1-4 Months	Manage daily supply requirements; provide list of supplies planned to meet daily forecast	12/1/2008	Daily
A.9.b	Daily Operations	Implement BSG / Northern Utilities Exchange Agreement	1-4 Months	Establish and implement monthly/ daily exchange volumes; provide volumes and estimated cost	12/1/2008	Daily

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.9.b	Daily Operations	Manage Interruptible Customers as needed	2-4 Months	Offer sales to interruptible customers; provide list of interruptible sales made	12/1/2008	Daily
A.9.b	Daily Operations	Bill Interruptible Customers	2-4 Months	Copies of invoices & any applicable invoice calculations	12/1/2008	Monthly
A.9.c	Gas Contracting	Maintain and provide records of daily, monthly, seasonal transactions	1-4 Months	Provide listing of new transactions and copy of confirmations	12/1/2008	Periodic
A.9.c	Gas Contracting	Updates / Briefing on FERC level Regulatory Proceedings; Participation in Customer Group activities	1-4 Months	Briefings on regulatory proceedings; issues related to various customer groups	12/1/2008	Periodic
A.9.c	Gas Contracting	Complete U.S. Customs Reports / Filings (as needed)	1-4 Months	Filed customs reports; training and working files related to such reports	12/1/2008	Monthly
A.9.d	Regulatory Reporting	Weekly Storage Report for NH	1-4 Months	Prepare report, provide working files and data sources, coordinate for submission by either company	12/1/2008	Weekly
A.9.e	Gas Cost Accounting	Verify pipeline / storage / commodity invoices for accuracy	1-4 Months	Provide copies of Northern and Granite invoices to Unitil's Energy Contracts department for processing and payment; provide working files and back up	12/1/2008	Monthly
A.9.f	Retail Supplier Management	Manage and communicate ATV, metered loads, deliveries with retail suppliers.	2-5 Months	Provide daily (or standard frequency) reports listing ATV, metered loads and delivered supplies by retail supplier	12/1/2008	Daily



# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.9.f	Retail Supplier Capacity Assignment	Calculate any changes in retail supplier capacity assignment volumes, communicate to suppliers and implement either through EBB, access to Company-Managed supplies, or Capacity Mitigation. - both ME and NH	2-5 Months	Provide updated capacity assignment values, working files, copies of communications with retail suppliers, notice	12/1/2008	As needed
A.9.f	Retail Supplier Capacity Assignment	Billing of Capacity Mitigation Service or direct capacity assignment	2-5 Months	Provide amounts billed for capacity mitigation service, working files showing derivation of calculations, and copies of bills rendered	12/1/2008	Monthly
A.9.f	Retail Supplier Capacity Assignment	Supplier billing for peaking, company-managed services. (both ME and NH)	2-5 Months	Provide amounts billed to suppliers for peaking and company-managed services, working files used to calculate these amounts and copies of billings	12/1/2008	Monthly
A.9.e	Gas Cost Accounting	Estimates of Gas Supply (pipeline, commodity and storage) Fixed and Variable Costs / Volumes / WACOG / therm factor for Accounting close	1-4 Months	Accounting reports showing Gas Supply (pipeline, commodity and storage) Fixed and Variable Costs / Volumes / WACOG / therm factor	12/1/2008	Monthly
A.9.g	Hedging Program	Manage futures contract procurement program, associated reporting requirements, maintenance of margin account	1-3 Months	Monitor NYMEX NG market for price triggers, execute transactions as required, train Unitil in same. Provide reports filed with PUCs and Accounting dept, working files used, training on files; maintain margin account in event Unitil unable to establish account prior to closing	12/1/2008	Daily
A.9.h	Local Production	LNG / propane trucking / inventory reporting	1-4 Months	Provide LNG / propane trucking / inventory reporting	12/1/2008	Monthly

## ANNEX A.10 Field Services

A.10.a	FS Dispatching	Work Orders transferred to Unitil	2 Months or until Unitil's CIS Go-Live date	Daily assignment of collection orders for Maine and New Hampshire. Execution of completed work orders in CIS.	12/1/2008	Daily
A.10.b	FS Dispatching	Work Orders transferred to Unitil	From 12/1 closing to Unitil's CIS Go-Live date	Call or email work orders to Unitil from Customer Service; report completed workorders back to CIS (Details still being worked out for feedback)	12/1/2008	Daily
A.10.c	Field Crew Dispatching	BACKUP OPTION: Daily assignments to field crews	2 months	Perform existing work order dispatch for NU	12/1/2008	Daily

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.10.d	Southern NH Service	Provide all service activities for Southern NH.	2 Months or until Unitil's CIS Go-Live date	All labor, materials, equipment and supervision required for performing service department activities. Also, to provide Unitil with all reports, paperwork etc. required for the submittal of regulatory reports and for maintaining compliance	12/1/2008	Daily
A.10.e	Southern NH System Maintenance/Compliance Activities	1) All system maintenance/compliance activities for Southern New Hampshire (Salem, Plaistow, Atkinson)	2 Months	All labor, materials, equipment and supervision required for regulatory maintenance/compliance activities. Also, to provide Unitil with all reports, paperwork etc. required for the submittal of regulatory reports and for maintaining compliance.	12/1/2008	Daily (as needed)
A.10.f	Southern NH Dig Safe Facility Mark-outs	Provide dig safe service for Southern New Hampshire (Salem, Plaistow, Atkinson)	24 Hours	All labor, materials, equipment and supervision required for performing facility markout activities. Also, to provide Unitil with all reports, paperwork etc. required for the submittal of regulatory reports and for maintaining compliance	12/1/2008	Daily
A.10.g	Southern NH Emergency Response	Provide all emergency first response for Southern NH.	2 Months or until Unitil's CIS Go-Live date	All labor, materials, equipment and supervision required for providing emergency first responders for Southern New Hampshire (Salem, Plaistow, Atkinson). Also, to provide Unitil with all reports, paperwork etc. required for the submittal of regulatory reports and for maintaining compliance	12/1/2008	Daily
A.10.h	Southern NH Scheduled Leak repair	Provide for leak repairs for Southern NH.	2 Months or until Unitil's CIS Go-Live date	All labor, materials, equipment and supervision required for scheduled leak repairs for Southern New Hampshire (Salem, Plaistow, Atkinson). Also, to provide Unitil with all reports, paperwork etc. required for the submittal of regulatory reports and for maintaining compliance	12/1/2008	Daily

## ANNEX A.11 Granite Transportation Services

A.11.a	Granite Transportation	Process Transportation Customer Noms / Check out with interconnecting pipelines	1-4 Months	Provide listing of daily noms / provide listing of daily receipts from upstream pipelines (TGP, PNGTS_	12/1/2008	Daily
A.11.b	Granite Transportation	Provide customer service to shippers on Granite, including use of EBB and access to data	1-4 Months	Support transportation customer inquiries and support use of scheduling system	12/1/2008	Ongoing

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.11.c	Granite Transportation	Update postings on Granite's EBB with Unitil data, to extent Unitil cannot do so directly	2-5 Months	Access to Informational Postings section of Granite EBB, to extent Unitil does not have immediately following the closing	12/1/2008	Periodic
A.11.d	Billing and Accounting Services for Transportation Revenue	Provides monthly Granite revenue estimates for accounting close, update for applicable transportation rate changes, record invoices and revenue. Invoice mailings (Robin Watson - Affiliated and Jackie Sydnor - Non-Affiliated).	2-5 Months	Provide update Granite revenues summary worksheet, record monthly transportation revenue, invoicing of customers and receipt of payments (Treasury).	12/1/2008	Monthly
A.11.e	Granite - Integrity Management Reporting	Complete all reporting required for assuming data from January - November 2008. Unitil will add December and submit the report	12/1/2008	Complete reports and file them with PHMSA. Send Unitil a copy of the report and supporting documentation	12/1/2008	1 time
A.11.f	Granite DOT Transmission Annual Report F7100.2-1	Complete report assuming data from January - November 2008. Unitil will add December and submit the report	12/31/2008	Complete reports for 11 months of 2008. Provide those reports to Unitil along with all supporting documentation	12/31/2008	1 time
A.11.g	Granite Work Management	Continue to support Maximo Work Management System	2 Months or until Unitil systems are completed	Produce work orders for Granite	12/1/2008	Daily

## ANNEX A.12 Regulatory Services

A.12.a	Tariff Administration	Maintain tariffs and compliance activities, communicate/post changes	1-2 months	Up to date tariffs, Up to date website, business as usual tariff operations (as requested)	Throughout month	As needed
A.12.b	Special Contracts Administration	Price updates (annual inflation)	1-2 months	Up to date pricing	Throughout month	As needed
A.12.c	Rates Administration	Maintain rate summary for IT	1-2 months	Up to date pricing	Throughout month	As needed
A.12.c	Rates Administration	Communicate changes	1-2 months	Communicate rate changes	Throughout month	As needed
A.12.d	Compliance - Reports and Filings	Prepare filings and reports	1-2 months	Assistance with filings and reports, as requested	Throughout month	As needed
A.12.e	Review of Orders - NU and GSGT	Review orders during transition	1-2 months	Selected order reviews, as requested	Throughout month	As needed
A.12.e	Compliance with Orders - Nu and GSGT	Comply with directives	1-2 months	Assistance complying with orders, as requested	Throughout month	As needed

# Transition Services

Appendix B

Annex #	Function or Process	Task	Expected Duration	Deliverable(s)	Initial Due Date	Frequency
A.12.e	Monitoring of regulatory activity - NU and GSGT	Employ current practices	1-2 months	Business as usual on proceedings designated by Unitil	Throughout month	As needed

## ANNEX A.13 Engineering Regulatory Reporting Services

A.13.a	NH Bare Steel Annual Report	Complete report and file with NH PUC	Due 12/1/2008	Complete report and file with NH PUC. Send Unitil a copy of the report and supporting documentation	12/1/2008	1 time
A.13.b	NU Integrity Management Reporting	Complete all reporting required for assuming data from January - November 2008. Unitil will add December and submit the report	12/1/2008	Complete reports for 11 months of 2008. Provide those reports to Unitil along with all supporting documentation	12/1/2008	1 time
A.13.c	NU DOT Transmission Annual Report F7100.2-1	Complete report assuming data from January - November 2008. Unitil will add December and submit the report	12/31/2008	Complete reports for 11 months of 2008. Provide those reports to Unitil along with all supporting documentation	12/31/2008	1 time
A.13.d	NU DOT Distribution Annual Report F7100.1-1	Complete report assuming data from January - November 2008. Unitil will add December and submit the report	12/31/2008	Complete reports for 11 months of 2008. Provide those reports to Unitil along with all supporting documentation	12/31/2008	1 time
A.13.e	NU - ME PUC Cast Iron Risk Assessment	Complete report assuming data from January - November 2008. Unitil will add December and submit the report	12/31/2008	Complete report and file with ME PUC. Send Unitil a copy of the report and supporting documentation	12/31/2008	1 time
A.13.f	NU - ME PUC Bare Steel Mains Risk Assessment	Complete report assuming data from January - November 2008. Unitil will add December and submit the report	12/31/2008	Complete report and file with ME PUC. Send Unitil a copy of the report and supporting documentation	12/31/2008	1 time
A.13.g	NU - ME PUC Bare Steel Services Risk Assessment	Complete report assuming data from January - November 2008. Unitil will add December and submit the report	12/31/2008	Complete report and file with ME PUC. Send Unitil a copy of the report and supporting documentation	12/31/2008	1 time