

**Granite State Electric Company
and
EnergyNorth Natural Gas
d/b/a Liberty (Energy) Utilities**

MONTHLY REPORT OF TRANSITION PROGRESS

For the Month of September 2013

ATTACHMENT A

MONTHLY TRANSITION COSTS AND SUPPORTING DETAIL

Please see the following attachments:

- A.1 Transition Services Cost Report - *Please see native format Excel worksheets*
- A.2 Transition Services Cost Report Supporting Detail – *Please see native format Excel worksheets (the most recent invoice provided by National Grid is September 2013)*
- A.3 GSE and ENNG Monthly Transition Progress

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
	Transition Service	(G) through (P)	(A) + (B)		(C) - (D)		(E) / (D)
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Human Resources						
HR-1	Payroll Services	51,910.97					
HR-2	Employee Benefits	263,142.61					
HR-3	Pension Administration	31,991.66					
HR-4	Labor Relations Support	14,925.31					
HR-5	Staffing Support	2.55					
	Estimate	-					
		361,973.10	-	361,973.10	59,000.00	302,973.10	514%
	Financial Services						
Fin-1	Financial Reporting	397.87					
Fin-2	Accounting Consulting	71,539.16					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	5,514.34					
Fin-8	Property Tax Services	13,591.19					
Fin-9	Claims Handling/Investigation	731.39					
	Estimate	-					
		91,773.95	25,102.74	116,876.69	163,000.00	(46,123.31)	-28%
	Operations						
Elec Ops-1	Planned Major Maintenance & Capital Construction	115,818.75					
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	592.46					
Elec Ops-3	Field Crew Dispatching and Scheduling	4,535.63					
Elec Ops-4	Electric Engineering and Design	73,275.86					
Elec Ops-5	Resource and Workload Planning	33,470.91					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	105,057.48					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,564,460.12					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	4,011.69					
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	3,283.89					
Elec Ops-12	Infrared (IR) Testing	-					
Elec Ops-13	Mapping & Records	16,210.49					
Elec Ops-14	Relay and Protection	41,561.54					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	152,462.57					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous	649,423.76					
	Estimate	-					
		2,966,599.99	1,016,258.86	3,982,858.85	3,952,000.00	30,858.85	1%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	54,603.24					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		55,618.86	2,719.01	58,337.87	-	58,337.87	0%
	Energy Control & Supply						
Energy Supply-1	Electric Network Control	157,803.85					
Energy Supply-2	Electric Load Forecasting	4,636.76					
Energy Supply-3	Energy Procurement Services	11,451.86					
Energy Supply-4	Energy Procurement Consulting	6,477.63					
Energy Supply-5	Distributed Generation Services	742.09					
	Estimate	-					
		181,112.19	24,322.27	205,434.46	130,000.00	75,434.46	58%
	Project Management						
Project Mgt-1	Project Management Services	9,339.14					
Project Mgt-2	Cost Management Access	-					
	Estimate	-					
		9,339.14	-	9,339.14	-	9,339.14	0%
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,402.56					
HS&E-2	Health and Safety Field Support	5.22					
HS&E-3	Technical Training	0.00					
HS&E-4	Environmental Compliance	-					
HS&E-5	Environmental Field Support	841.87					
HS&E-6	Spill Control/Response	-					
HS&E-7	Environmental Regulatory Support & Consultation	-					
HS&E-8	Licenses, Permits and Orders	-					
	Estimate	-					
		3,249.65	-	3,249.65	50,000.00	(46,750.35)	-94%

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
	Transition Service	(G) through (P)	(A) + (B)		(C) - (D)		(E) / (D)
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
Security							
Security-1	Site Security Services	5.53					
Security-2	Security Consulting	-					
Security-3	NERC/NPCC- Reliability Compliance	-					
	Estimate	-					
		5.53	-	5.53	-	5.53	0%
Supply Chain and Inventory Management							
Supply-1	Supply Chain Management	62.93					
Supply-2	Materials Management System Support	-					
Supply-3	Supplier Contracts	9,927.84					
Supply-4	Access to Seller Warehouses	-					
Supply-5	Fleet Services	71,040.97					
	Estimate	-					
		81,031.74	-	81,031.74	15,000.00	66,031.74	440%
Customer Services Support							
Customer Svc-1	Call Center Operations	326,855.93					
Customer Svc-2	Meter Reading, Billing and Payment Processing	936,875.44					
Customer Svc-3	Collections Process Support	38,500.10					
Customer Svc-4	New Business Administration	182,911.50					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	75,215.12					
	Estimate	-					
		1,560,962.82	1,210,529.34	2,771,492.16	3,939,000.00	(1,167,507.84)	-30%
Regulatory Support							
Reg-1	Regulatory Support - General	53,011.08					
Reg-2	Regulatory Reporting	19,917.37					
	Estimate	-					
		72,928.45	58,278.48	131,206.93	45,000.00	86,206.93	192%
Records Management							
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	-	-	0%
IT Transition Services							
IT-1	Business Application Services	391,661.09					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	78,190.34					
IT-4	Client Services	54,588.36					
IT-5	Contracts and Licenses	163,180.83					
IT-6	Infrastructure Services	282,862.21					
IT-7	Networking Support	99,336.58					
IT-8	IS Energy Management Systems (EMS)	62,872.79					
IT-9	Security Services	345.32					
	Estimate	-					
		\$ 1,133,037.55	990,098.24	\$ 2,123,135.79	\$ 1,409,000.00	\$ 714,135.79	51%
		\$ 6,517,632.99	\$ 3,327,308.94	\$ 9,844,941.92	\$ 9,762,000.00	\$ 82,941.92	1%

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,082,155.70	-				
		1,082,155.70	-	\$ 1,082,155.70	\$ -	\$ 1,082,155.70	-

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(R)	(S)	(T)	(U)	(V)	(AE)
		Cost					
		(actual) Jun-13	(actual) Jul-13	(actual) Aug-13	(actual) Sep-13	(estimated) Oct-13	Total Actual & Est.
	Human Resources						
HR-1	Payroll Services				-	-	51,910.97
HR-2	Employee Benefits				-	-	263,142.61
HR-3	Pension Administration				-	-	31,991.66
HR-4	Labor Relations Support				-	-	14,925.31
HR-5	Staffing Support				-	-	2.55
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	361,973.10
	Financial Services						
Fin-1	Financial Reporting				-	-	397.87
Fin-2	Accounting Consulting	2,966.54	2,692.46	2,667.48	2,928.45	2,789.19	96,641.90
Fin-3	Financial Training Service				-	-	-
Fin-4	Accounts Payable Processes				-	-	-
Fin-5	Accounts Payable Consulting				-	-	-
Fin-6	Cash Management				-	-	-
Fin-7	Tax Consulting Services			1,526.82	3,211.31	-	5,514.34
Fin-8	Property Tax Services				-	-	13,591.19
Fin-9	Claims Handling/Investigation	640.75		49.20	-	-	731.39
	Estimate	-	-	-	-	-	-
		3,607.29	2,692.46	4,243.50	6,139.76	2,789.19	116,876.69
	Operations						
Elec Ops-1	Planned Major Maintenance & Capital Construction	(1,451.62)	227.50		-	-	115,818.75
Elec Ops-2	Emergency Maintenance Engineering and Technical Services				-	-	592.46
Elec Ops-3	Field Crew Dispatching and Scheduling			2,384.82	945.42	-	4,535.63
Elec Ops-4	Electric Engineering and Design		5,878.47		-	9,625.88	159,908.75
Elec Ops-5	Resource and Workload Planning	1,688.11	(567.45)	383.46	849.02	1,368.06	45,783.45
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	(4,831.90)	868.41	11.78	3,615.11	-	105,057.48
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	137,161.89	37,670.05	9,852.81	7,788.24	61,094.90	2,114,314.19
Elec Ops-8	Vegetation Management				-	-	468.05
Elec Ops-9	Customer Meter Support				-	-	25,197.46
Elec Ops-10	Electric Meter Shop	20.78	22.78	16.35	25.88	62.68	4,575.84
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	(1,807.39)			-	-	3,283.89
Elec Ops-12	Infrared (IR) Testing				-	-	-
Elec Ops-13	Mapping & Records		6.94	289.46	82.80	727.15	22,027.69
Elec Ops-14	Relay and Protection	592.97	1,099.03	4,785.26	2,038.63	-	41,561.54
Elec Ops-15	Codes and Standards				-	-	1,715.22
Elec Ops-16	Mutual Assistance	669.23	1,027.71	(1,523.55)	-	14,035.07	264,743.13
Elec Ops-17	Business Continuity Support and Emergency Logistics				-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	26,056.03	42,413.37	19,274.31	26,997.99	82,932.48	898,221.21
	Estimate	-	-	-	-	-	-
		158,098.10	88,646.81	35,474.70	42,343.09	169,846.22	3,982,858.85
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	(5,109.70)	2,124.09	2,511.63	8,792.62	339.88	57,322.26
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers				-	-	1,015.62
	Estimate	-	-	-	-	-	-
		(5,109.70)	2,124.09	2,511.63	8,792.62	339.88	58,337.87
	Energy Control & Supply						
Energy Supply-1	Electric Network Control	13,982.61	13,495.04	16,383.03	14,129.19	3,040.28	182,126.12
Energy Supply-2	Electric Load Forecasting	381.63	13,719.14	(10,882.71)	-	-	4,636.76
Energy Supply-3	Energy Procurement Services				-	-	11,451.86
Energy Supply-4	Energy Procurement Consulting				-	-	6,477.63
Energy Supply-5	Distributed Generation Services	656.14			-	-	742.09
	Estimate	-	-	-	-	-	-
		15,020.38	27,214.18	5,500.32	14,129.19	3,040.28	205,434.46
	Project Management						
Project Mgt-1	Project Management Services				-	-	9,339.14
Project Mgt-2	Cost Management Access				-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	9,339.14
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training				-	-	2,402.56
HS&E-2	Health and Safety Field Support				-	-	5.22
HS&E-3	Technical Training				-	-	0.00
HS&E-4	Environmental Compliance				-	-	-
HS&E-5	Environmental Field Support				-	-	841.87
HS&E-6	Spill Control/Response				-	-	-
HS&E-7	Environmental Regulatory Support & Consultation				-	-	-
HS&E-8	Licenses, Permits and Orders				-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	3,249.65

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(R)	(S)	(T)	(U)	(V)	(AE)
		Cost					
		(actual) Jun-13	(actual) Jul-13	(actual) Aug-13	(actual) Sep-13	(estimated) Oct-13	Total Actual & Est.
	Security						
Security-1	Site Security Services				-	-	5.53
Security-2	Security Consulting				-	-	-
Security-3	NERC/NPCC- Reliability Compliance				-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	5.53
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management				-	-	62.93
Supply-2	Materials Management System Support				-	-	-
Supply-3	Supplier Contracts				-	-	9,927.84
Supply-4	Access to Seller Warehouses				-	-	-
Supply-5	Fleet Services				-	-	71,040.97
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	81,031.74
	Customer Services Support						
Customer Svc-1	Call Center Operations	27,346.63	41,796.90	35,390.19	22,497.40	18,305.66	491,606.84
Customer Svc-2	Meter Reading, Billing and Payment Processing	87,500.56	129,263.23	227,375.59	36,774.94	90,244.93	1,749,079.84
Customer Svc-3	Collections Process Support	(8,604.08)	(1.29)	3.31	0.53	5,817.90	90,861.23
Customer Svc-4	New Business Administration	3,314.46	43,110.25	10,664.21	(4,880.17)	11,079.06	282,623.04
Customer Svc-5	Revenue Protection/Diversion & Investigation				-	-	-
Customer Svc-6	Customer Data Migration				-	-	604.74
Customer Svc-7	Meter Data Services Support	3,926.55	3,973.27	4,797.82	10,670.27	9,055.71	156,716.48
	Estimate	-	-	-	-	-	-
		113,484.12	218,142.36	278,231.12	65,062.97	134,503.26	2,771,492.16
	Regulatory Support						
Reg-1	Regulatory Support - General	6,424.23	(3,878.97)	2,316.66	146.13	6,390.30	110,523.81
Reg-2	Regulatory Reporting	4,124.58	495.27	(658.00)	1,181.11	85.08	20,683.12
	Estimate	-	-	-	-	-	-
		10,548.81	(3,383.70)	1,658.66	1,327.24	6,475.39	131,206.93
	Records Management						
Records-1	Identification of Books and Records				-	-	-
Records-2	Separation and Transfer of Books and Records				-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	IT Transition Services						
IT-1	Business Application Services	11,757.98	13,176.74	7,589.58	16,119.98	17,847.11	552,285.03
IT-2	Collaboration Services (E-Mail)				-	-	0.03
IT-3	Data Centers	5,074.58	5,625.97		2,628.91	-	78,190.34
IT-4	Client Services	4,023.02	11,808.45		7,895.18	-	54,588.36
IT-5	Contracts and Licenses	15,615.76	16,858.11	(3,095.37)	28,275.87	-	163,180.83
IT-6	Infrastructure Services	48,466.72	(31,150.01)	38,737.56	(7,739.29)	91,786.76	1,108,943.08
IT-7	Networking Support	(24,434.08)	16,911.25		(520.56)	-	99,336.58
IT-8	IS Energy Management Systems (EMS)	2,110.55	14,782.60		8,705.04	377.05	66,266.21
IT-9	Security Services				-	-	345.32
	Estimate	-	-	-	-	-	-
		\$ 62,614.53	\$ 48,013.11	\$ 43,231.77	\$ 55,365.13	\$ 110,010.92	\$ 2,123,135.79
		\$ 358,263.53	\$ 383,449.31	\$ 370,851.70	\$ 193,160.00	\$ 427,005.14	\$ 9,844,941.92

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering	-	38,051.30				1,082,155.70
		-	38,051.30	-	-	-	-
		-	38,051.30	-	-	-	1,082,155.70

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)	(A) + (B)		(C) - (D)		(E) / (D)
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Human Resources						
HR-1	Payroll Services	14,691.64					
HR-2	Employee Benefits	95,625.38					
HR-3	Pension Administration	34,303.83					
HR-4	Labor Relations Support	3,629.16					
HR-5	Staffing Support	0.46					
	Estimate	-					
		148,250.47	-	148,250.47	68,000.00	80,250.47	118%
	Financial Services						
Fin-1	Financial Reporting	37,981.63					
Fin-2	Accounting Consulting	51,356.16					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	140.61					
Fin-8	Property Tax Services	9,508.54					
Fin-9	Claims Handling/Investigation	10.55					
	Estimate	-					
		98,997.48	25,102.74	124,100.22	294,000.00	(169,899.78)	-58%
	Operations						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	36,646.72					
Gas Ops-2	Operations Regulatory Support	5,516.88					
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	49,670.61					
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	8.65					
Gas Ops-5	Mandated Programs, including Leak Survey Support	13,871.73					
Gas Ops-6	Maps & Records	155,644.35					
Gas Ops-7	LNG Compliance and Training	-					
Gas Ops-8	Gas Engineering and Design	70,944.37					
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	14,272.61					
Gas Ops-10	Gas Support Services/Workload Planning	19,368.57					
Gas Ops-11	Gas Meter Operations/Meter Shop	127,143.47					
Gas Ops-12	Customer Meter Support	15,081.42					
Gas Ops-13	Gas Reliability Planning	10,417.98					
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	332,959.31					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	13,449.00					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		876,658.61	28,916.03	905,574.65	5,376,000.00	(4,470,425.35)	-83%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	56,795.85					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		127,747.89	201.19	127,949.08	77,000.00	50,949.08	66%
	Gas Control & Procurement						
Gas Supply-1	Gas Control	254,884.61					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,070.78)					
Gas Supply-4	Gas Load Forecasting	32,316.25					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		414,115.90	1,550.93	415,666.83	0.00	415,666.83	41566683137%
	Project Management						
Project Mgt-1	Project Management Services	5,488.17					
Project Mgt-2	Cost Management Access	2,979.29					
	Estimate	-					
		8,467.46	-	8,467.46	0.00	8,467.45	846745499%
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,153.73					
HS&E-2	Health and Safety Field Support	495.18					
HS&E-3	Technical Training	-					
HS&E-4	Environmental Compliance	22.50					
HS&E-5	Site Investigation and Remediation	21,373.98					
HS&E-6	Environmental Field Support	152.50					
HS&E-7	Spill Control/Response	-					
HS&E-8	Environmental Regulatory Support & Consultation	-					
HS&E-9	Licenses, Permits and Orders	-					
	Estimate	-					
		24,197.89	1,454.69	25,652.58	215,000.00	(189,347.42)	-88%

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
	Transition Service	(G) through (P)	(A) + (B)		(C) - (D)		(E) / (D)
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Security						
Security-1	Site Security Services	30,120.42					
Security-2	Security Consulting	353.84					
	Estimate	-					
		30,474.26	-	30,474.26		30,474.26	0%
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management	76.43					
Supply-2	Materials Management System Support	319.78					
Supply-3	Supplier Contracts	-					
Supply-4	Access to Seller Warehouses	173,298.11					
Supply-5	Fleet Services	18,537.65					
	Estimate	-					
		192,231.97	-	192,231.97	75,000.00	117,231.97	156%
	Customer Services Support						
Customer Svc-1	Call Center Operations	992,089.32					
Customer Svc-2	Meter Reading, Billing and Payment Processing	814,499.46					
Customer Svc-3	Collections Process Support	5,692.13					
Customer Svc-4	New Business Administration	16,750.24					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,829,031.16	149,410.79	1,978,441.95	6,570,000.00	(4,591,558.05)	-70%
	Regulatory Support						
Reg-1	Regulatory Support - General	101,077.03					
Reg-2	Regulatory Reporting	74,107.75					
	Estimate	-					
		175,184.78	75,801.00	250,985.78	156,000.00	94,985.78	61%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	48,000.00	(48,000.00)	-100%
	IT Transition Services						
IT-1	Business Application Services	755,377.98					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	78,751.14					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	310,225.60					
IT-6	Infrastructure Services	266,524.18					
IT-7	Networking Support	90,623.91					
IT-8	IS Energy Management Systems (EMS)	43,838.71					
IT-9	Security Services	8,891.95					
	Estimate	-					
		\$ 1,597,755.33	74,069.04	\$ 1,671,824.37	\$ 2,817,000.00	\$ (1,145,175.63)	-41%
		\$ 5,523,113.21	\$ 356,506.41	\$ 5,879,619.62	\$ 15,696,000.00	\$ (9,816,380.38)	-63%

Capital Charges Included in above actual bills

IT-1	Business Application Services	310,712.00			-		
		310,712.00	-	\$ 310,712.00	-	\$ 310,712.00	

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(R)	(S)	(T)	(U)	(V)	(AE)
		Cost					
		(actual) Jun-13	(actual) Jul-13	(actual) Aug-13	(actual) Sep-13	(estimated) Oct-13	Total Actual & Est.
	Human Resources						
HR-1	Payroll Services				-	-	14,691.64
HR-2	Employee Benefits				-	-	95,625.38
HR-3	Pension Administration				-	-	34,303.83
HR-4	Labor Relations Support				-	-	3,629.16
HR-5	Staffing Support				-	-	0.46
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	148,250.47
	Financial Services						
Fin-1	Financial Reporting	858.20			978.67	-	37,981.63
Fin-2	Accounting Consulting	2,966.54	2,692.45	2,535.28	1,496.24	2,789.19	76,458.90
Fin-3	Financial Training Service				-	-	-
Fin-4	Accounts Payable Processes				-	-	-
Fin-5	Accounts Payable Consulting				-	-	-
Fin-6	Cash Management				-	-	-
Fin-7	Tax Consulting Services				-	-	140.61
Fin-8	Property Tax Services				-	-	9,508.54
Fin-9	Claims Handling/Investigation				-	-	10.55
	Estimate	-	-	-	-	-	-
		3,824.74	2,692.45	2,535.28	2,474.91	2,789.19	124,100.22
	Operations						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance				-	-	36,646.72
Gas Ops-2	Operations Regulatory Support				-	-	5,516.88
Gas Ops-3	Emergency Maintenance Engineering & Technical Services				-	-	49,670.61
Gas Ops-4	Gas Field Crew Dispatching and Scheduling				-	-	8.65
Gas Ops-5	Mandated Programs, including Leak Survey Support				-	-	13,871.73
Gas Ops-6	Maps & Records	16,850.90	14,103.39	19,114.57	3,750.07	3,526.28	183,854.56
Gas Ops-7	LNG Compliance and Training				-	-	-
Gas Ops-8	Gas Engineering and Design				-	117.64	71,650.19
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	(1,145.01)			-	-	14,272.61
Gas Ops-10	Gas Support Services/Workload Planning	1.34	(11.70)	462.07	(65.74)	-	19,368.57
Gas Ops-11	Gas Meter Operations/Meter Shop	4,842.65	3,049.64	5,279.98	841.34	-	127,143.47
Gas Ops-12	Customer Meter Support	-			-	-	15,081.42
Gas Ops-13	Gas Reliability Planning				-	-	10,417.98
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	2,139.46	1,128.76		2,003.76	-	332,959.31
Gas Ops-15	Codes and Standards				-	-	11,662.95
Gas Ops-16	Ops Misc	17,332.01	7,917.76	9,021.40	43.71	-	13,449.00
Gas Ops-17	Mutual Assistance - Gas Emergencies				-	-	-
	Estimate	-	-	-	-	-	-
		40,021.35	26,187.85	33,878.02	6,573.14	3,643.91	905,574.65
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	770.23	179.57	1,073.67	15,524.10	25.15	56,997.03
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers				-	-	70,952.05
	Estimate	-	-	-	-	-	-
		770.23	179.57	1,073.67	15,524.10	25.15	127,949.08
	Gas Control & Procurement						
Gas Supply-1	Gas Control	10,998.84	17,585.86	18,680.42	16,946.64	-	254,884.61
Gas Supply-2	Gas Procurement Services - General	1,948.91	(466.20)		-	-	390,985.82
Gas Supply-3	Energy Transactions		(25,216.80)		-	-	(264,070.78)
Gas Supply-4	Gas Load Forecasting	13,549.36	(10,617.94)	3,187.17	1,163.89	516.98	33,867.18
Gas Supply-5	Gas Procurement Consulting				-	-	-
Gas Supply-6	Gas Procurement Miscellaneous				-	-	-
	Estimate	-	-	-	-	-	-
		26,497.11	(18,715.08)	21,867.59	18,110.53	516.98	415,666.83
	Project Management						
Project Mgt-1	Project Management Services				-	-	5,488.17
Project Mgt-2	Cost Management Access				-	-	2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training				-	-	2,153.73
HS&E-2	Health and Safety Field Support				-	-	495.18
HS&E-3	Technical Training				-	-	-
HS&E-4	Environmental Compliance				-	-	22.50
HS&E-5	Site Investigation and Remediation	496.66	1,110.14	1,247.36	756.39	1,454.69	22,828.67
HS&E-6	Environmental Field Support				-	-	152.50
HS&E-7	Spill Control/Response				-	-	-
HS&E-8	Environmental Regulatory Support & Consultation				-	-	-
HS&E-9	Licenses, Permits and Orders				-	-	-
	Estimate	-	-	-	-	-	-
		496.66	1,110.14	1,247.36	756.39	1,454.69	25,652.58

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

Settlement Agreement, p. 16 C.1.b. & Attachment F

		(R)	(S)	(T)	(U)	(V)	(AE)
	Transition Service	Cost					
		(actual) Jun-13	(actual) Jul-13	(actual) Aug-13	(actual) Sep-13	(estimated) Oct-13	Total Actual & Est.
	Security						
Security-1	Site Security Services				-	-	30,120.42
Security-2	Security Consulting				-	-	353.84
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	30,474.26
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management				-	-	76.43
Supply-2	Materials Management System Support				-	-	319.78
Supply-3	Supplier Contracts				-	-	-
Supply-4	Access to Seller Warehouses				-	-	173,298.11
Supply-5	Fleet Services				-	-	18,537.65
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	192,231.97
	Customer Services Support						
Customer Svc-1	Call Center Operations	3,079.88	75,746.96	27,812.05	15,805.93	115,256.54	1,107,345.86
Customer Svc-2	Meter Reading, Billing and Payment Processing	26,120.74	203,067.35	22,877.96	35,686.23	34,049.88	848,549.35
Customer Svc-3	Collections Process Support	4.82	(1.35)	3.46	0.55	-	5,692.13
Customer Svc-4	New Business Administration	82.48	114.09	106.22	97.61	104.37	16,854.61
Customer Svc-5	Revenue Protection/Diversion & Investigation				-	-	-
Customer Svc-6	Customer Data Migration				-	-	-
	Estimate	-	-	-	-	-	-
		29,287.92	278,927.05	50,799.69	51,590.32	149,410.79	1,978,441.95
	Regulatory Support						
Reg-1	Regulatory Support - General	526.08	1,259.73	24.99	868.90	5,986.05	154,951.48
Reg-2	Regulatory Reporting	12,875.99	(8,999.14)	13,239.52	(13,053.37)	2,436.28	96,034.30
	Estimate	-	-	-	-	-	-
		13,402.07	(7,739.41)	13,264.51	(12,184.47)	8,422.33	250,985.78
	Records Management						
Records-1	Identification of Books and Records				-	-	-
Records-2	Separation and Transfer of Books and Records				-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	IT Transition Services						
IT-1	Business Application Services	11,773.78	(2,174.13)	178,892.39	112,232.08	44,254.56	799,632.54
IT-2	Collaboration Services (E-Mail)				-	-	0.08
IT-3	Data Centers	3,050.78	58,050.78		-	-	78,751.14
IT-4	Client Services				-	-	43,521.79
IT-5	Contracts and Licenses	28,591.72	45,587.80	23,586.12	13,140.38	-	310,225.60
IT-6	Infrastructure Services	25,949.29	(65,549.87)	(8,561.09)	16,235.95	5,732.23	296,338.65
IT-7	Networking Support	5,470.34	11,900.29		-	-	90,623.91
IT-8	IS Energy Management Systems (EMS)	(2,725.70)	1,820.56		-	-	43,838.71
IT-9	Security Services				-	-	8,891.95
	Estimate	-	-	-	-	-	-
		\$ 72,110.21	\$ 49,635.43	\$ 193,917.42	\$ 141,608.41	\$ 49,986.79	\$ 1,671,824.37
		\$ 186,410.29	\$ 332,278.00	\$ 318,583.54	\$ 224,453.33	\$ 216,249.84	\$ 5,879,619.62

Capital Charges Included in above actual bills

IT-1	Business Application Services	-		160,000.00			310,712.00
							-
		-	-	160,000.00	-	-	310,712.00

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 10/29/2013
Invoice #: 800048065
Terms: Net 20

Initial Billing for Transition Services Activity: September 2013
Final Billing for Transition Services Activity: July & Aug 2013

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Payroll	-	-	-	-	-	-	-
Employee Benefits	-	-	-	-	-	-	-
Pension Administration	-	-	-	-	-	-	-
Labor Relations	-	-	-	-	-	-	-
Staffing Support	-	-	-	-	-	-	-
Human Resources	-	-	-	-	-	-	-
Financial Reporting	-	-	-	-	978.67	978.67	978.67
Accounting Consulting	-	-	-	2,928.45	1,496.24	4,424.69	4,424.69
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	3,211.31	-	3,211.31	3,211.31
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
Finance	-	-	-	6,139.76	2,474.91	8,614.67	8,614.67
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	945.42	-	945.42	945.42
Electric Eng & Design	-	-	-	-	-	-	-
Resource & Workload Planning	-	-	-	849.02	-	849.02	849.02
Electric Fdr, Sub T and Sub Asset Planning	-	-	-	3,615.11	-	3,615.11	3,615.11
Sub Mtnc Programs /Engineering	-	-	-	7,788.24	-	7,788.24	7,788.24
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	25.88	-	25.88	25.88
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	82.80	3,750.07	3,832.87	3,832.87
Relay & Protection	-	-	-	2,038.63	-	2,038.63	2,038.63
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	26,997.99	-	26,997.99	26,997.99
Network Strategy & Planned Major Mtnc	-	-	-	-	-	-	-
Operations Regulatory Support	-	-	-	-	-	-	-
Emergency Mtnc Engineering & Technical Svcs	-	-	-	-	-	-	-
Mandated Programs, inc Leak Surveys	-	-	-	-	-	-	-
LNG Compliance & Training	-	-	-	-	-	-	-
Gas Engineering & Design	-	-	-	-	-	-	-
QA/Analysis & Process Improvement	-	-	-	-	-	-	-
Gas Support/Workload Planning	-	-	-	-	(65.74)	(65.74)	(65.74)
Meter Ops/Meter Shop	-	-	-	-	841.34	841.34	841.34
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	2,003.76	2,003.76	2,003.76
Ops Misc	-	-	-	-	43.71	43.71	43.71
Operations	-	-	-	42,343.09	6,573.14	48,916.23	48,916.23
Energy Efficiency	-	-	-	8,792.62	15,524.10	24,316.72	24,316.72
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	8,792.62	15,524.10	24,316.72	24,316.72
Network Control	-	-	-	14,129.19	-	14,129.19	14,129.19
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	16,946.64	16,946.64	16,946.64
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	-	-	-
Gas Load Forecasting	-	-	-	-	1,163.89	1,163.89	1,163.89
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	-	-	-	14,129.19	18,110.53	32,239.72	32,239.72
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
Project Management	-	-	-	-	-	-	-
HS&E Monitoring, Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmental Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	756.39	756.39	756.39
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	-	-	-	-	756.39	756.39	756.39
Site Services	-	-	-	-	-	-	-
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
Security	-	-	-	-	-	-	-
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-
Supply Chain & Inventory	-	-	-	-	-	-	-
Call Center Ops	-	-	-	22,497.40	15,805.93	38,303.33	38,303.33
Meter Rdg, Billing & Payment Processing	-	-	-	36,774.94	35,686.23	72,461.17	72,461.17

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 10/29/2013
Invoice #: 800048065
Terms: Net 20

Initial Billing for Transition Services Activity: September 2013
Final Billing for Transition Services Activity: July & Aug 2013

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Collections Support	-	-	-	0.53	0.55	1.08	1.08
New Business Admin	-	-	-	(4,880.17)	97.61	(4,782.56)	(4,782.56)
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	10,670.27	-	10,670.27	10,670.27
Customer Service	-	-	-	65,062.97	51,590.32	116,653.29	116,653.29
General	-	-	-	146.13	868.90	1,015.03	1,015.03
Regulatory Reporting	-	-	-	1,181.11	(13,053.37)	(11,872.26)	(11,872.26)
Regulatory Support	-	-	-	1,327.24	(12,184.47)	(10,857.23)	(10,857.23)
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	9,665.55	(4,800.20)	4,865.35	6,454.43	112,232.08	118,686.51	123,551.86
Collaboration Services	-	-	-	-	-	-	-
Data Centers	2,628.91	7,164.05	9,792.96	-	-	-	9,792.96
Client services	7,895.18	-	7,895.18	-	-	-	7,895.18
Contracts & Licenses	1,915.54	9,577.33	11,492.87	26,360.33	13,140.38	39,500.71	50,993.58
Infrastructure Services	(57,323.06)	(19,776.99)	(77,100.05)	49,583.77	16,235.95	65,819.72	(11,280.33)
Networking Support	(520.56)	4,533.46	4,012.90	-	-	-	4,012.90
EMS/SCADA	7,816.87	922.69	8,739.56	888.17	-	888.17	9,627.73
Security Services	-	-	-	-	-	-	-
IT	(27,921.57)	(2,379.66)	(30,301.23)	83,286.70	141,608.41	224,895.11	194,593.88
TOTAL	(27,921.57)	(2,379.66)	(30,301.23)	221,081.57	224,453.33	445,534.90	415,233.67

CHECK

Please remit payments to the following:

U.S. Mail
National Grid USA Misc Accounts Receivable 300 Erie Boulevard West Syracuse, NY 13202

Wire
National Grid USA Bank: Bank of America ABA: 026009593 Acct# 000050020915

Attachment A.3 – Monthly Transition Progress
Granite State Electric Company

Granite State Electric Company				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	01/14
Operations	06/13	11/13	02/14	07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 ¹ 06/13 ²	11/13 ²	01/14 ²	07/14 ¹ 07/14 ²
Project Management		4/13		11/13
Health Safety and Environment				11/12
Security		05/13		01/14
Supply Chain and Inventory Management		12/12	8/13	07/14
Customer Services Support				06/14
Regulatory Support				01/14
Records Management				07/14
IT Transition Services				01/14

¹Energy Procurement

²Operations

Attachment A.3 – Monthly Transition Progress
EnergyNorth Natural Gas, Inc.

EnergyNorth Natural Gas				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	01/14
Operations	03/13	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 ²	07/13 ¹ 07/13 ²	09/13 ¹ 01/14 ²	07/14 ¹ 07/14 ²
Project Management		12/12		11/13
Health Safety and Environment			11/12	12/13
Security				01/14
Supply Chain and Inventory Management		12/12	8/13	07/14
Customer Services Support				01/14
Regulatory Support				01/14
Records Management				07/14
IT Transition Services				01/14

¹Energy Procurement

²Operations

ATTACHMENT B

IT STATUS REPORTS

Please see the following attachments:

Attachment B.1 – IT Monthly Overall Status Information

Attachment B.2 – IT Monthly Reporting of Project and Application Status

Attachment B.3 – IT Change Request (*as needed*)

Granite State and EnergyNorth Governance Update

September 25, 2013

General Update

- The Energy North Conversion was successful
- The volume and severity of issues was well within expectations
 - Approx. 200 Helpdesk Tickets so far. Most were minor issues
- Call Handling performance has been very strong (see next slide)
- After some initial delays in issuing bills, we are now on schedule to complete September billing on time
- Post Conversion clean up activities are in hand
- Conversion of Metretek meters to MV 90 on schedule
- Transportation bills for August were issues by Liberty on time

- Lessons learned sessions scheduled next week as well as a review of Electric Project Plans
- Hosted G3. Topics included IT Security, Disaster Recovery, Business Continuity Planning






Call Statistics – Non Emergency

Reporting Period	Date	SL	Wait Time	Offered	Answered	%Aban	Flow Out to another call type
	3-Sep	96.85%	0:00:16	1057	974	1.04%	60
	4-Sep	99.33%	0:00:08	675	625	1.33%	48
	5-Sep	99.68%	0:00:05	629	611	1.11%	15
	6-Sep	99.46%	0:00:06	638	631	0.00%	7
	9-Sep	99.84%	0:00:07	752	745	0.40%	4
	10-Sep	99.32%	0:00:05	576	573	0.52%	6
	11-Sep	99.50%	0:00:06	509	506	0.58%	3
	12-Sep	96.82%	0:00:05	496	490	0.00%	5
	13-Sep	99.82%	0:00:05	597	596	0.17%	2
	16-Sep	98.72%	0:00:10	785	783	0.25%	11
	17-Sep	99.62%	0:00:06	665	663	0.35%	5
	18-Sep	99.61%	0:00:05	591	588	0.50%	4
	19-Sep	99.68%	0:00:06	705	702	0.42%	5
	20-Sep	95.97%	0:00:10	624	623	0.16%	5
	23-Sep	79.16%	0:01:27	960	894	6.85%	3
Today @ 1:30pm	24-Sep	91.46%	0:01:01	633	603	4.48%	2
Month to Date	Sept 2 - 24	97.18%	0:00:15	10892	10607	1.14%	185






Call Statistics - Emergency

Reporting Period	Date	SL	Wait Time	Offered	Answered	%Aban	Flow Out
	3-Sep	81.81%	0:00:09	55	47	1.82%	7
	4-Sep	100.00%	0:00:05	37	37	0.00%	0
	5-Sep	95.00%	0:00:07	32	31	0.00%	1
	6-Sep	100.00%	0:00:04	29	29	0.00%	0
	7-Sep	65.38%	0:00:07	14	13	0.00%	1
	8-Sep	80.00%	0:00:06	5	5	0.00%	0
	9-Sep	91.67%	0:00:04	24	24	0.00%	0
	10-Sep	90.63%	0:00:04	23	23	0.00%	0
	11-Sep	92.19%	0:00:04	28	28	0.00%	0
	12-Sep	97.22%	0:00:05	40	39	0.00%	1
	13-Sep	100.00%	0:00:04	21	21	0.00%	0
	14-Sep	87.50%	0:00:07	9	9	0.00%	0
	15-Sep	50.00%	0:00:06	15	7	37.50%	2
	16-Sep	80.95%	0:00:05	36	35	2.78%	0
	17-Sep	85.71%	0:00:05	32	31	3.12%	0
	18-Sep	95.37%	0:00:05	28	28	0.00%	1
	19-Sep	96.15%	0:00:06	25	25	0.00%	1
	20-Sep	100.00%	0:00:05	18	18	0.00%	0
	21-Sep	100.00%	0:00:06	9	9	0.00%	0
	22-Sep	100.00%	0:00:05	4	4	0.00%	0
	23-Sep	81.11%	0:00:06	34	33	2.78%	2
Today (@ 1:30pm EST)	24-Sep	83.33%	0:00:15	16	16	0.00%	1
Month to Date	Sept 2-24	88.82%	0:00:06	534	512	2.18%	17






Meter-to-Cash Project Electric

Overall Project Health		Project progressing well.
Category Health	   	Timelines - see above Resources - no issues Cost - no issues Scope - no issues
Transition Update	1. 2. 3.	Project planning in progress Reviewed customization requirements for CSM Sample conversion data to be delivered by NG Sept 20th







Work Management Project

Overall Project Health		Overall Health changed to Green. Cost issue to be reviewed as part of 2014 budget process.
Category Health	   	<p>Timelines - Completed September 2013 gas deployment (with some minor deferred scope). On target for May 2014 electric deployment.</p> <p>Resources - Resources working on completing deferred scope, and on planning for Electric activities.</p> <p>Cost - Continue to monitor costs and identify means to offset overruns</p> <p>Scope - No change, but DigSafe and PCS conversion deferred for one month to address conversion issues found in August.</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	<p>Ongoing Post Go Live support.</p> <p>Data mapping sessions for Advantex and PCS completed.</p> <p>Development of revised DigSafe integration underway.</p> <p>Review of STORMs data extract for Quadra completed, data received.</p> <p>Kickoff of Electric project with Corporate stakeholder completed.</p>






Engineering & Operations Project Gas & Electric

Overall Project Health		There has been some schedule slippage. Additional Project resources have been added to address this
Category Health	   	<p>Timelines - OASyS Gas: December Go Live will not happen due to delays in resolving commercial issues. - ArcFM Electric: Additional time & effort required for conversion from Smallworld to ESRI format.</p> <p>Resources - Liberty: The project is fully staffed with technical resources. Additional Project Management support has been added .</p> <p>Cost</p> <p>Scope</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>SCADA Infrastructure well underway.</p> <p>Revised the OASyS System Configuration Plan.</p> <p>Performed validation checks on NJ3 data center.</p> <p>Started development of electric displays.</p> <p>Made a minor change to ArcFM Viewer's search functionality.</p> <p>NH Engineering is in the process of acquiring AutoCAD files from National Grid.</p> <p>Reviewing Gas Data Migration specifications.</p> <p>NH Maps & Records reviewed backlog report.</p> <p>Designer & Responder (OMS) SOWs were approved and signed.</p>

Gastar Project

Overall Project Health	 	<ul style="list-style-type: none"> Gastar project remains behind schedule. A new Release is being worked on. Implementation date is likely Nov 1. Energy Procurement is currently operating on the contingency plan.
Category Health	   	<p>Timelines -</p> <p>Resources - The Energy Procurement team are in full operation and are required to implement GASTAR</p> <p>Cost - are estimated to exceed budget</p> <p>Scope - no issues</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 	<p>On September 18, Chico DaFonte, Michael Smith and Scott Campbell met to discuss project deliverables to date and completion schedule.</p> <p>ENSYTE has provided a new release on September 20th that deals with all know issues for Wholesale (and Mid-States Retail).</p> <p>A further release dealing with the remaining Retail issues is still outstanding.</p>

Attachment B.1 - IT Monthly Overall Status Information

Overall Project Health		All activities progressing as planned
Category Health	   	Timelines - no issues Resources - no issues Cost - no issues Scope - no issues
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 	<p>Remaining 7 Itronix to replace once Digsafe / Wennsoft application completed testing.</p> <p>Security System for Londonderry and other NH Gas sites, meeting with Security in NH PM about transition.</p> <p>Spipe - new data load and test, expect to receive monthly data loads.</p> <p>Fortis - database administration review.</p> <p>Gastar new releases, working with QA on next release.</p> <p>Performance testing on database systems for service order processing, working with BDO and Cogsdale on performance improvements.</p> <p>Working on Scada network infrastructure.</p>

Attachment B.1 - IT Monthly Overall Status Information

Overall Project Health



Day 2 transitions went very well. Minor challenges were quickly responded to. No major incidents to report. Small items held out of Day 2 are progressing with near term delivery scheduled.

Category Health



Timelines - IT timelines are being revisited for future releases to ensure alignment with Liberty.



Resources - no issues



Cost - NG IT costs have exceeded risk allotment for Day 1. Day 2 NG IT costs are on track.



Scope- Minor work to implement some items held out of Day 2 are being managed.

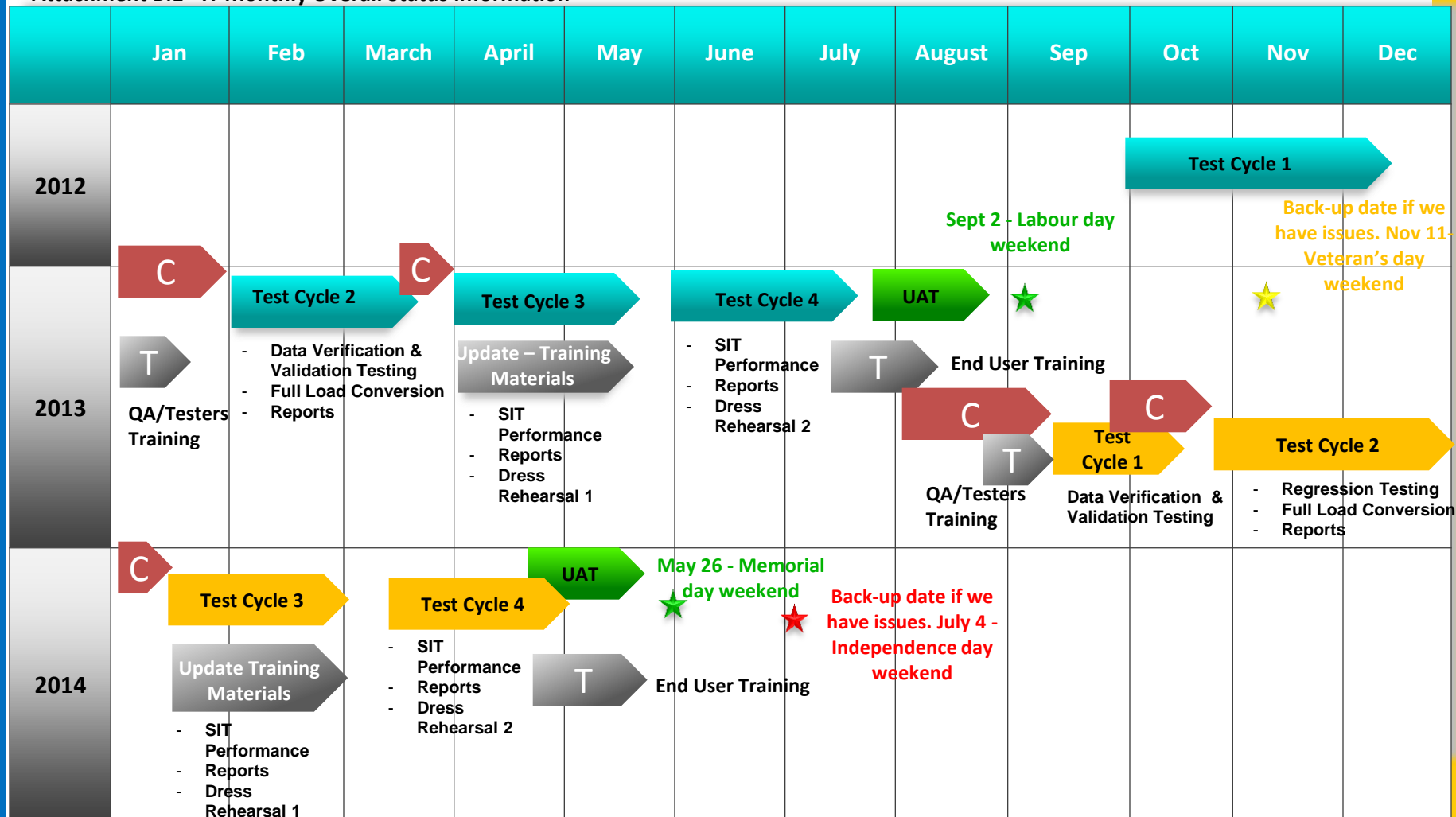
Transition Update

1. User decommissioning following the Liberty application cutovers is in progress.
2. As part of the decommissioning of the Liberty mobile PC modems, Don Romano will give NGRID a list of the modems and serial numbers so that Verizon can decommission them from the NGRID side.
3. Due to the shortage of ruggedized PC's with the National Grid specific requirements in the marketplace, National Grid has asked Liberty if they would be willing to transfer 50 devices back to NGRID. Liberty confirmed that they would be willing to give us the devices. Bob Lorkiewicz is working with NGRID Legal to develop a bill of sale to be used in the transaction.
4. Liberty and National Grid have re-engaged to discuss the metering and Electric RTU cutover strategy. A meeting was held this past week for that purpose. However, Liberty still needs to develop an overall cutover plan for the RTU implementation and commissioning.
5. Delivered MDSI/Advantex historical service orders and 1703 meter installation documents to support work management historical conversion.
6. Delivered full volume STORMs extract for Engineering Compatible units to support Liberty work estimation tool Quadra.
7. Defined control totals needed for SPIPE transition and shared with Liberty team for review and feasibility of executing the same during test cycles.
8. Delivered full volume CAD files for Energy North Regulator stations, Take stations, Tilton Highline and other facilities.
9. Delivered data refresh for SmallWorld along with full open image to support SmallWorld to ArcFM conversion.
10. Initiated kick off discussion on physical security (AMAG) and property asset db transition.
11. Held overview/strategy meeting for Electric Customer Conversion Controls.

Appendix

PROJECT MILESTONES

Attachment B.1 - IT Monthly Overall Status Information



Go Live



Training



UAT



Gas

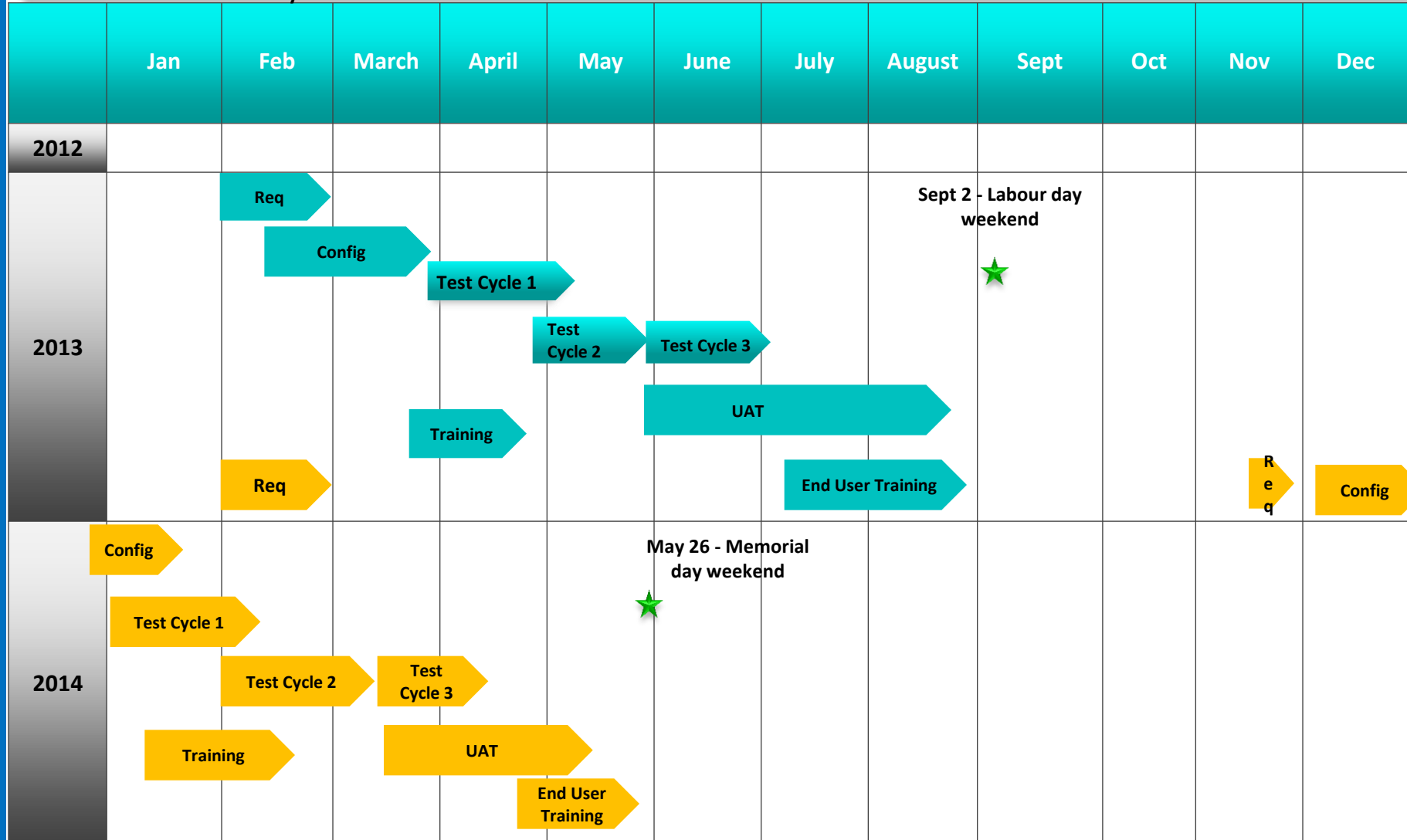


Electric



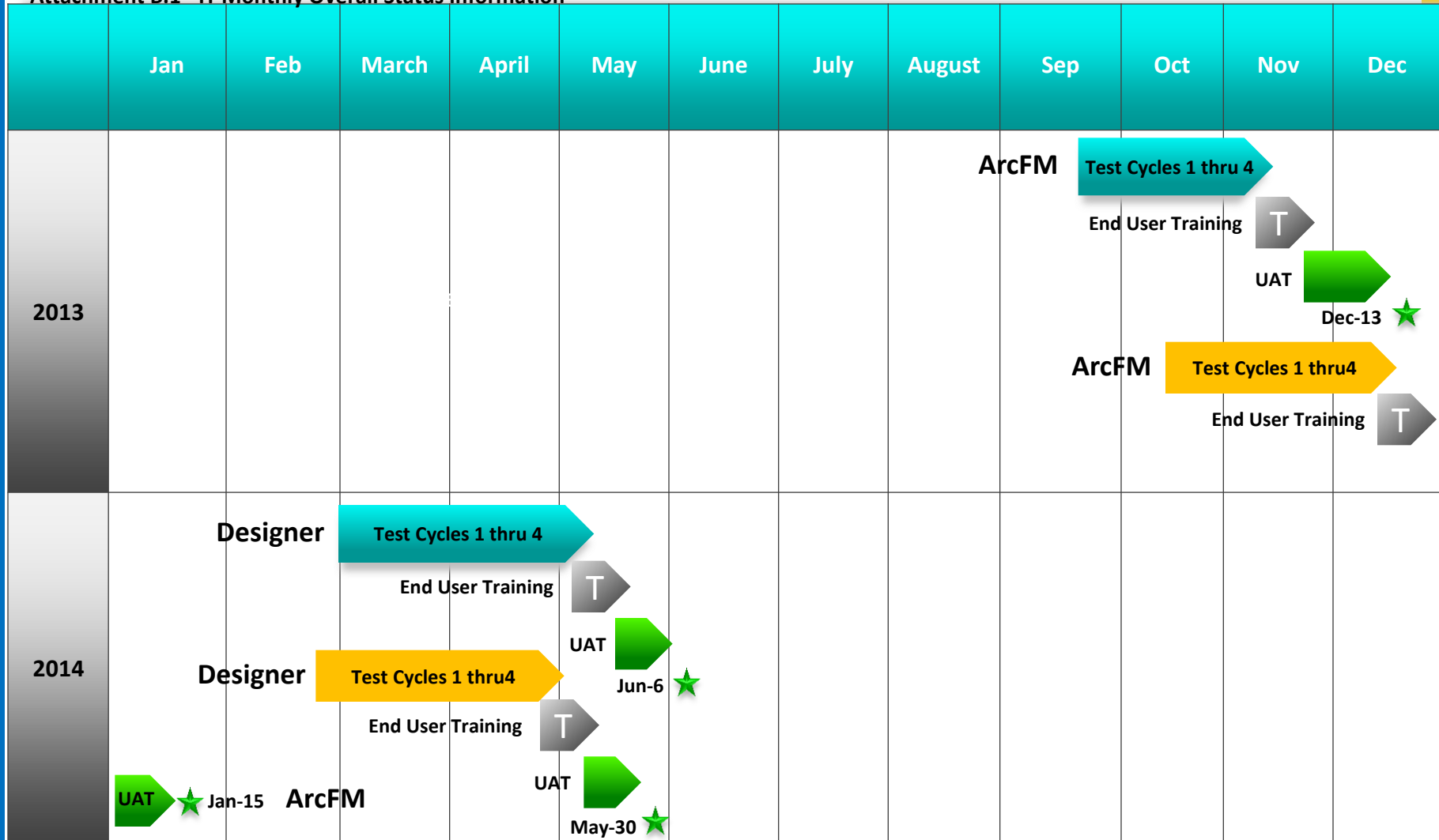
Build Data conversion

Attachment B.1 - IT Monthly Overall Status Information





Attachment B.1 - IT Monthly Overall Status Information



★ Go Live

T Training

UAT

Gas





Electric






Attachment B.1 - IT Monthly Overall Status Information

PROJECT TIMELINES


	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec
2013												
2014	Responder						May-26					

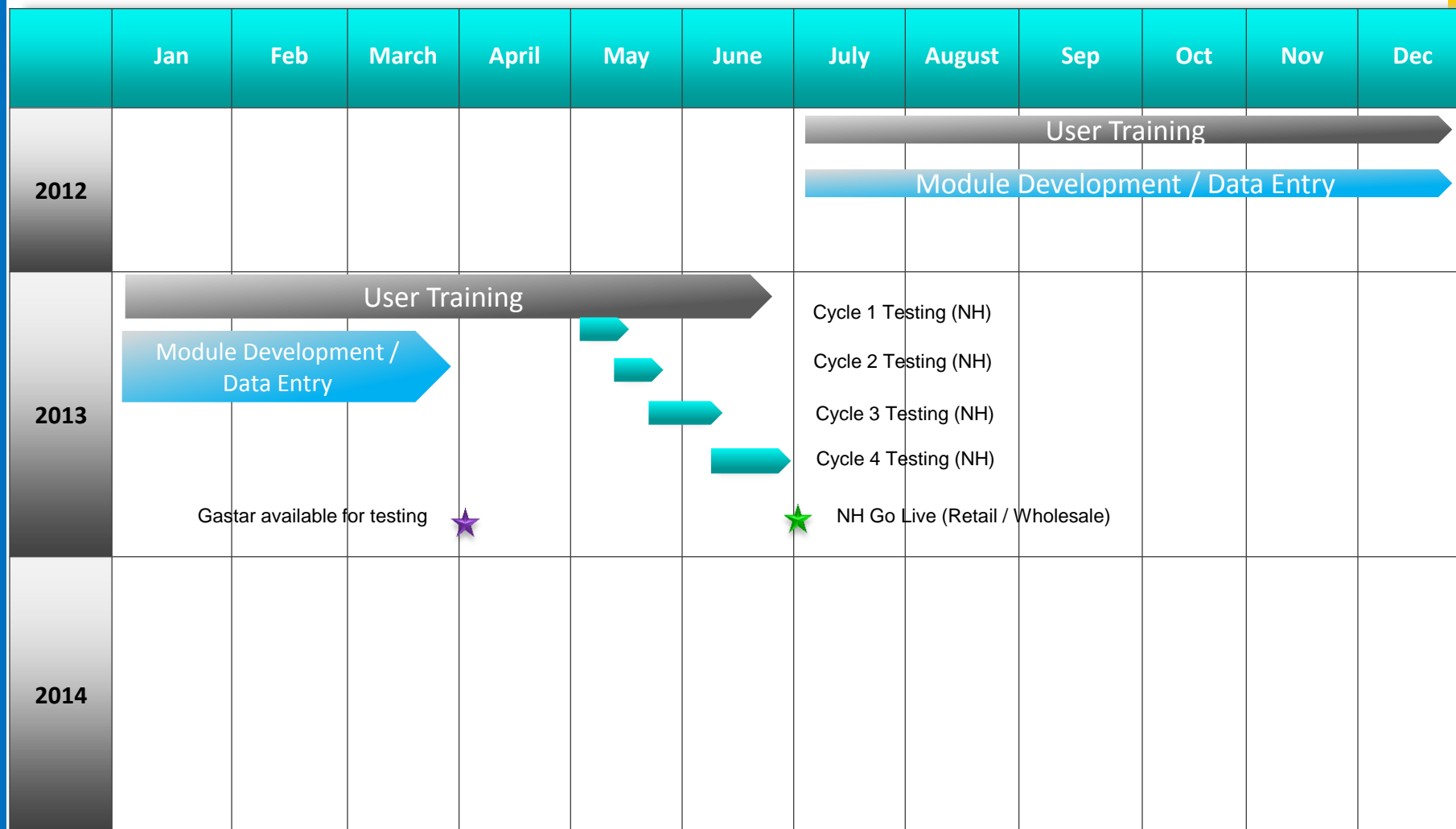
 Go Live

 Training

 UAT

 Gas

 Electric



Go Live



Training



UAT



Gas



Electric



Build Data
conversion

Attachment B.2 – IT Monthly Reporting of Project and Application Status

Granite State Electric Company							
		Functionality Design	Data Conversion Plan	Testing Design	Testing Begins	Cutover Planning	Implementation Target
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	06/12	09/12	06/13	09/13	12/13	05/14
	Itron	Currently in place	N/A	12/13	01/14	12/13	05/14
	IVR	Currently in place	N/A	12/13	01/14	12/13	05/14
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	12/13	05/14
Gastar	Gastar	NA	NA	NA	NA	NA	NA
Engineering and Operations	GIS – ArcFM	10/13	10/13	11/13	02/14	12/13	04/14
	Designer	12/13	NA	01/14	02/14	02/14	04/14
	Responder (Outage Mgmt. System)	12/13	Pending	12/13	03/14	01/14	05/14
	Fortis (Document Mgmt. System)	NA	NA	NA	NA	NA	NA
	SCADA	10/13	10/13	11/13	12/13	12/13	05/14
Work Management	Equipment Management	02/14	02/14	02/14	02/14	04/14	05/14
	Service Management	02/14	02/14	02/14	02/14	02/14	05/14
	Mobile Tech	02/14	02/14	02/14	02/14	02/14	05/14
	Job Cost	02/14	02/14	02/14	02/14	02/14	05/14
	Work Estimating (Quadra)	06/13	10/13	9/13	10/13	11/13	11/13

Attachment B.2 – IT Monthly Reporting of Project and Application Status

Energy North Natural Gas							
		Functionality Design	Data Conversion Plan	Testing Design	Testing Begins	Cutover Planning	Implementation Target
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	06/12	09/12	09/12	10/12	05/13	09/13
	Itron	Currently in place	N/A	04/13	04/13	05/13	09/13
	IVR	Currently in place	N/A	06/13	06/13	05/13	09/13
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	04/13	04/13	05/13	09/13
Gastar	Gastar	04/12	09/12	04/13	05/13	05/13	TBD - working with vendor
Engineering and Operations	GIS – ArcFM	10/13	10/13	11/13	01/14	12/13	03/14
	Designer	NA	NA	NA	NA	NA	NA
	Responder (Outage Mgmt. System)	NA	NA	NA	NA	NA	NA
	Fortis (Document Mgmt. System)	Pending	Pending	Pending	Pending	Pending	Pending
	SCADA	06/13	06/13	11/13	01/14	12/13	06/14
Work Management	Equipment Management	05/13 Completed	06/13 Completed	05/13 Completed	05/13 Completed	08/13 Completed	09/13
	Service Management	05/13 Completed	06/13 Completed	05/13 Completed	05/13 Completed	08/13 Completed	09/13
	Job Cost	05/13 Completed	06/13 Completed	05/13 Completed	05/13 Completed	08/13 Completed	09/13
	Mobile Tech	05/13 Completed	06/13 Completed	05/13 Completed	05/13 Completed	08/13 Completed	09/13
	Work Estimating (Quadra)	N/A	N/A	N/A	N/A	N/A	N/A

Attachment B.3 – IT Change Requests

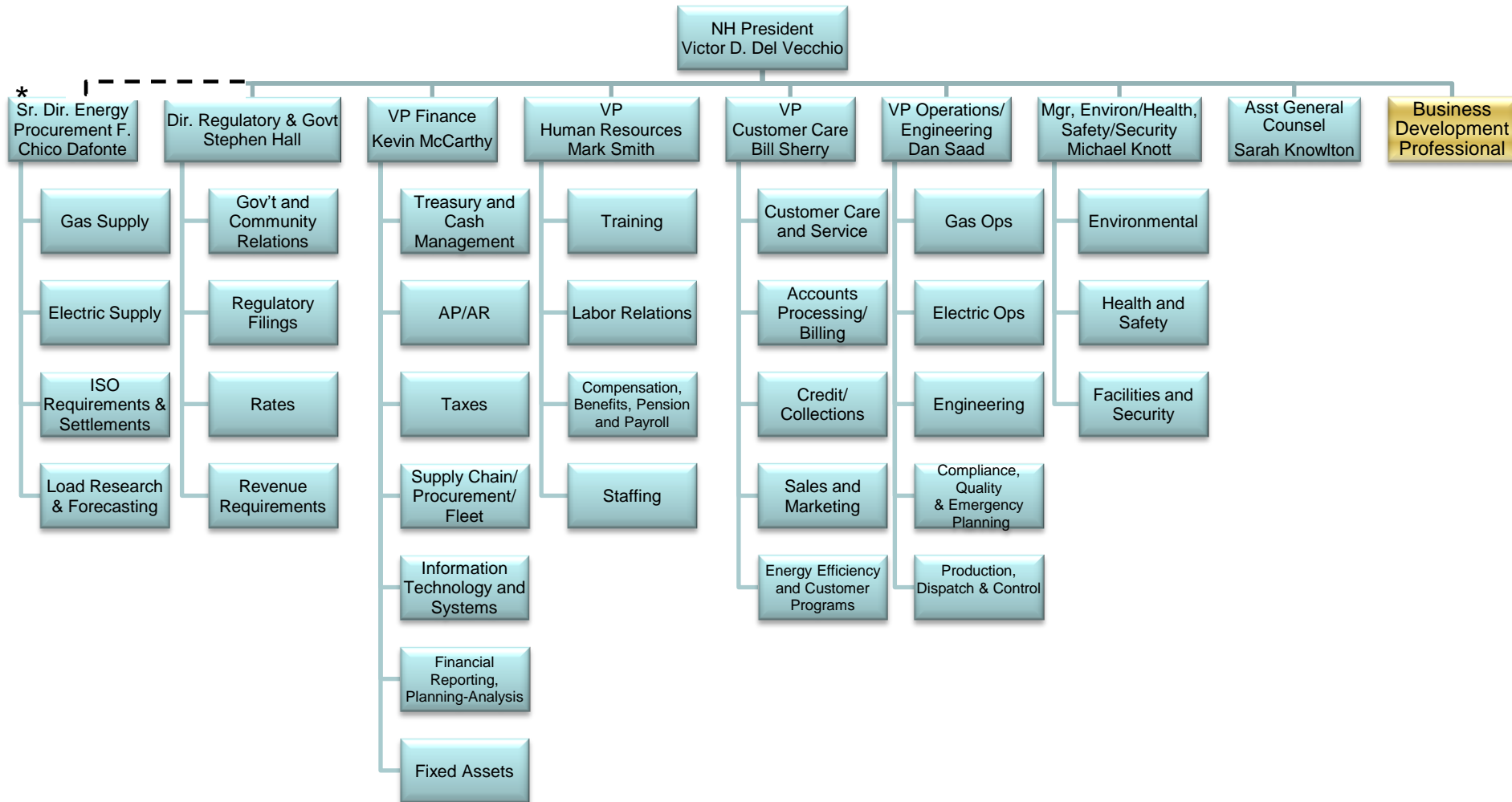
There are no change requests for this month.

Attachment C – Updated Structural Organizational Charts

Please see attached.

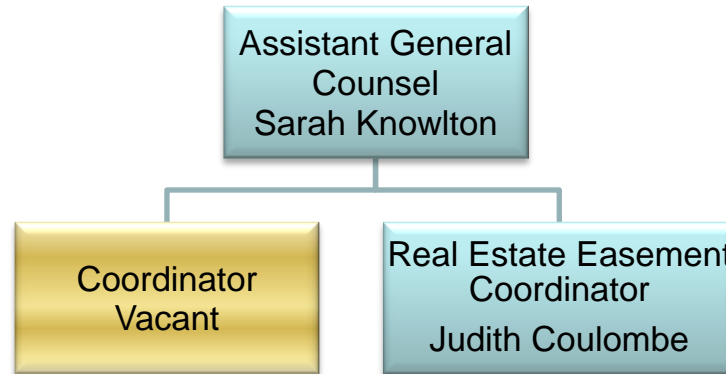
Granite State and EnergyNorth under Liberty Energy Utilities (New Hampshire) Corp

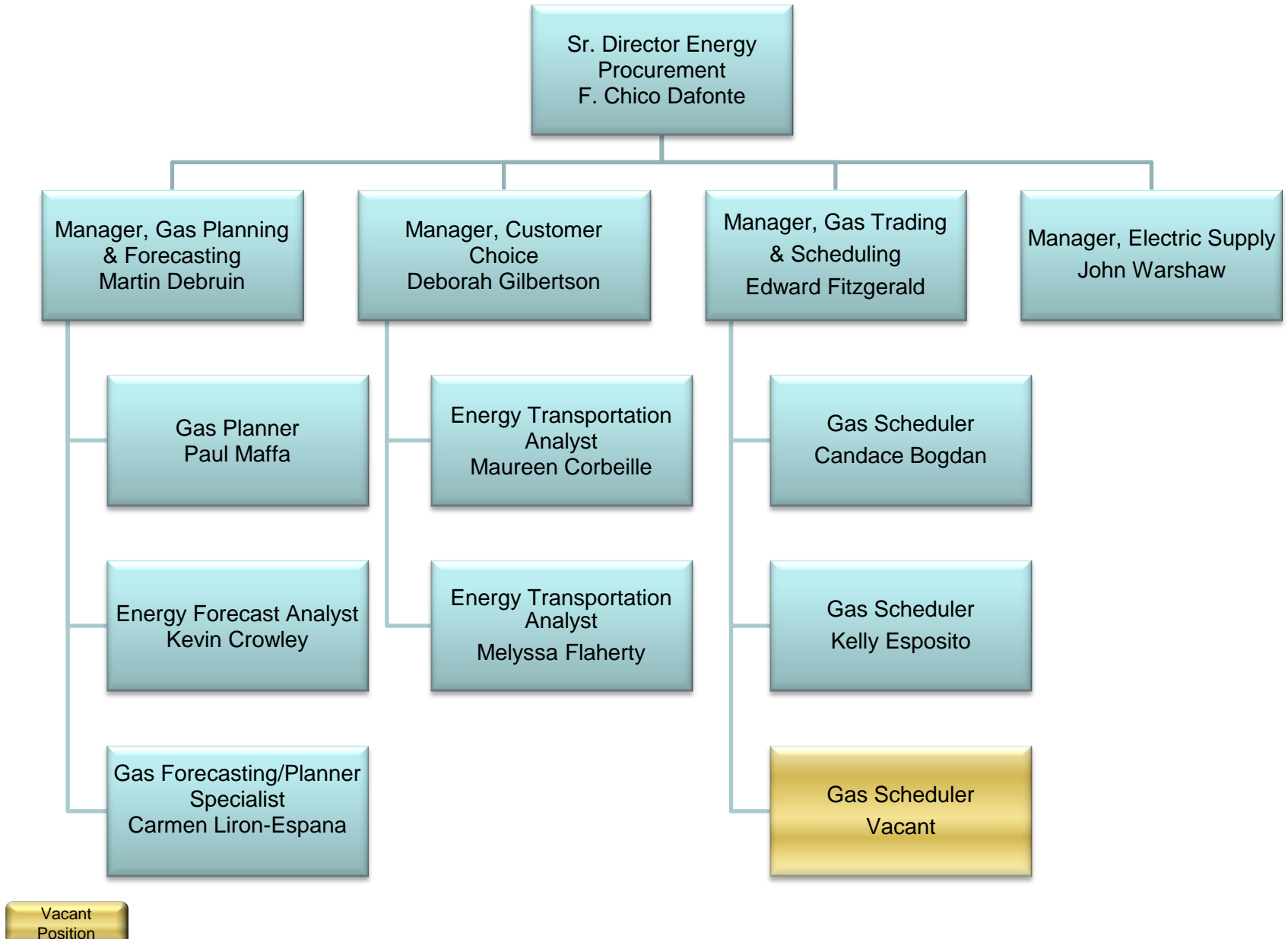
Attachment C - Updated Structural Organizational Charts

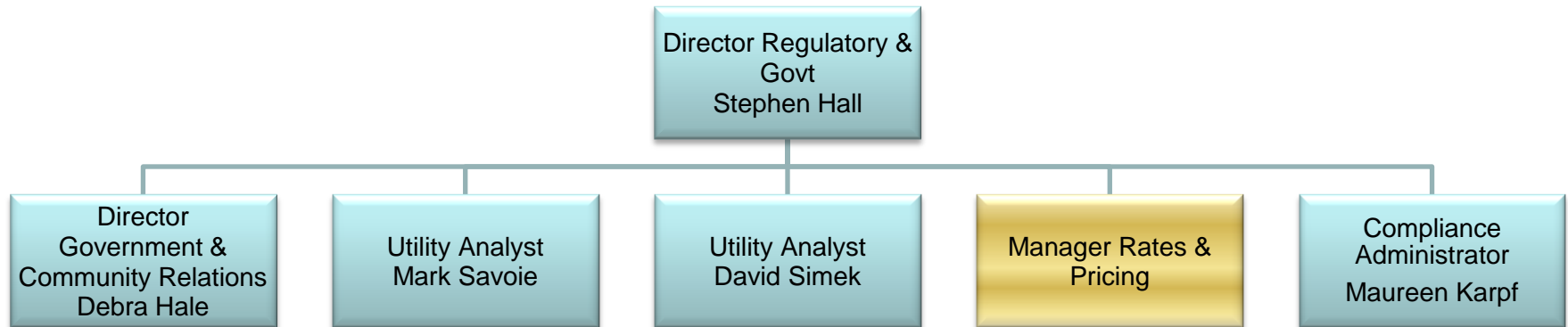


*Given the shared services provided by the Energy Procurement Department to NH and other Liberty organizations, this department now reports to the President, Liberty Utilities, with a dotted line reporting relationship to the NH President. No change in the services provided to NH, however, results from these reporting relationships.

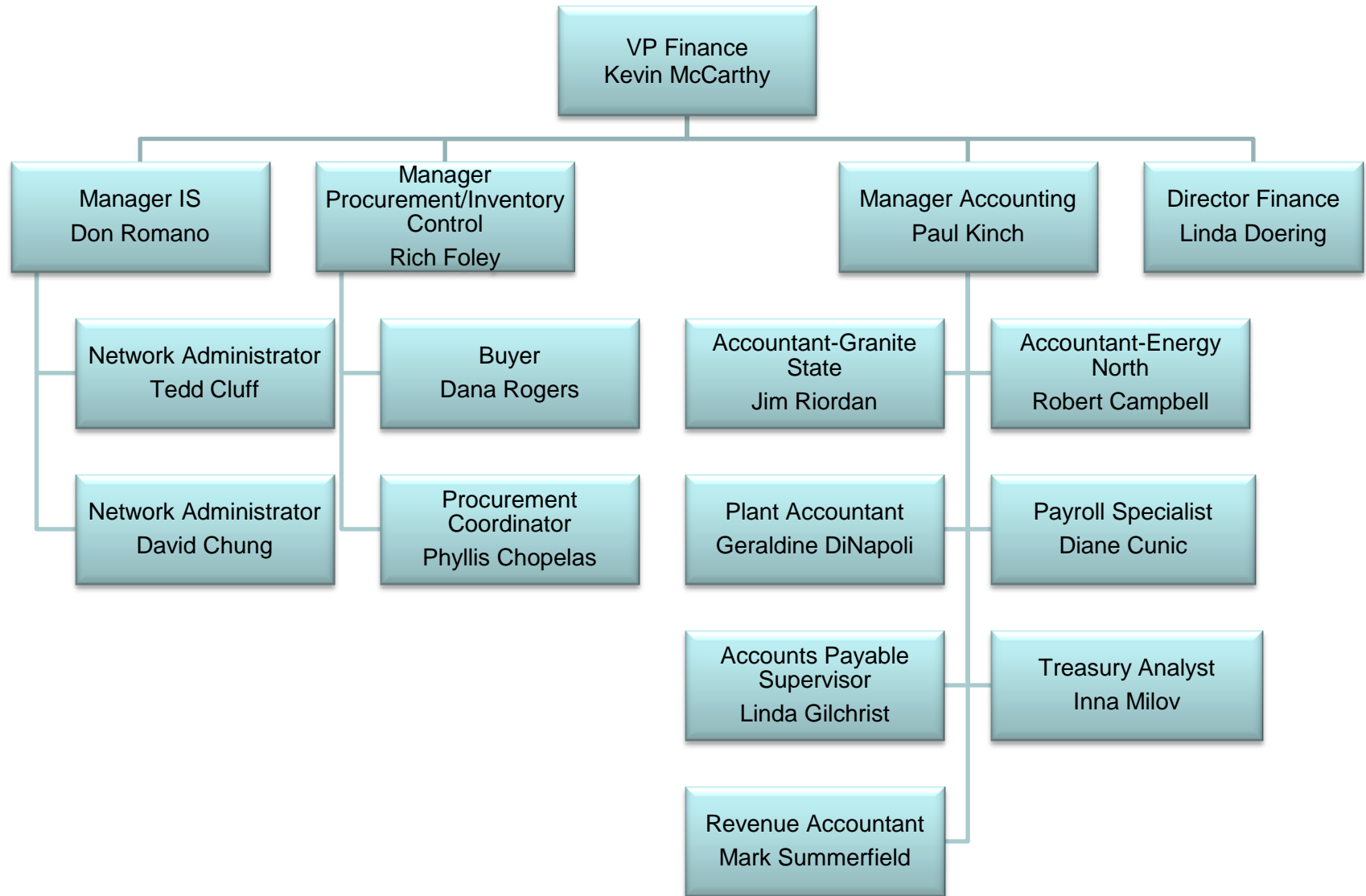
Vacant
Position





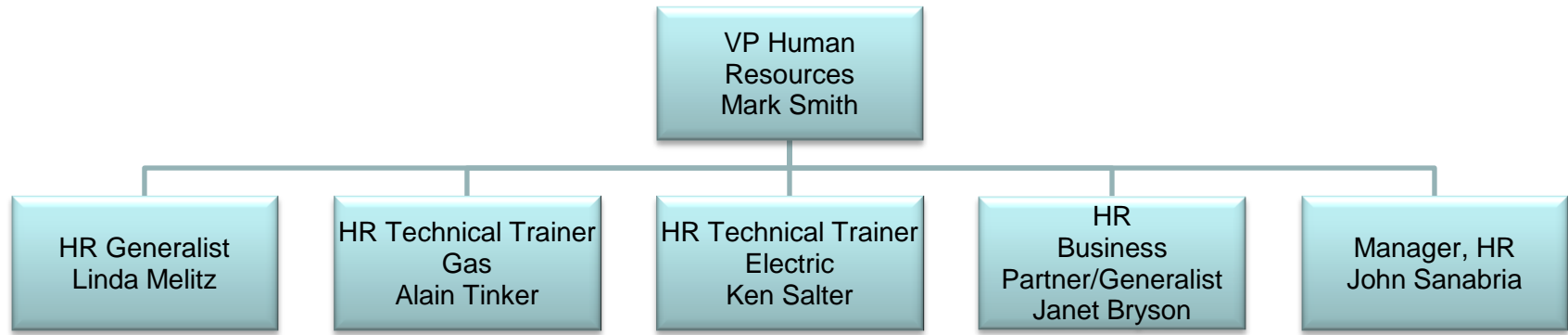


Vacant
Position

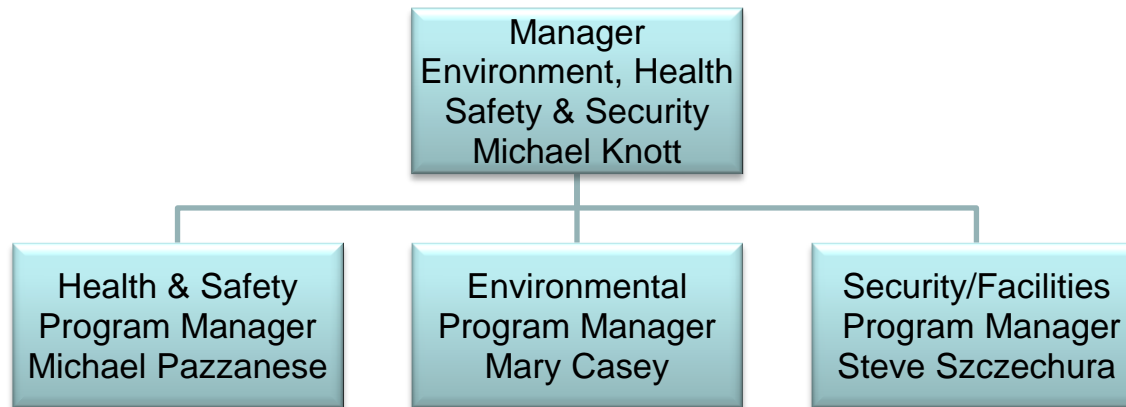


Human Resources

Attachment C - Updated Structural Organizational Charts

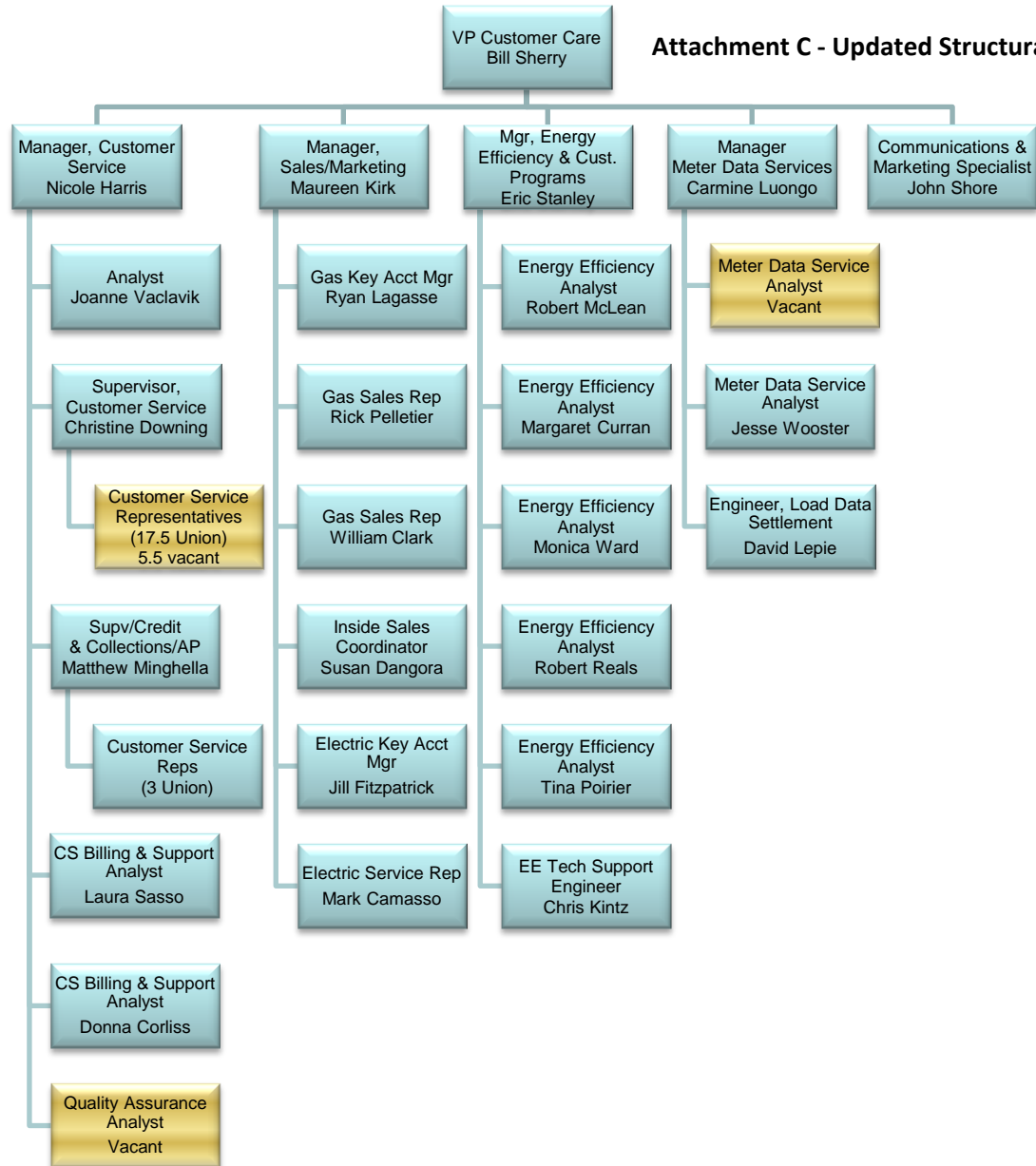


Vacant
Position

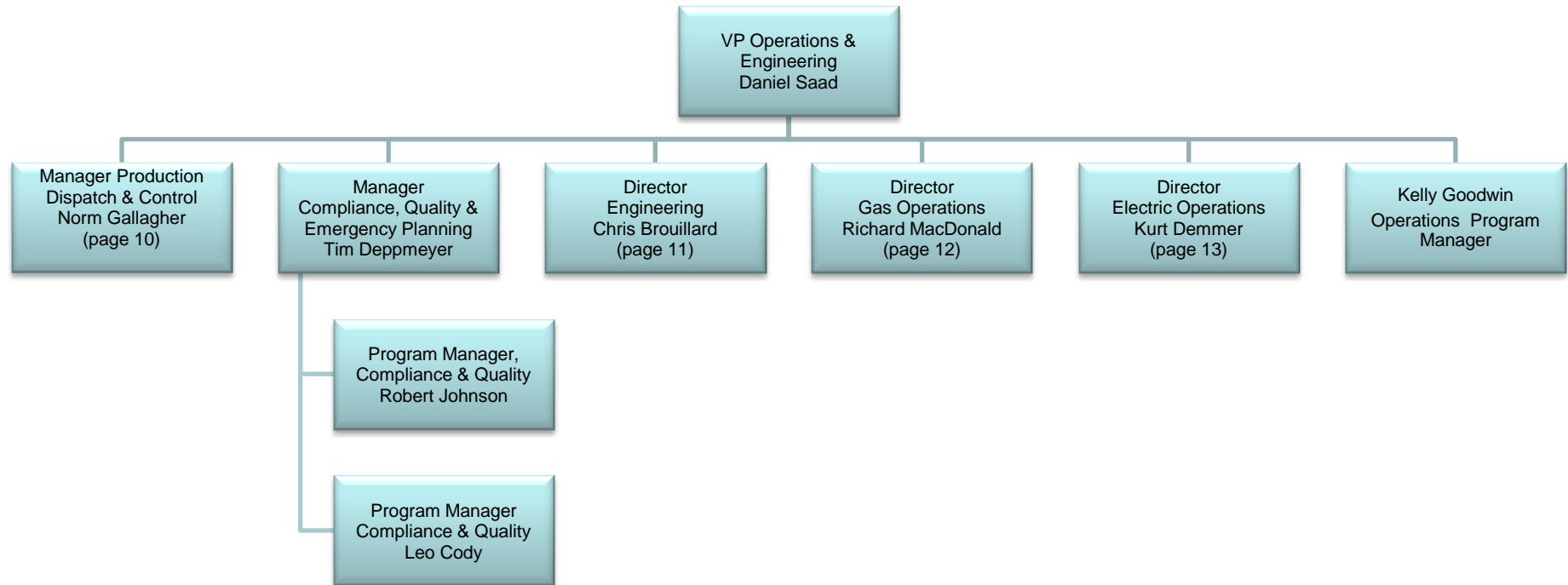


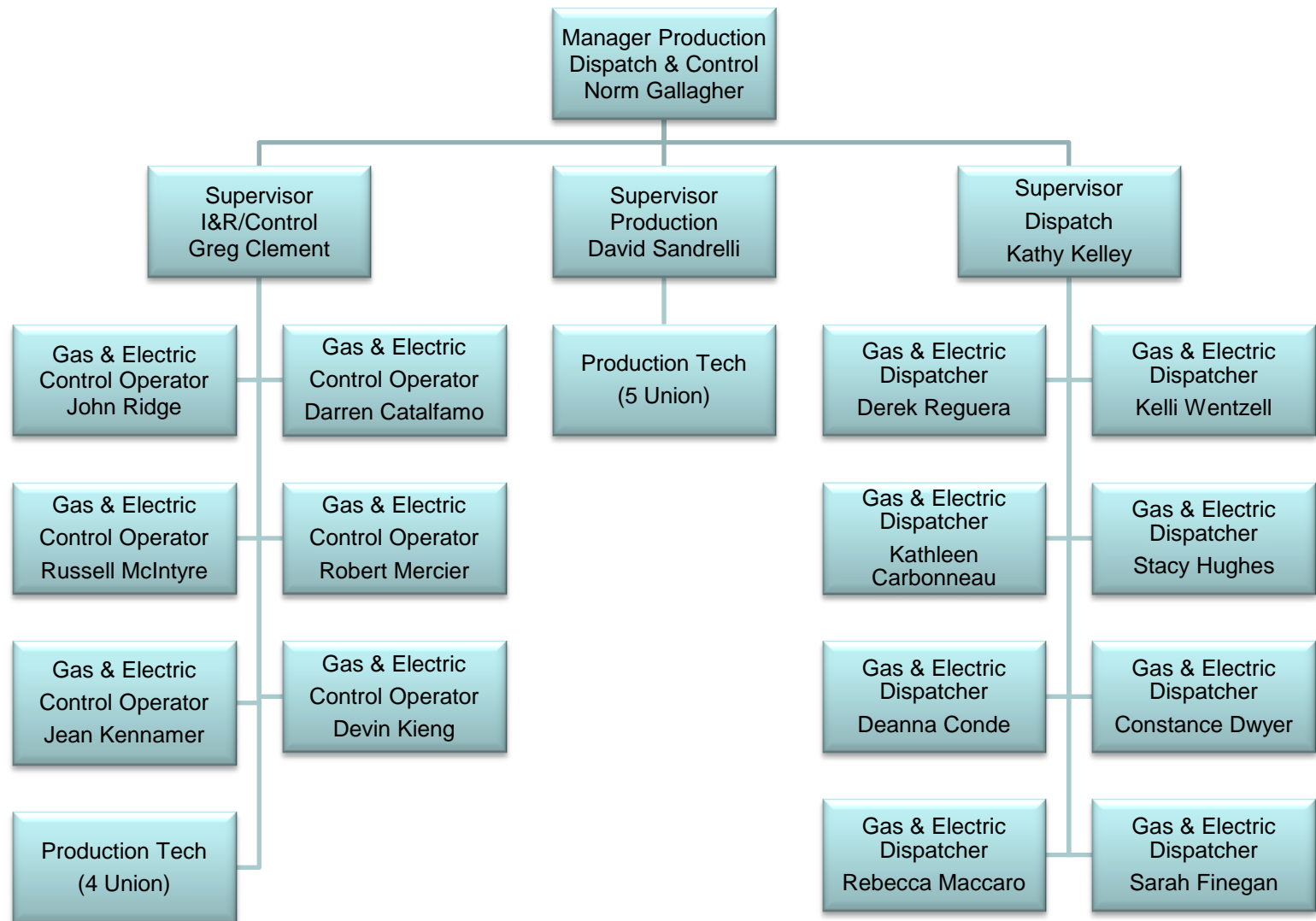
Customer Care

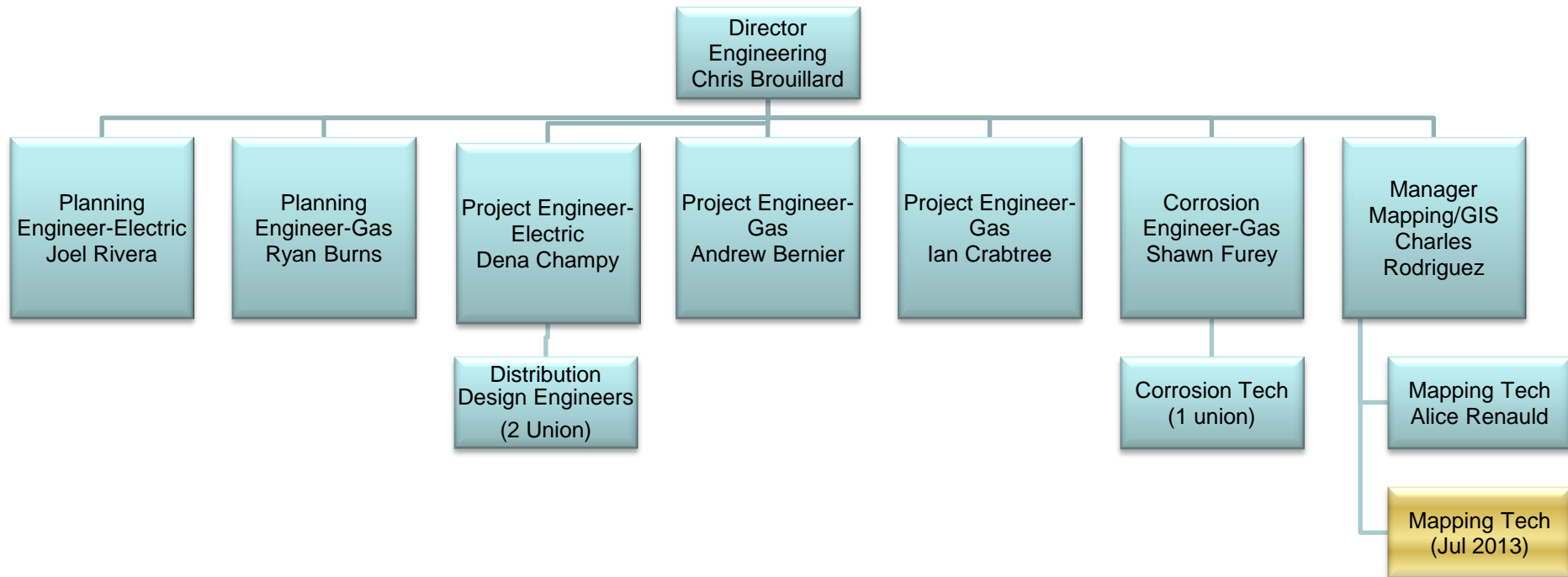
Attachment C - Updated Structural Organizational Charts



Vacant
Position



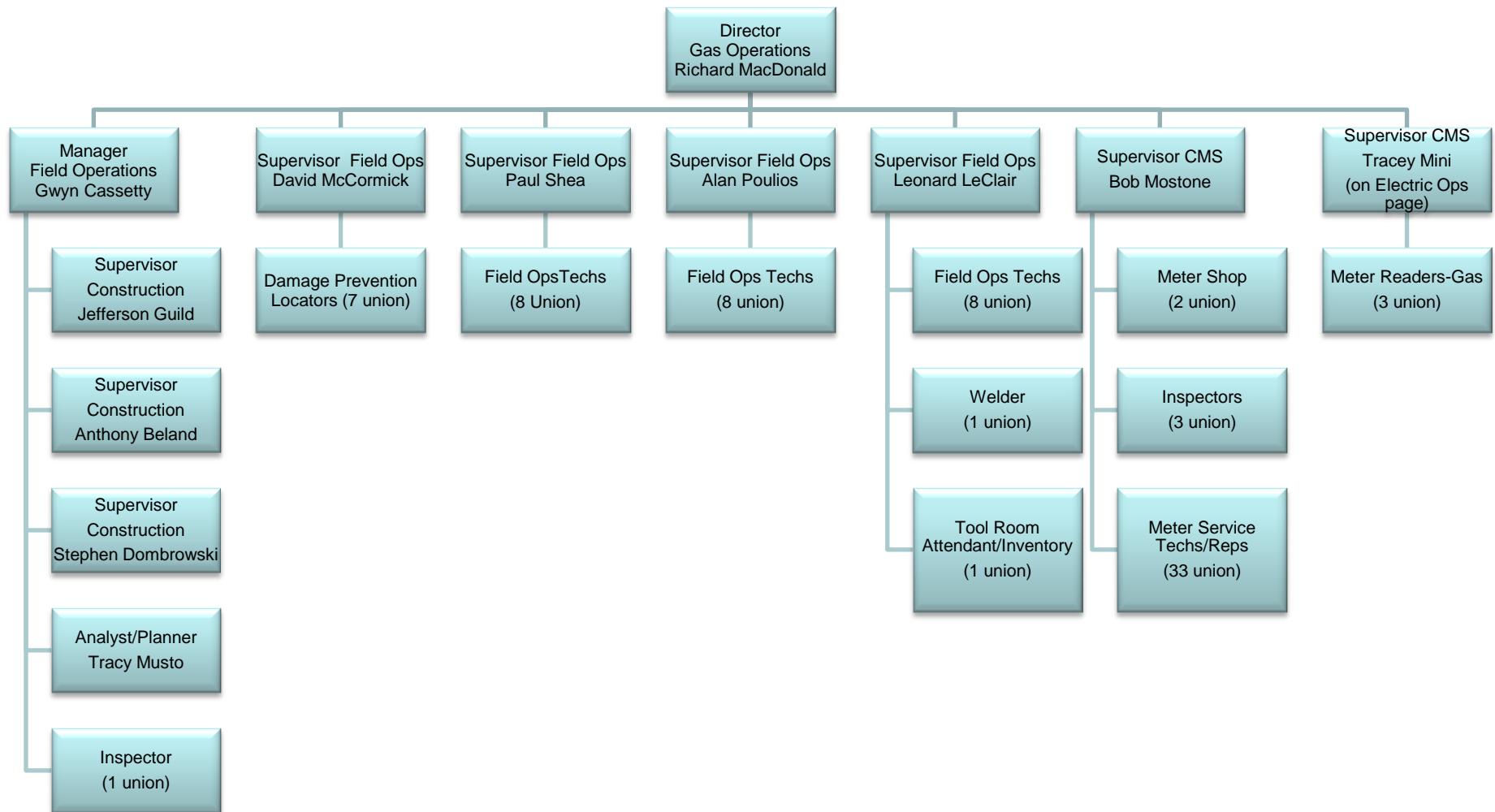




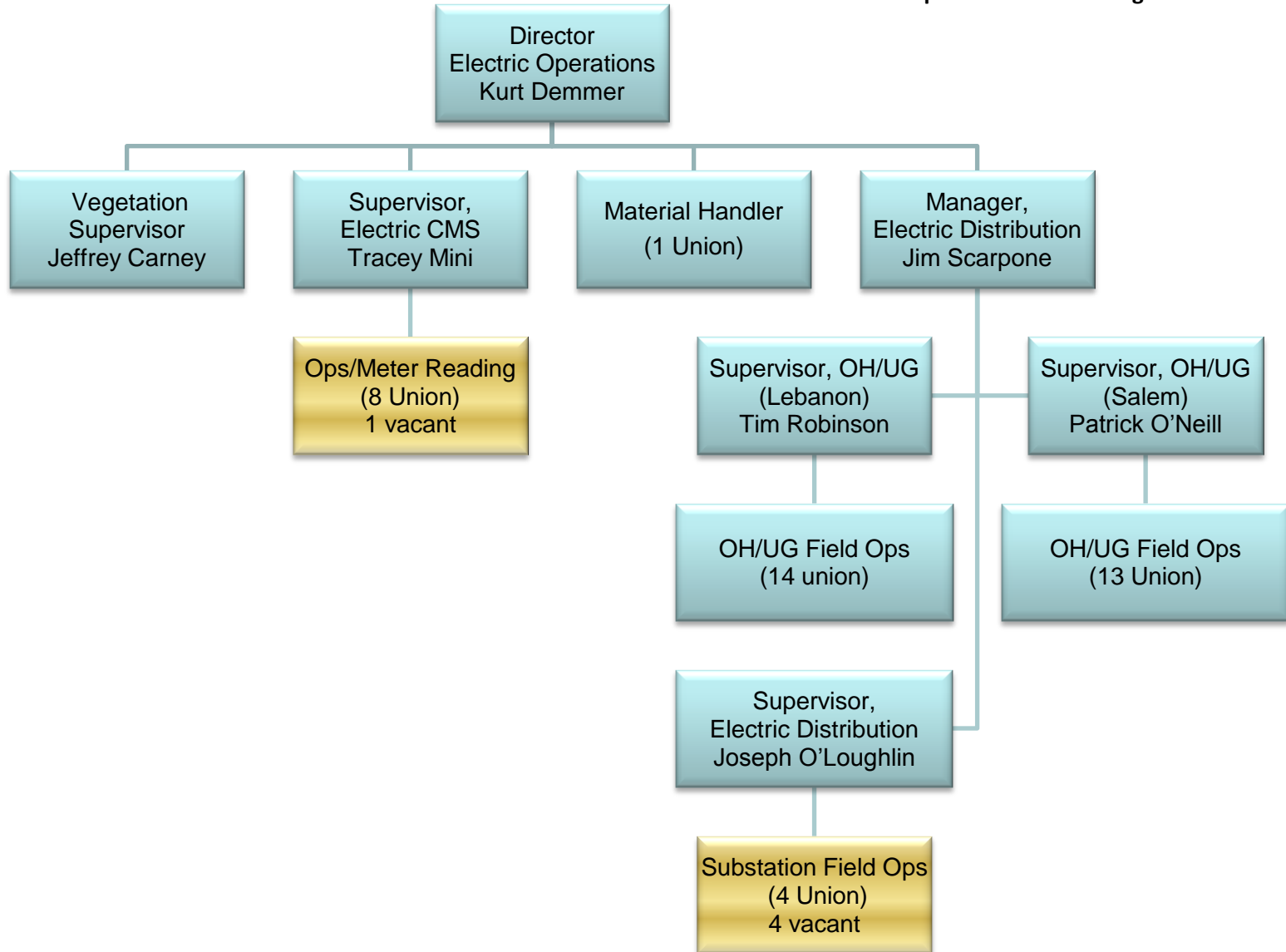
Vacant
Position

Operations/Gas

Attachment C - Updated Structural Organizational Charts



Vacant
Position



Vacant
Position