

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

MONTHLY REPORT OF TRANSITION PROGRESS

For the Month of January 2014

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 January 2014)*
- A.3 GSE and ENNG Monthly Transition Progress

Attachment A.1 – Transition Services Cost Report

Liberty Utilities (Granite State Electric) Corp.

File Date: February 28, 2014

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	77,148.20					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	5,883.68					
Fin-8	Property Tax Services	13,591.19					
Fin-9	Claims Handling/Investigation	731.39					
	Estimate	-					
		97,752.33	13,945.97	111,698.30	163,000.00	(51,301.70)	-31%
	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	82,160.52					
Elec Ops-5	Resource and Workload Planning	46,537.74					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	109,677.19					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,776,240.18					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	10,130.57					
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	17,101.65					
Elec Ops-14	Relay and Protection	49,909.90					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	158,266.14					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous	762,038.49					
	Estimate	-					
		3,338,727.95	419,806.46	3,758,534.41	3,952,000.00	(193,465.59)	-5%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	49,120.52					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		50,136.14	1,359.51	51,495.65	-	51,495.65	0%
	Energy Control & Supply						
Energy Supply-1	Electric Network Control	218,789.83					
Energy Supply-2	Electric Load Forecasting	5,097.47					
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	-					
		242,558.88	12,161.13	254,720.01	130,000.00	124,720.01	96%
	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

Liberty Utilities (Granite State Electric) Corp.
File Date: February 28, 2014
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	489,636.97					
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,146,646.69					
Customer Svc-3	Collections Process Support	41,038.72					
Customer Svc-4	New Business Administration	204,028.12					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	101,394.60					
	Estimate	-					
		1,983,349.83	672,516.30	2,655,866.13	3,939,000.00	(1,283,133.87)	-33%
	Regulatory Support						
Reg-1	Regulatory Support - General	53,952.09					
Reg-2	Regulatory Reporting	22,031.73					
	Estimate	-					
		75,983.82	32,376.93	108,360.76	45,000.00	63,360.76	141%
	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	429,538.88					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	88,774.11					
IT-4	Client Services	101,207.32					
IT-5	Contracts and Licenses	292,104.87					
IT-6	Infrastructure Services	330,008.82					
IT-7	Networking Support	105,959.24					
IT-8	IS Energy Management Systems (EMS)	95,118.91					
IT-9	Security Services	459.14					
	Estimate	-					
		\$ 1,443,171.32	550,054.58	\$ 1,993,225.90	\$ 1,409,000.00	\$ 584,225.90	41%
		\$ 7,687,279.45	\$ 1,702,220.88	\$ 9,389,500.32	\$ 9,762,000.00	\$ (372,499.68)	-4%

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,253,160.01	-				
		1,253,160.01	-	\$ 1,253,160.01	\$ -	\$ 1,253,160.01	-

Attachment A.1 – Transition Services Cost Report

Liberty Utilities (Granite State Electric) Corp.

File Date: February 28, 2014

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

		(V)	(W)	(X)	(Y)	(Z)	(AE)
	Transition Service	Cost					
		(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(actual) Jan-14	(estimated) Feb-14	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	1,565.99	827.71	1,018.72	2,196.62	2,789.19	91,094.17
Fin-3	Financial Training Service	-	-	-	-	-	-
Fin-4	Accounts Payable Processes	-	-	-	-	-	-
Fin-5	Accounts Payable Consulting	-	-	-	-	-	-
Fin-6	Cash Management	-	-	-	-	-	-
Fin-7	Tax Consulting Services	-	-	369.34	-	-	5,883.68
Fin-8	Property Tax Services	-	-	-	-	-	13,591.19
Fin-9	Claims Handling/Investigation	-	-	-	-	-	731.39
	Estimate	-	-	-	-	-	-
		1,565.99	827.71	1,388.06	2,196.62	2,789.19	111,698.30
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	23,753.06	(16,837.89)	1,969.49	-	9,625.88	130,289.90
Elec Ops-5	Resource and Workload Planning	8.44	744.30	506.22	11,807.87	1,368.06	53,378.04
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	15,982.18	(11,771.24)	-	408.77	-	109,677.19
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	50,074.43	122,197.48	25,657.14	13,851.01	61,094.90	2,081,714.66
Elec Ops-8	Vegetation Management	-	-	-	-	-	468.05
Elec Ops-9	Customer Meter Support	-	-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	741.10	1,095.73	4,282.05	-	62.68	10,443.98
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	288.30	-	40.90	561.96	727.15	20,010.25
Elec Ops-14	Relay and Protection	3,153.40	3,612.72	1,567.00	15.24	-	49,909.90
Elec Ops-15	Codes and Standards	-	-	-	-	-	1,715.22
Elec Ops-16	Mutual Assistance	5,503.71	299.86	-	-	14,035.07	214,406.42
Elec Ops-17	Business Continuity Support and Emergency Logistics	-	-	-	-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	28,977.04	33,963.60	25,877.74	23,796.35	-	762,038.49
	Estimate	-	-	-	-	-	-
		128,481.66	133,304.56	59,900.54	50,441.20	86,913.74	3,758,534.41
Energy Solutions Delivery & Efficiency							
ESD&E-1	Energy Efficiency Programs	(7,285.69)	691.64	393.22	718.11	339.88	50,480.03
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	1,015.62
	Estimate	-	-	-	-	-	-
		(7,285.69)	691.64	393.22	718.11	339.88	51,495.65
Energy Control & Supply							
Energy Supply-1	Electric Network Control	18,995.84	16,198.33	16,291.61	9,500.20	3,040.28	230,950.97
Energy Supply-2	Electric Load Forecasting	143.68	317.03	-	-	-	5,097.47
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	-	-	-	-	-	-
		19,139.52	16,515.36	16,291.61	9,500.20	3,040.28	254,720.01
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

Liberty Utilities (Granite State Electric) Corp.

File Date: February 28, 2014

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

	Transition Service	(V)	(W)	(X)	(Y)	(Z)	(AE)
		Cost					
		(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(actual) Jan-14	(estimated) Feb-14	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	39,925.14	51,161.88	30,252.44	41,441.58	18,305.66	581,165.25
Customer Svc-2	Meter Reading, Billing and Payment Processing	53,191.78	109,052.89	31,678.85	15,847.73	90,244.93	1,597,871.36
Customer Svc-3	Collections Process Support	677.42	(34.63)	0.44	1,895.39	5,817.90	70,128.23
Customer Svc-4	New Business Administration	16,845.92	2,786.46	(3,876.07)	5,360.31	11,079.06	259,423.42
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	604.74
Customer Svc-7	Meter Data Services Support	(1,599.54)	6,626.82	7,580.09	13,572.11	9,055.71	146,673.14
	Estimate	-	-	-	-	-	-
		109,040.72	169,593.42	65,635.75	78,117.12	134,503.26	2,655,866.13
	Regulatory Support						
Reg-1	Regulatory Support - General	675.11	233.73	32.17	-	6,390.30	85,903.61
Reg-2	Regulatory Reporting	2,114.36	-	-	-	85.08	22,457.15
	Estimate	-	-	-	-	-	-
		2,789.47	233.73	32.17	-	6,475.39	108,360.76
	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	11,304.70	6,191.60	11,563.47	8,818.02	17,847.11	518,774.40
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.03
IT-3	Data Centers	3,685.26	6,777.15	(1,268.97)	1,390.33	-	88,774.11
IT-4	Client Services	5,097.11	33,151.65	4,093.42	4,276.78	-	101,207.32
IT-5	Contracts and Licenses	6,364.88	54,947.26	39,684.05	27,927.85	-	292,104.87
IT-6	Infrastructure Services	7,188.53	(1,492.98)	209.86	41,241.20	91,786.76	788,942.64
IT-7	Networking Support	1,721.71	1,605.00	1,557.19	1,738.76	-	105,959.24
IT-8	IS Energy Management Systems (EMS)	11,196.73	5,941.35	24,461.98	(9,353.94)	377.05	97,004.14
IT-9	Security Services	-	-	113.82	-	-	459.14
	Estimate	-	-	-	-	-	-
		\$ 46,558.92	\$ 107,121.03	\$ 80,414.82	\$ 76,039.00	\$ 110,010.92	\$ 1,993,225.90
		\$ 300,290.59	\$ 428,287.45	\$ 224,056.17	\$ 217,012.25	\$ 344,072.65	\$ 9,389,500.32

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering	48,806.83	122,197.48				1,253,160.01
							-
		48,806.83	122,197.48	-	-	-	1,253,160.01

Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.
File Date: February 28, 2014
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	37,909.00					
Fin-2	Accounting Consulting	56,831.78					
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	-					
		104,400.47	13,945.97	118,346.44	294,000.00	(175,653.56)	-60%
	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	189,879.47					
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	19,982.43					
Gas Ops-11	Gas Meter Operations/Meter Shop	128,934.77					
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	336,321.23					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	32,596.75					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		935,808.56	14,340.38	950,148.94	5,376,000.00	(4,425,851.06)	-82%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	41,410.52					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		112,362.56	100.59	112,463.16	77,000.00	35,463.16	46%
	Gas Control & Procurement						
Gas Supply-1	Gas Control	321,424.15					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,738.52)					
Gas Supply-4	Gas Load Forecasting	43,194.66					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		490,866.11	-	490,866.11	0.00	490,866.11	49086611137%
	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	23,540.17					
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	-					
		26,364.08	-	26,364.08	215,000.00	(188,635.92)	-88%

Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.
File Date: February 28, 2014
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
	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	990,343.08					
Customer Svc-2	Meter Reading, Billing and Payment Processing	845,580.14					
Customer Svc-3	Collections Process Support	5,657.49					
Customer Svc-4	New Business Administration	16,608.34					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,858,189.06	-	1,858,189.06	6,570,000.00	(4,711,810.94)	-72%
	Regulatory Support						
Reg-1	Regulatory Support - General	94,530.86					
Reg-2	Regulatory Reporting	74,478.65					
	Estimate	-					
		169,009.51	42,111.67	211,121.18	156,000.00	55,121.18	35%
	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	1,030,847.37					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	51,262.43					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	343,282.69					
IT-6	Infrastructure Services	249,864.69					
IT-7	Networking Support	96,273.74					
IT-8	IS Energy Management Systems (EMS)	49,677.01					
IT-9	Security Services	8,891.95					
	Estimate	-					
		\$ 1,873,621.74	6,885.56	\$ 1,880,507.30	\$ 2,817,000.00	\$ (936,492.70)	-33%
		\$ 5,950,046.26	\$ 77,384.17	\$ 6,027,430.43	\$ 15,696,000.00	\$ (9,668,569.57)	-62%

Capital Charges Included in above actual bills

IT-1	Business Application Services	441,110.00			-		
		441,110.00	-	\$ 441,110.00	-	\$ 441,110.00	

Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.
File Date: February 28, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(V)	(W)	(X)	(Y)	(Z)	(AE)
		Cost					
		(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(actual) Jan-14	(estimated) Feb-14	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	-	-	(72.63)	-	-	37,909.00
Fin-2	Accounting Consulting	1,432.57	827.71	1,018.72	2,196.62	2,789.19	70,777.75
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	-	-	-	-	-	-
		1,432.57	827.71	946.09	2,196.62	2,789.19	118,346.44
	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	17,846.38	9,608.37	4,007.14	2,773.23	3,526.28	203,984.58
Gas Ops-7	LNG Compliance and Training	-	-	-	-	-	-
Gas Ops-8	Gas Engineering and Design	-	-	-	-	117.64	71,179.64
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	-	-	-	-	-	14,272.61
Gas Ops-10	Gas Support Services/Workload Planning	261.11	55.46	161.56	135.73	-	19,982.43
Gas Ops-11	Gas Meter Operations/Meter Shop	474.85	298.36	164.73	853.36	-	128,934.77
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	2,666.24	695.68	-	-	-	336,321.23
Gas Ops-15	Codes and Standards	-	-	-	-	-	11,662.95
Gas Ops-16	Ops Misc	(1,144.00)	(1,996.39)	7,947.12	14,341.02	-	32,596.75
Gas Ops-17	Mutual Assistance - Gas Emergencies	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		20,104.58	8,661.48	12,280.55	18,103.34	3,643.91	950,148.94
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	(15,385.33)	-	-	-	25.15	41,511.11
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	70,952.05
	Estimate	-	-	-	-	-	-
		(15,385.33)	-	-	-	25.15	112,463.16
	Gas Control & Procurement						
Gas Supply-1	Gas Control	18,007.96	17,227.98	15,857.30	15,446.30	-	321,424.15
Gas Supply-2	Gas Procurement Services - General	-	-	-	-	-	390,985.82
Gas Supply-3	Energy Transactions	(142.32)	(7.68)	(37.10)	(480.64)	-	(264,738.52)
Gas Supply-4	Gas Load Forecasting	8,422.00	2,456.41	-	-	-	43,194.66
Gas Supply-5	Gas Procurement Consulting	-	-	-	-	-	-
Gas Supply-6	Gas Procurement Miscellaneous	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		26,287.64	19,676.71	15,820.20	14,965.66	-	490,866.11
	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	-	201.30	782.49	1,182.40	-	23,540.17
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	-	-	-	-	-	-
		-	201.30	782.49	1,182.40	-	26,364.08

Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.
File Date: February 28, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(V)	(W)	(X)	(Y)	(Z)	(AE)
		Cost					
		(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(actual) Jan-14	(estimated) Feb-14	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	(5,826.12)	613.37	3,399.48	67.03	-	990,343.08
Customer Svc-2	Meter Reading, Billing and Payment Processing	28,152.68	2,558.97	(2,624.62)	2,993.65	-	845,580.14
Customer Svc-3	Collections Process Support	1.95	(36.28)	0.46	(0.77)	-	5,657.49
Customer Svc-4	New Business Administration	(451.54)	79.92	123.96	105.76	-	16,608.34
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		21,876.97	3,215.98	899.28	3,165.67	-	1,858,189.06
	Regulatory Support						
Reg-1	Regulatory Support - General	(6,546.17)	-	-	-	5,986.05	124,461.11
Reg-2	Regulatory Reporting	148.37	222.53	-	-	2,436.28	86,660.07
	Estimate	-	-	-	-	-	-
		(6,397.80)	222.53	-	-	8,422.33	211,121.18
	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	238,480.82	(27,704.18)	3,659.60	65,833.35	-	1,030,847.37
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.08
IT-3	Data Centers	(62,768.45)	27,566.55	-	549.14	-	51,262.43
IT-4	Client Services	29,375.00	(29,375.00)	-	-	-	43,521.79
IT-5	Contracts and Licenses	33,340.41	293.58	(2,493.07)	(7,661.16)	-	343,282.69
IT-6	Infrastructure Services	54,345.74	(58,986.25)	24,729.23	(16,971.22)	1,721.39	256,750.25
IT-7	Networking Support	(10,160.42)	4,553.02	2,931.16	3,792.61	-	96,273.74
IT-8	IS Energy Management Systems (EMS)	2,169.97	910.58	1,832.42	2.64	-	49,677.01
IT-9	Security Services	-	113.82	(113.82)	-	-	8,891.95
	Estimate	-	-	-	-	-	-
		\$ 284,783.07	\$ (82,627.88)	\$ 30,545.52	\$ 45,545.36	\$ 1,721.39	\$ 1,880,507.30
		\$ 332,701.70	\$ (49,822.17)	\$ 61,274.13	\$ 85,159.05	\$ 16,601.98	\$ 6,027,430.43

Capital Charges Included in above actual bills

IT-1	Business Application Services	209,327.00					441,110.00
							-
		209,327.00	-	-	-	-	441,110.00

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 2/20/2014
Invoice #: 800063362
Terms: Net 20

Initial Billing for Transition Services Activity:
Final Billing for Transition Services Activity:

January 2014
December 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	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	2,196.62	2,196.62	4,393.24	4,393.24
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
Finance	-	-	-	2,196.62	2,196.62	4,393.24	4,393.24
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	11,807.87	-	11,807.87	11,807.87
Resource & Workload Planning	-	-	-	-	-	-	-
Electric Fdr, Sub T and Sub Asset Planning	-	-	-	408.77	-	408.77	408.77
Sub Mtnc Programs /Engineering	-	-	-	13,851.01	-	13,851.01	13,851.01
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	-	-	-	-
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	561.96	2,773.23	3,335.19	3,335.19
Relay & Protection	-	-	-	15.24	-	15.24	15.24
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	23,796.35	-	23,796.35	23,796.35
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	-	-	-	-	135.73	135.73	135.73
Meter Ops/Meter Shop	-	-	-	-	853.36	853.36	853.36
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	14,341.02	14,341.02	14,341.02
Operations	-	-	-	50,441.20	18,103.34	68,544.54	68,544.54
Energy Efficiency	-	-	-	718.11	-	718.11	718.11
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	718.11	-	718.11	718.11
Network Control	-	-	-	9,500.20	-	9,500.20	9,500.20
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	15,446.30	15,446.30	15,446.30
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	(480.64)	(480.64)	(480.64)
Gas Load Forecasing	-	-	-	-	-	-	-
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	-	-	-	9,500.20	14,965.66	24,465.86	24,465.86
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
Project Management	-	-	-	-	-	-	-
HS&E Monitoring,Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmetal Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	1,182.40	1,182.40	1,182.40
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	-	-	-	-	1,182.40	1,182.40	1,182.40
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	-	-	-	41,441.58	67.03	41,508.61	41,508.61
Meter Rdg, Billing & Payment Processing	-	-	-	15,847.73	2,993.65	18,841.38	18,841.38

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 2/20/2014
Invoice #: 800063362
Terms: Net 20

Initial Billing for Transition Services Activity: January 2014
Final Billing for Transition Services Activity: December 2013

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Collections Support	-	-	-	1,895.39	(0.77)	1,894.62	1,894.62
New Business Admin	-	-	-	5,360.31	105.76	5,466.07	5,466.07
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	13,572.11	-	13,572.11	13,572.11
Customer Service	-	-	-	78,117.12	3,165.67	81,282.79	81,282.79
General	-	-	-	-	-	-	-
Regulatory Reporting	-	-	-	-	-	-	-
Regulatory Support	-	-	-	-	-	-	-
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	3,368.18	(8,240.17)	(4,871.99)	5,449.84	74,073.52	79,523.36	74,651.37
Collaboration Services	-	-	-	-	-	-	-
Data Centers	1,390.33	549.14	1,939.47	-	-	-	1,939.47
Client services	4,276.78	-	4,276.78	-	-	-	4,276.78
Contracts & Licenses	27,625.80	(26,737.15)	888.65	302.05	19,075.99	19,378.04	20,266.69
Infrastructure Services	(24,537.57)	(29,842.87)	(54,380.44)	65,778.77	12,871.65	78,650.42	24,269.98
Networking Support	1,738.76	3,792.61	5,531.37	-	-	-	5,531.37
EMS/SCADA	1,109.24	2.64	1,111.88	(10,463.18)	-	(10,463.18)	(9,351.30)
Security Services	-	-	-	-	-	-	-
IT	14,971.52	(60,475.80)	(45,504.28)	61,067.48	106,021.16	167,088.64	121,584.36
TOTAL	14,971.52	(60,475.80)	(45,504.28)	202,040.73	145,634.85	347,675.58	302,171.30

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

Liberty Utilities (Granite State Electric) Corp.

Liberty Utilities (Granite State Electric) Corp.				
	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	07/14
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	11/13
Customer Services Support				06/14
Regulatory Support				01/14
Records Management				07/13
IT Transition Services				01/14

¹Energy Procurement

²Operations

Attachment A.3 – Monthly Transition Progress

Liberty Utilities (EnergyNorth Natural Gas) Corp.

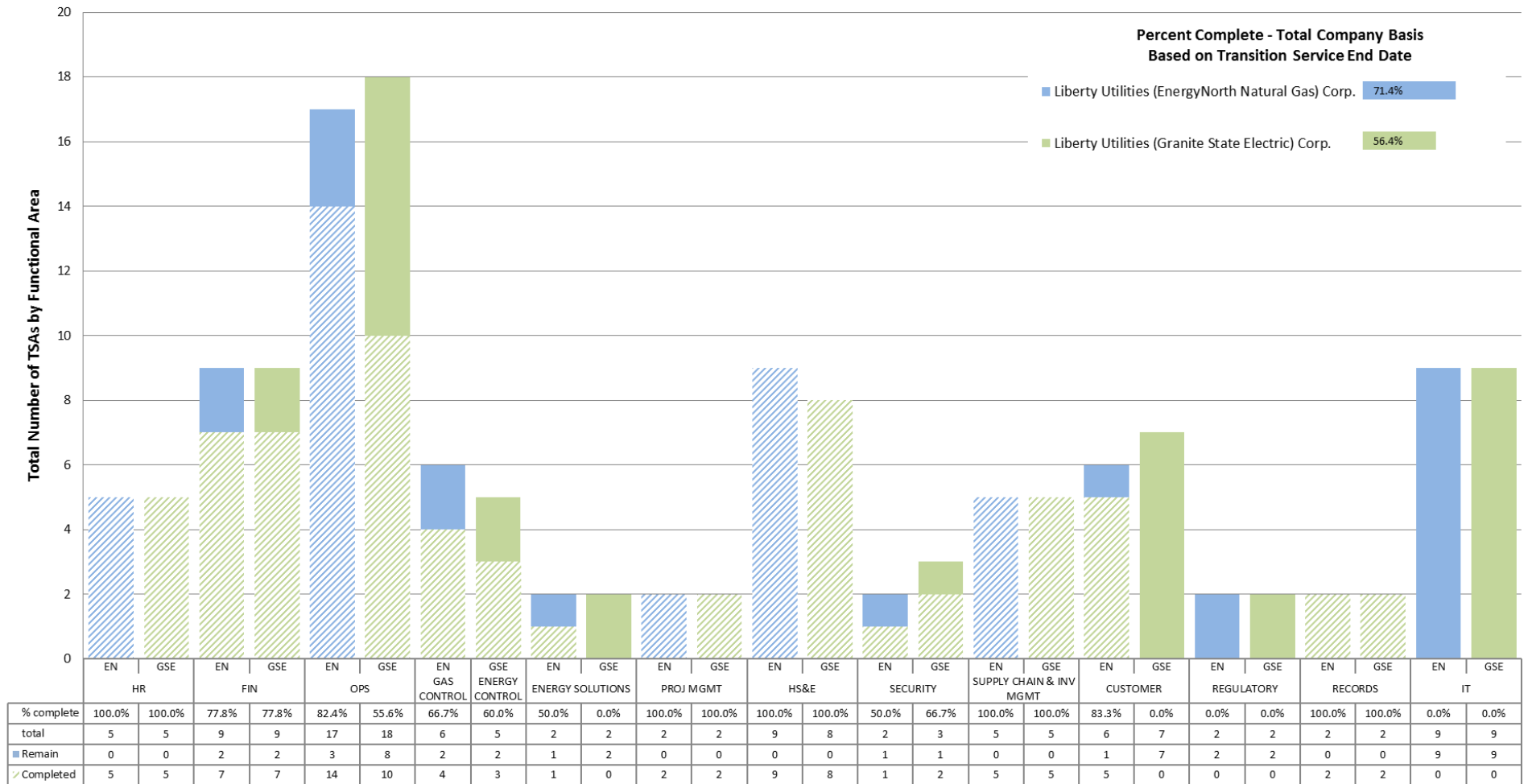
Liberty Utilities (EnergyNorth Natural Gas) Corp.				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	07/14
Operations	03/13	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency		12/13		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	11/13
Customer Services Support			12/13	01/14
Regulatory Support				12/13
Records Management				07/13
IT Transition Services				01/14

¹Energy Procurement

²Operations

Attachment A.3 – Monthly Transition Progress

Percent TSAs Completed by Function



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*)





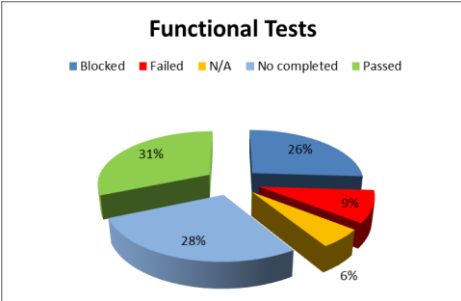
Granite State and Energy North Transition Governance Update

January 24, 2013





Highlights





- Overall project status Green, trending Yellow. Areas of concern include:
 - CIS vendor Cogsdale did not meet commitment to deliver version 28 on Dec. 31. Our concern is this may impact Cogsdale commitment to deliver {go- live} version 29 to Liberty by Feb month end.
 - Vendors schedule for Telvent OMS application Responder indicating mid June go live. A proposed approach to optimize the plan is being assessed for feasibility and impact.
 - Deployment of Quadra was delayed until Feb. due to concerns with the data. Data remediation activities are progressing well.
 - Development of an integrated NGrid, Liberty \ EIG project plan for the Scada transition has been completed however execution is complex and requires coordination and availability of both NGrid and Liberty business resources.
- Continuing to focus on ensuring vendors are committed to meeting our expectations within the project timelines.
- Contracts for Load Settlement and the EDI are finalized and being circulated for signature.
- CIS cycle two testing is progressing with results comparable to Gas cycle two testing.
- A business readiness workshop has been scheduled for Feb 25 & 26th in NH. The workshop will be attended by both Liberty and NGrid staff. The overall objective of the workshop is to help ensure New Hampshire business readiness status is understood and any gaps or concerns addressed.
- Demonstrated progress during January \ February by the vendors remains key to maintaining the targeted May implementation date.
- Round table:
 - Feedback from quarterly commission review
 - Any other business- all



Meter-to-Cash Project Electric

Overall Project Health		Project is progressing well. <u>PMO update (Jan 21 2014)</u> – Potential to trend yellow given critical dependency on Cogsdale's deliverables.
Category Health	  	Timelines - no issues Resources - no issues Scope - Yellow till scope is nailed down.
Transition Update	<ol style="list-style-type: none"> 1. Meeting held with LU business, Cogsdale and NG to review control totals for Data cut 2 – Controls still un-reconciled for cycle 2, focus is on Financials. 2. TOU specifications finalized. 3. Meeting held with business to determine ownership of business processes as it relates to Settlement/EDI. 4. Finalized requirements for CIS-GIS integration 5. IVR - Completed Design 	<div>  <p>Functional Tests</p> <p> ■ Blocked ■ Failed ■ N/A ■ No completed ■ Passed </p> </div> <ul style="list-style-type: none"> • 77% of all test cases executed passed. • 58 test scripts not completed will be placed in blocked status due to configuration – to be executed in cycle 3. • 63 test scripts to be executed this week. • Blocked test scripts – TOU, Reports. <p>Key planned Accomplishments for the next reporting period:</p> <ol style="list-style-type: none"> 6. Complete test cycle 2. 7. Reconcile financial controls – controls that requires change in code, will not be reconciled until data cut 3. 8. Dress Rehearsal 1 – Jan 25th weekend. 9. Meeting with Cogsdale/Fiserv to kick off design/build stages for all Fiserv channels. 10. OMS Integration- Submit request to Cogsdale for New store procedure.



Work Management Project Electric





Overall Project Health		Overall Health is Green.
Category Health	  	<p>Timelines - Completed September 2013 gas deployment (including deferred scope) -On target for May 2014 electric deployment.</p> <p>Resources - Resources working on design and configuration for Electric activities and on completing Quadra setup for testing.</p> <p>Scope - No change.</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>Review of process flows with Meter to Cash team.</p> <p>Detailed review of work orders with Meter to Cash team.</p> <p>Detailed review of Quadra work flow with vendor.</p> <p>Detailed Electric STORMS, MWORK and GIS data questions exchanged with National Grid.</p> <p>Data and system updated for Quadra, in advance of next round of testing.</p> <p>Key Planned Accomplishments for the next reporting period:</p> <p>Prepare UAT environment for Quadra UAT test cycle.</p> <p>Complete load of Primary Valve data to Production.</p> <p>Conversion of Grid STORMS and MWORK data and load to test environment.</p>

Overall Project Health		The Go Live dates for ArcFM, Designer & Responder have moved forward. Exploring opportunities to bring these dates back in line with the current Meter to Cash Go Live.
Category Health	  	<p>Timelines - Conversion from NGrids native Smallworld to an ESRI GDB and finally an ArcFM Electric Model using multiple vendors has a lot of inherent risk. This is the critical path and other critical tasks across the Designer and Responder projects are dependent on this one.</p> <p>Resources - There are multiple projects with tight time constraints running in parallel and sharing resources. All resources are fully allocated and in some cases contributing extra efforts</p> <p>Scope - No issues</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 9. 	<p>OASyS (SCADA): The Alpha Max Paging system used to monitor a set of substations has been transferred from National Grid to Liberty Utilities</p> <p>The project leads for RTU Division, Alpha Max Paging, Pole Top Reclosers, Telecommunications and OASyS Electric have coordinated schedules and the interdependencies across the various components of the Electric Distribution Management project.</p> <p>Schneider is installing and configuring OASyS in the Liberty data centers.</p> <p>ArcFM (GIS): Reviewing the Electric Pilot Data Migration. Potentially need assistance from NGrid resolving some issues.</p> <p>The Gas Data Review document was finalized.</p> <p>Designer (GIS): The Quadra Integration Functional Requirements document is complete.</p> <p>The Designer Workflow document is 98% complete and nearly finalized.</p> <p>Responder (OMS) Component specification for E2 Report is in progress.</p> <p>IVR integration development in progress.</p>



Overall Project Health		<p>The contract has not been signed at this time, but we continue to move forward with the vendor.</p> <p><u>PMO Update (Jan 21 2014)</u> – The Contract is finalized and being circulated for signature.</p>
Category Health		<p>Timelines - no issues</p> <p>Resources - no issues</p> <p>Scope - no issues</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 	<p>Systrends has provided the final version for Liberty's signature.</p> <p>Approval from Liberty to National Grid to begin work on the automated solution to allow them to store/extract EDI outbound transactions that are more than 40 days old.</p> <p>Completed initial configuration requirements for Systrends Work Queues and User Authorizations.</p> <p>Met with LU IT-QA team to initiate QA test development for Systrends interface; provided Customer Choice Business Process documents for reference.</p> <p>Presented business process flows at New Hampshire workshop for Customer Choice including Inbound and Outbound transaction exceptions, Supplier add/change/remove and billing/invoice/payment flows.</p>

Electric Load Settlement (NH) Project

Overall Project Health		<p>The contract has not been signed at this time, but we continue to move forward with the vendor.</p> <p><u>PMO Update (Jan 21 2014)</u> – The Contract is finalized and being circulated for signature.</p>
Category Health		<p>Timelines - Yellow till contract is signed.</p> <p>Resources - no issues</p> <p>Scope - no issues</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>Received the latest updates to the agreement on January 17th - these will be reviewed by Liberty.</p> <p>CGI provided Liberty with an output file format document and processes for handling exceptions.</p> <p>Confirmed that LERS can receive USA data for an Interval CP. Is Interval data exists then the interval data will be used.</p> <p>CGI and Liberty agreed that an earlier generic start date to be used for creating master data.</p> <p>CGI to create new user on FTP site for Liberty and grant access. This should be available next week before file loading commences.</p> <p>Resolved multiple supplier/load asset data mapping issues in supplier information provided to CGI.</p> <p>Investigated discrepancies in interval meter lists to confirm subset to be configured in LERS (consistent with National Grid's existing process).</p> <p>Presented business process flows at New Hampshire workshop for Load Settlements processes.</p>

Overall Project Health		The Infrastructure project plan alignment to application delivery requirement will ensure key milestones are met for transitioning applications.
Category Health	  	Timelines - no issues Resources - no issues Scope - no issues
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>Submitted Liberty Electric SCADA telecom plan updates for alignment to master and RTU project plans.</p> <p>OMS: Design of infrastructure completed and accepted, New Jersey equipment ordered , remaining orders in progress.</p> <p>Electric RTU/ Scada telecom: Substation MPLS install dates provided by Century and updated on plans (early Feb) , turn up March.</p> <p>9 Lowel Rd Segment Test: To be scheduled early in 2014 , target date April 4 .</p> <p>Key Planned Accomplishments :</p> <p>Toronto Data Center – Scada network and servers in configuration by Telvent - Continues</p> <p>New Jersey data center - Scada servers in configuration with Telvent - Continues</p> <p>OMS system requisition to be completed and sent for approval to purchase infrastructure components.</p> <p>Load Analysis and electric settlement systems – loading of application.</p>

NG Team Status

Overall Project Health		Project schedules are compressed and will need to be tightly managed. A number of activities are overlapping which can cause additional strain on the resources and plans.
Category Health		Timelines - IT timelines are being revisited for future releases to ensure alignment with Liberty. Resources - no issues Scope - Minor work to implement some items held out of Day 2 are being managed.
Transition Update	<ol style="list-style-type: none"> 1. Delivered schedule/cost estimates associated with retaining EDI outbound transaction history for longer than 40 days. 2. Executed CSS full volume data extraction to support Liberty's Meter 2 Cash dress rehearsal 1. 3. Delivered sample data associated with NH Electric equipment records to support WM suite of applications transition. 4. Reviewed OMS historical/in-flight data extraction requirements to support transition with Liberty project lead 5. Held a joint Liberty / NGRID EMS SCADA planning meeting to finalize the joint project plan between the Liberty application, RTU and circuit installations. This joint plan now includes testing of pole top re-closures and the Alpha Max Paging system. The NGRID MPLS circuits have been ordered for the five joint RTU sites (those that service both Liberty Distribution and NGRID Transmission). 6. Liberty has now completed the AMAG conversion to their C-CURE system. Before closing out this TSA, National Grid is requesting confirmation from Liberty as to whether or not they need historical AMAG data. Michael Knott to provide confirmation. 7. As per request by 3G, held status update meeting with them. 8. Support customer control validation against converted data control totals. 9. Develop customer control totals associated with test cycle 3 data extract. 10. Work with Liberty team in developing cutover plan for Meter 2 Cash work stream. 11. Begin planning for the NGRID DDS circuit and POTS line transfers for the Liberty substations – EMS SCADA project. 	

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

Liberty Utilities (Granite State Electric) Corp.		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	12/13	09/13	09/13	10/13	03/14	05/14
	Itron	Currently in place	N/A	12/13	01/14	03/14	05/14
	IVR	Currently in place	N/A	12/13	01/14	03/14	05/14
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	03/14	05/14
Gastar	Gastar	NA	NA	NA	NA	NA	NA
Engineering and Operations	GIS – ArcFM	01/14	12/13	02/14	04/14	03/14	05/14
	Designer	01/14	NA	03/14	04/14	04/14	05/14
	Responder (Outage Mgmt. System)	01/14	Pending	02/14	04/14	03/14	05/14
	Fortis (Document Mgmt. System)	NA	NA	NA	NA	NA	NA
	SCADA	10/13	10/13	01/14	12/13	01/14	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	11/13	11/13	12/13

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Liberty Utilities (EnergyNorth Natural Gas) Corp.		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 (Completed)	Cogsdale						
	Itron						
	IVR						
	FiServ (Bill Print & Cash Processing)						
Gastar	Gastar	04/12	09/12	04/13	05/13	05/13	TBD - working with vendor
Engineering and Operations	GIS – ArcFM	01/14	01/14	02/14	03/14	03/14	04/14
	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	01/14	02/14	01/14	06/14
Work Management (Completed)	Equipment Management						
	Service Management						
	Job Cost						
	Mobile Tech						
	Work Estimating (Quadra)						



Information Systems

Project Change Request Form

Project/System Information

Date:	January 17, 2014
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Subproject:	Quadra Electric	Project/System Name:	New Hampshire Work Management Phase 2 / Phase 3
Client Name:	Liberty New Hampshire	Date Prepared:	January 17, 2014
Prepared By:	Alison McGregor	Delivering Organization:	Corporate TMO
Project Manager:	Verne Webber	Date Delivered to Project Manager:	January 17, 2014

Description of Requested Change and Business Justification:

Revise completion dates for Quadra Electric build, test and deliver activities, to complete in February 2014.

Brief Description of QA Test Plan:

No change

Summary of Changes:

- Change Cutover Planning date from 11/13 to 2/14
- Change Implementation Target date from 11/13 to 2/14

Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input checked="" type="checkbox"/> Other	Description/Comments: Users have requested additional time to review and update data, based on results of first round of testing in early December 2013.
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Description of Recommendation


Proposed Next Steps:

- Approval of revised Project Schedule by Grid and Liberty Utilities management

Effort Required to Make Requested Change

Impact on: <input checked="" type="checkbox"/> Time <input checked="" type="checkbox"/> Resources <input type="checkbox"/> Cost <i>Please provide supporting documents.</i>	Additional 12 weeks duration added to project timeline. Original project duration: 75 days Original end date: 11/13 Proposed project duration: 157 days Proposed end date: 2/14 Revised Estimates for Resource Effort (FTE) and Cost: <table border="1"> <thead> <tr> <th>Role</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr style="background-color: #4f81bd; color: white;"> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> Estimated Additional Cost: \$ <table border="1"> <thead> <tr> <th></th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td></td> <td></td> </tr> <tr> <td>Phase 1</td> <td></td> <td></td> </tr> <tr> <td>Expenses</td> <td></td> <td></td> </tr> <tr> <td>Total Project Budget</td> <td></td> <td></td> </tr> </tbody> </table>	Role	Nov	Dec	Jan	Feb	Total Cost																																																														Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			Request Disposition: <input type="checkbox"/> Approved <input type="checkbox"/> Rejected Date of Disposition:
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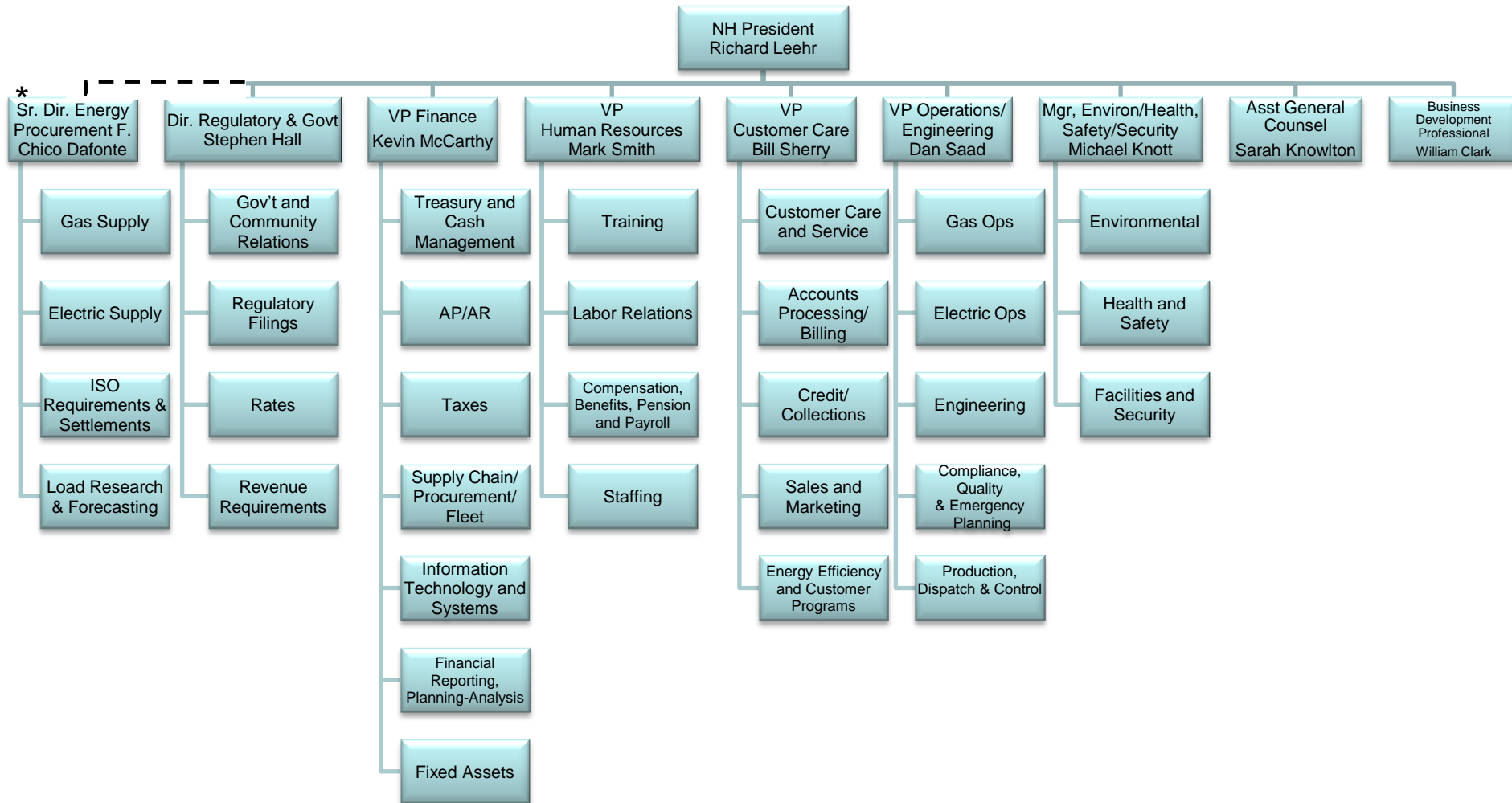
Authorizations

Title	Name	Date
VP OPS & ENG		JAN 27, 2014

Attachment C – Updated Structural Organizational Charts

Please see attached.

Attachment C - Updated Structural Organizational Chart

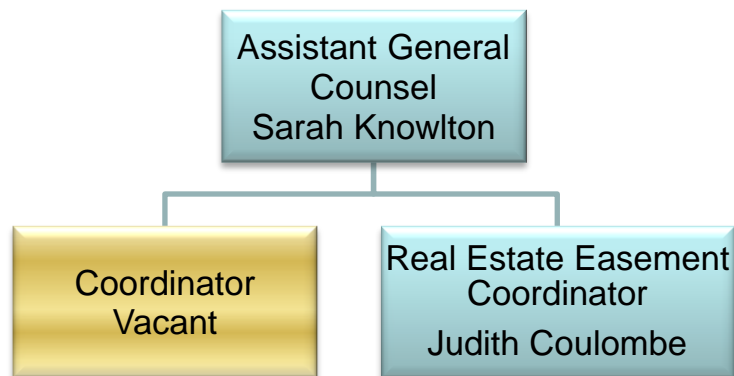


*Given the shared services provided by the Energy Procurement Department to NH and other Liberty organizations, this department now reports to the President, Liberty Utilities, with a dotted line reporting relationship to the NH President. No change in the services provided to NH, however, results from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

Vacant
Position

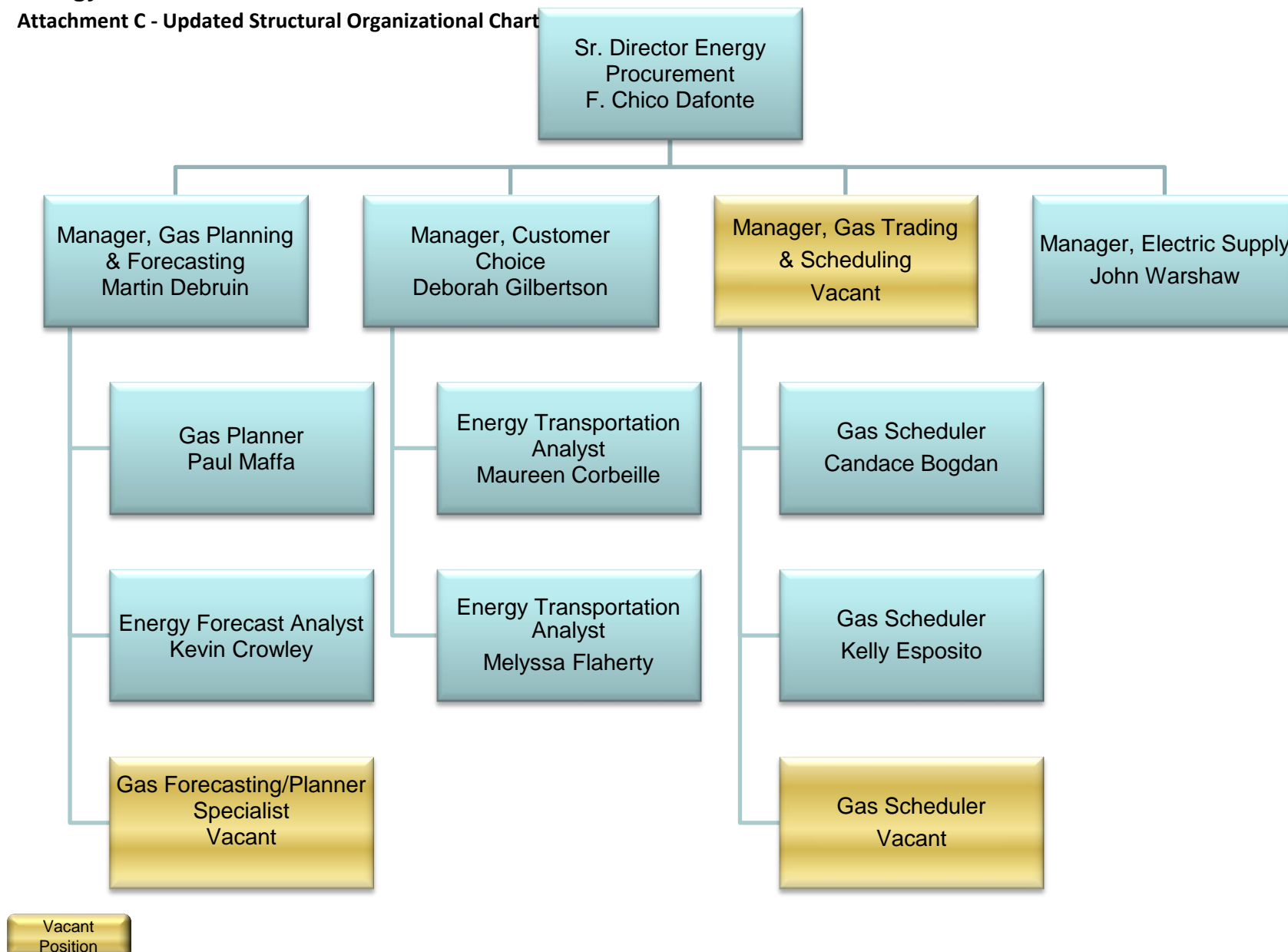
Legal

Attachment C - Updated Structural Organizational Chart



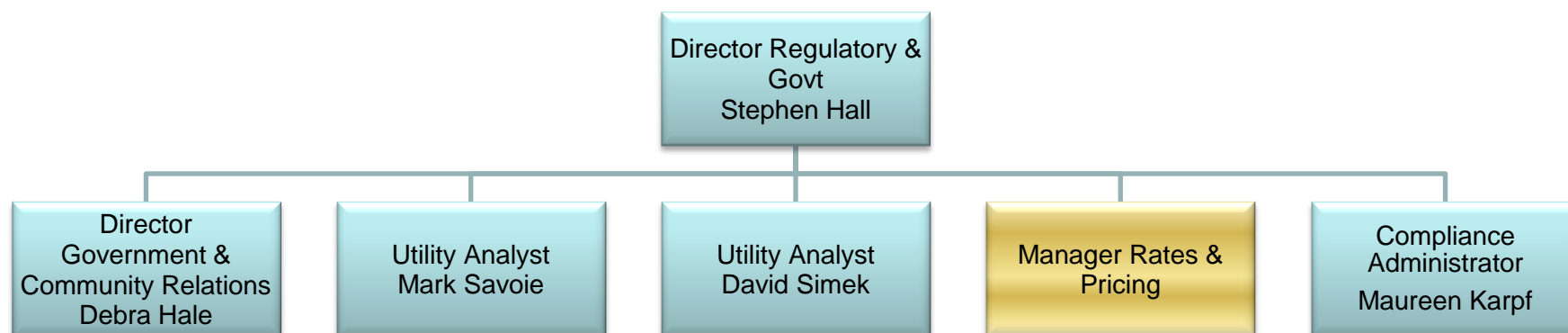
Energy Procurement NH

Attachment C - Updated Structural Organizational Chart



Regulatory, Government, and Community Relations

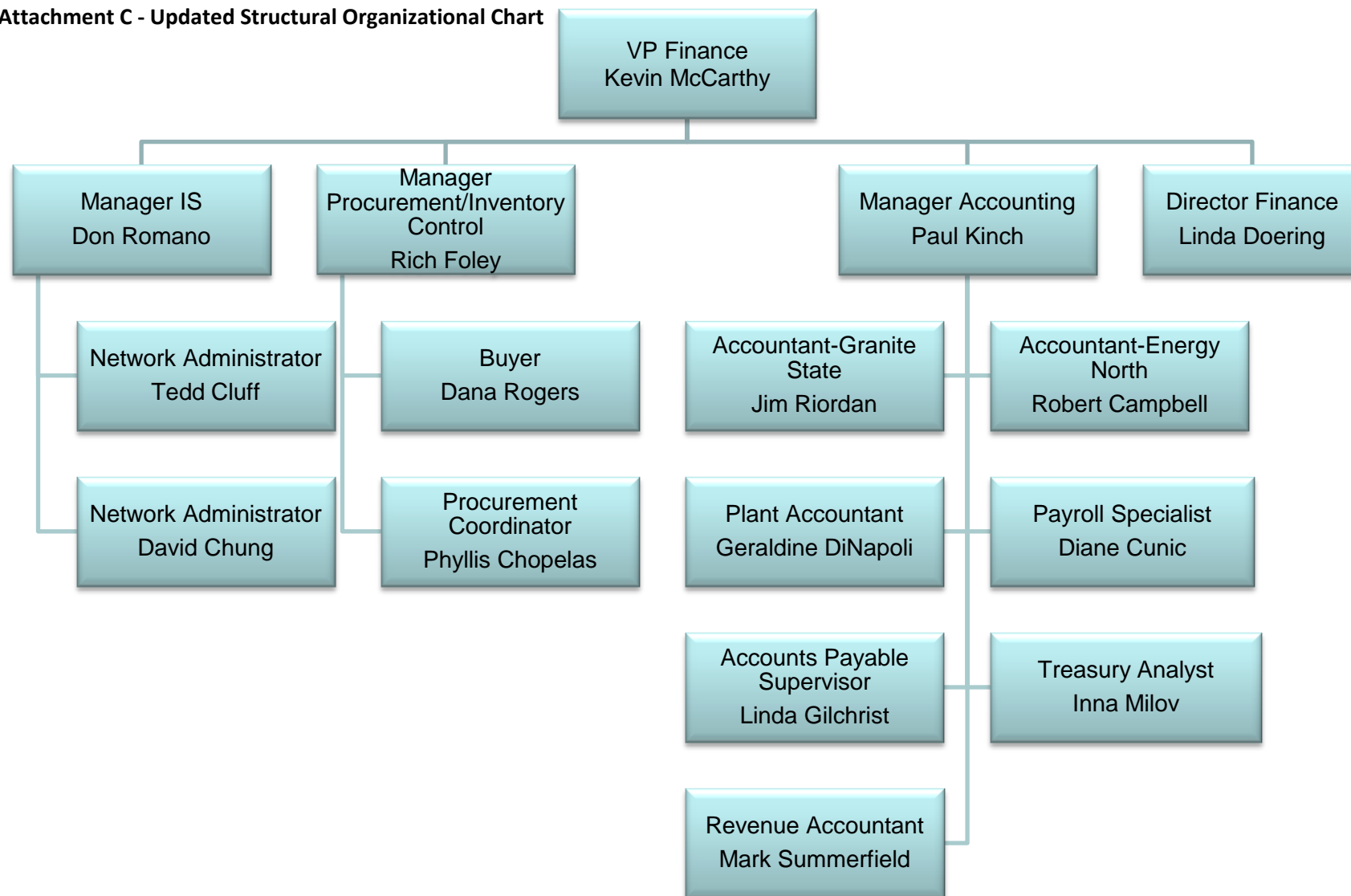
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Finance

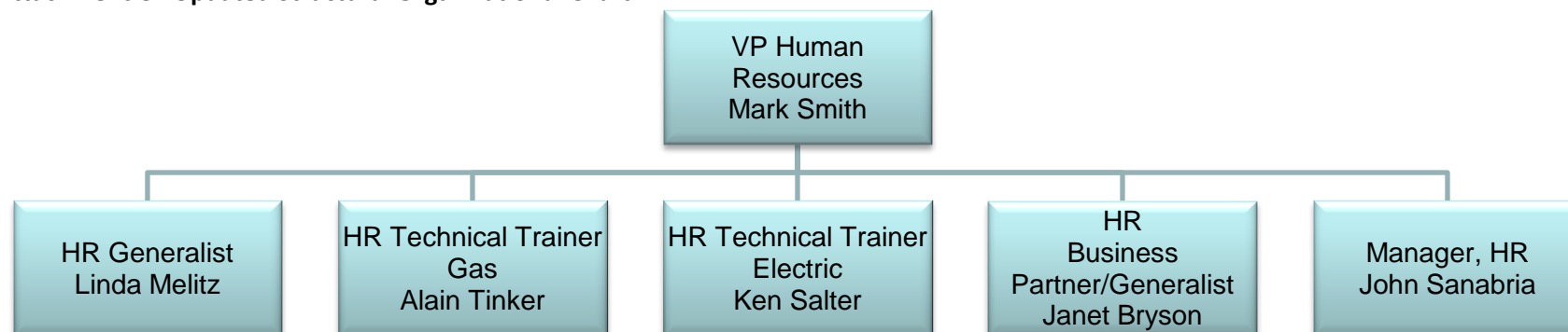
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Human Resources

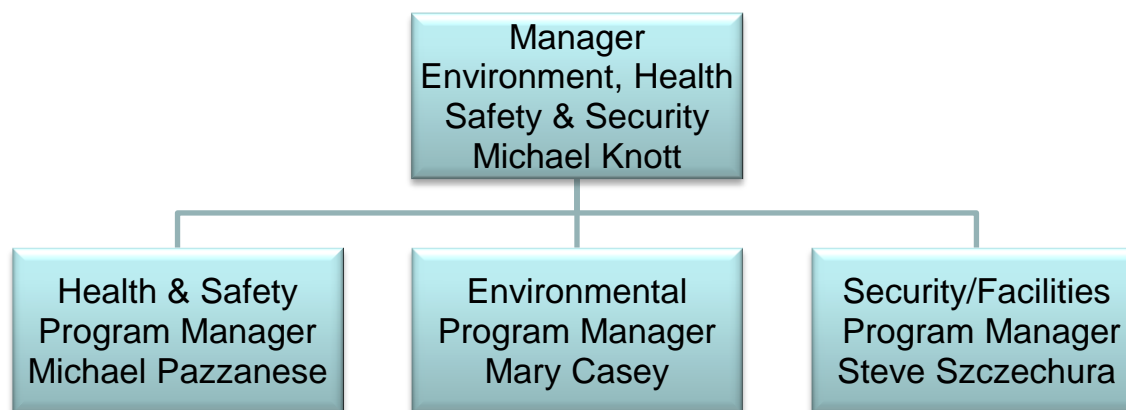
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Environment, Health & Safety

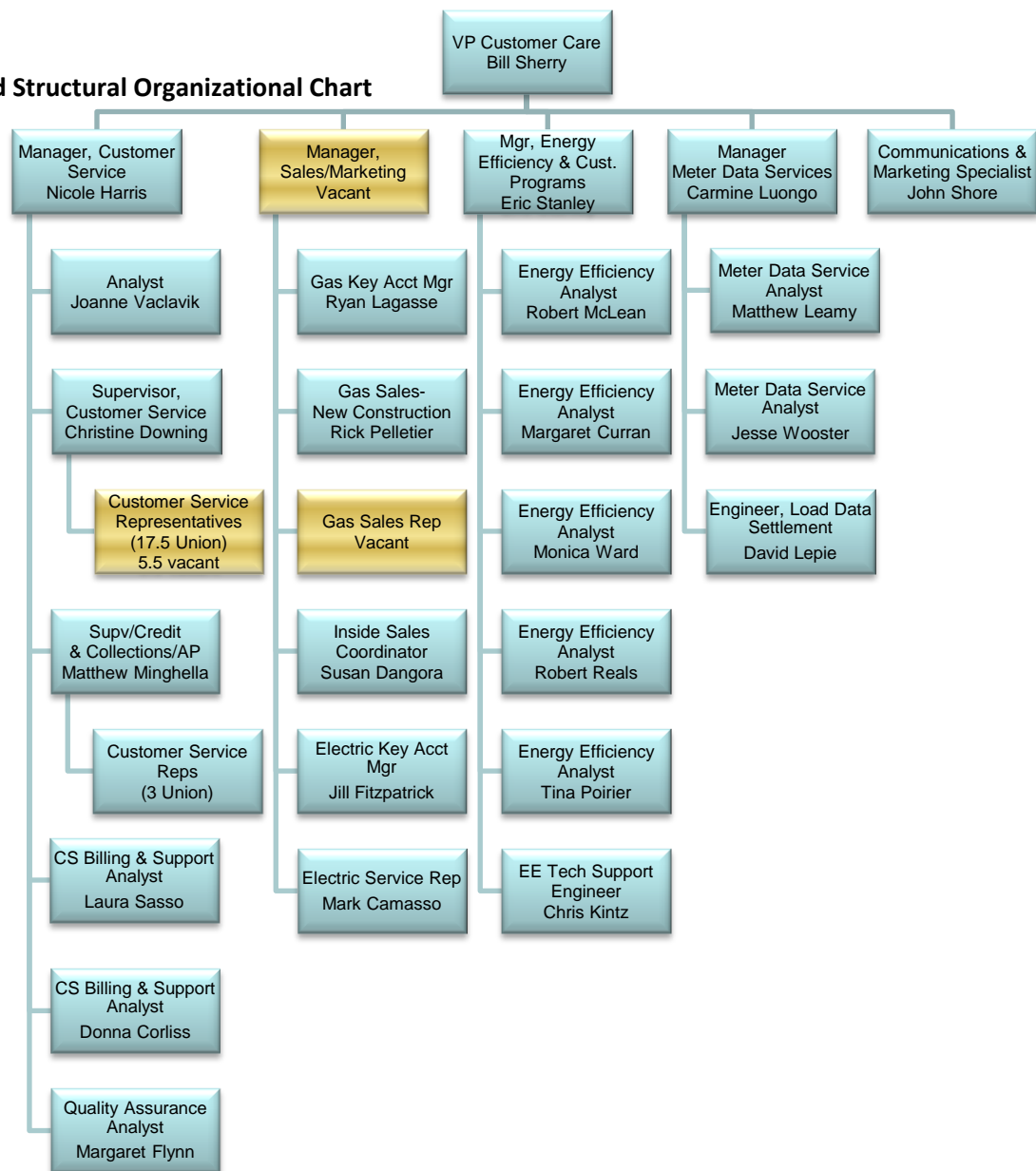
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Vacant
Position

Customer Care

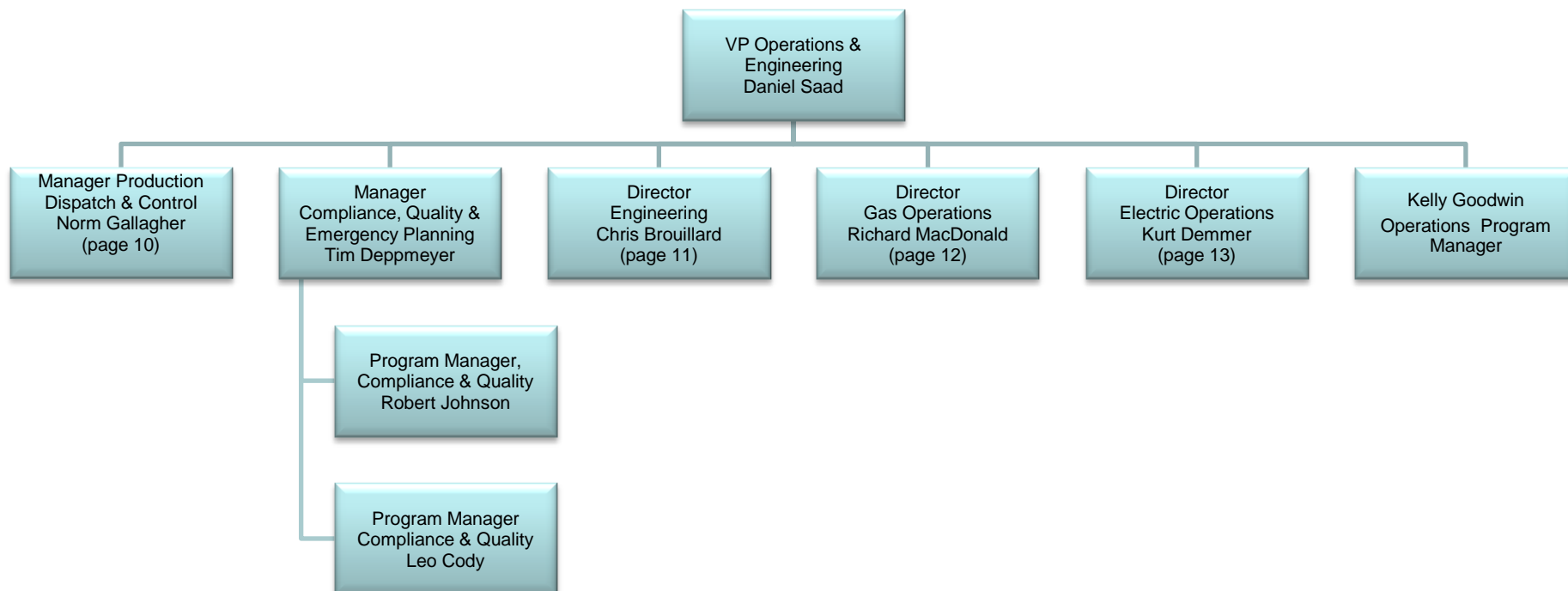
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Operations

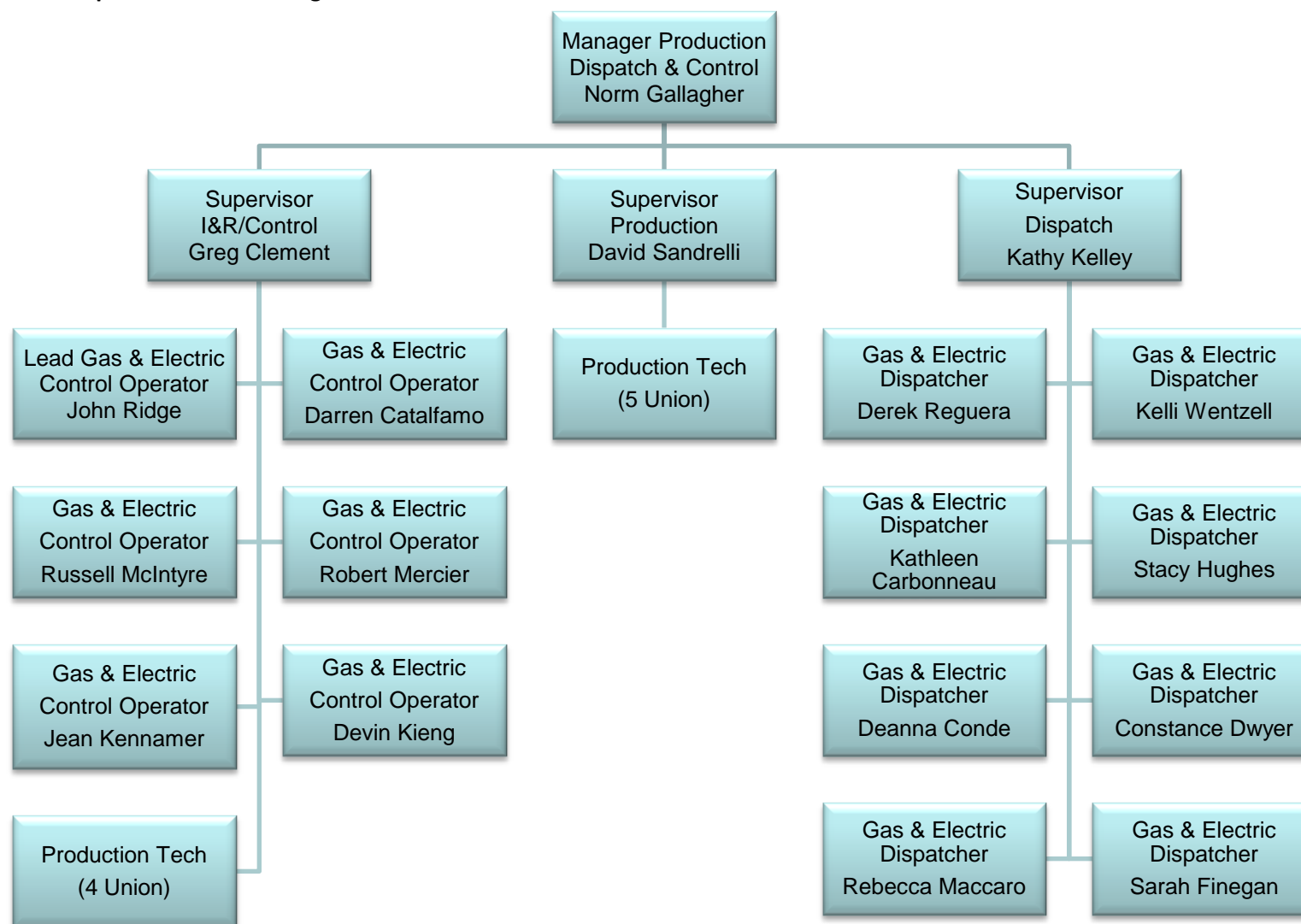
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Operations/Production, Dispatch & Control

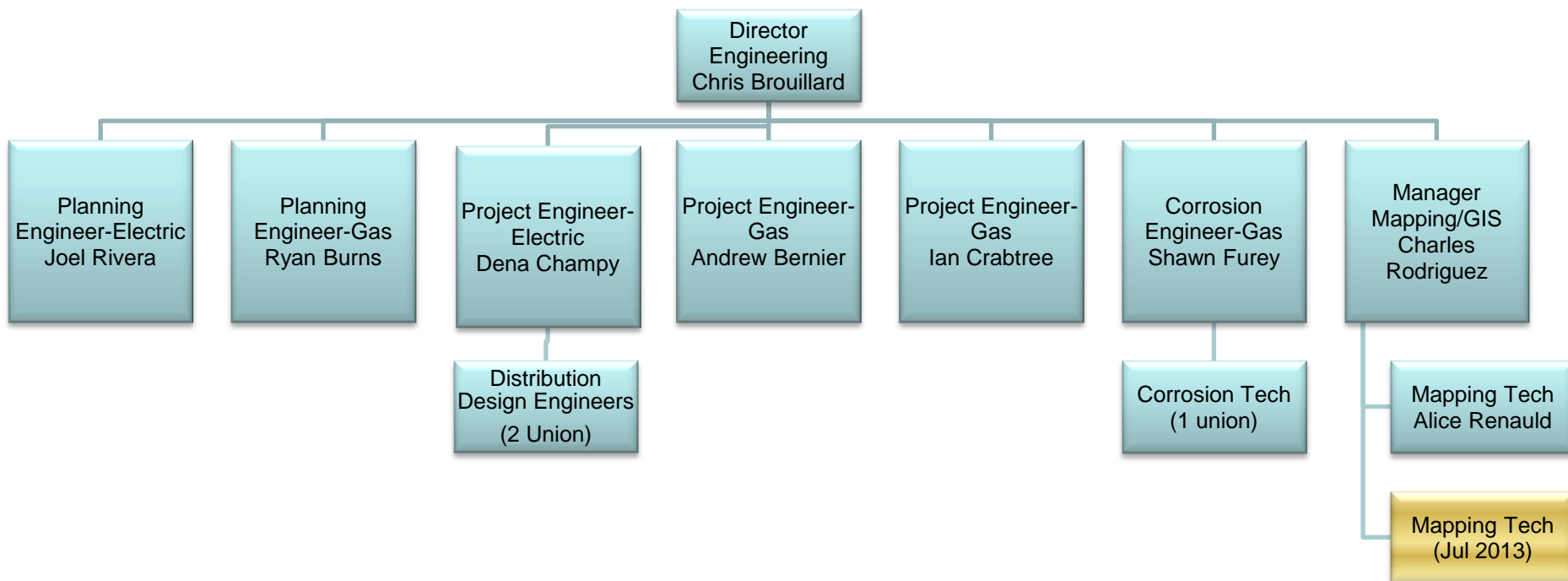
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Vacant
Position

Operations/Engineering

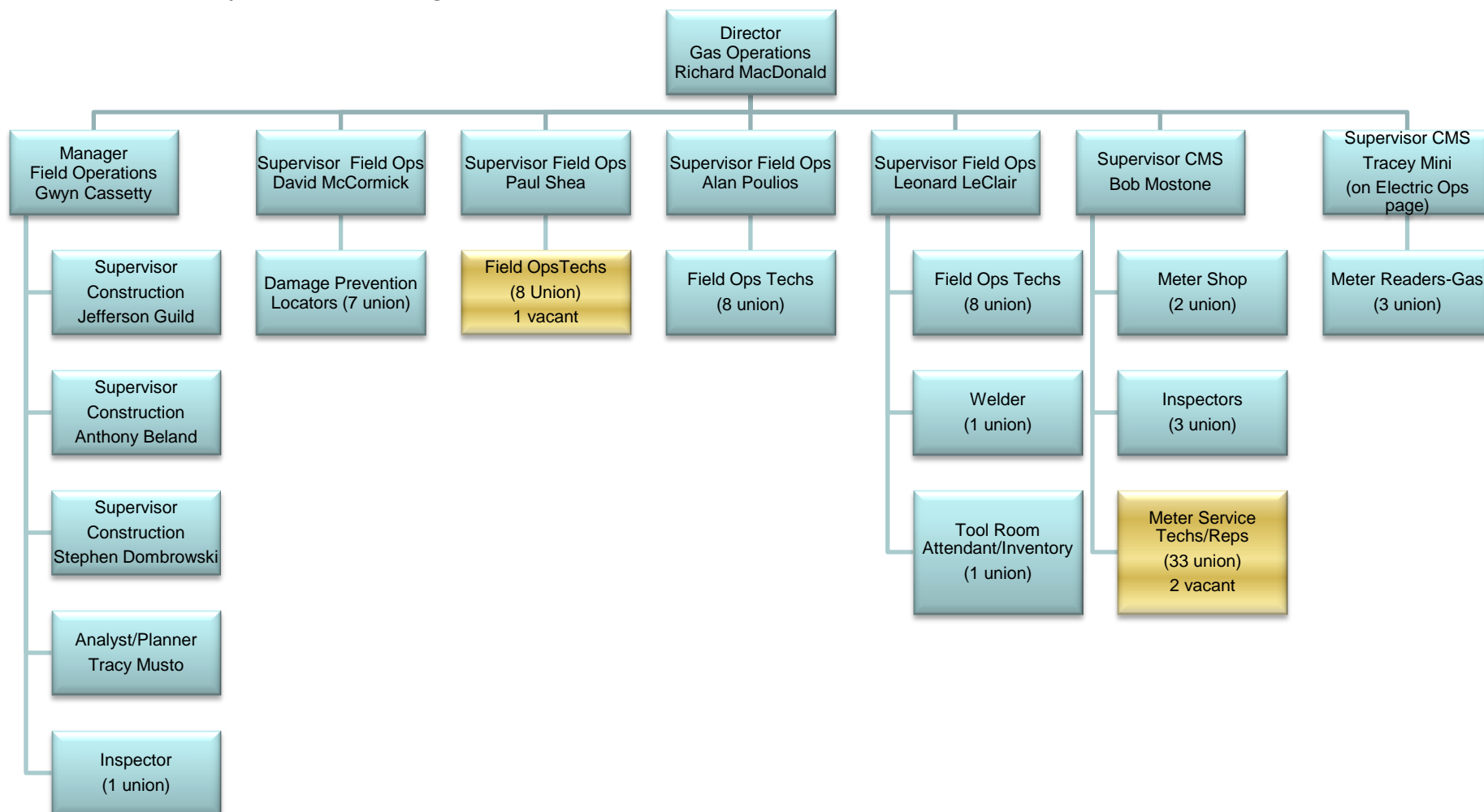
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Operations/Gas

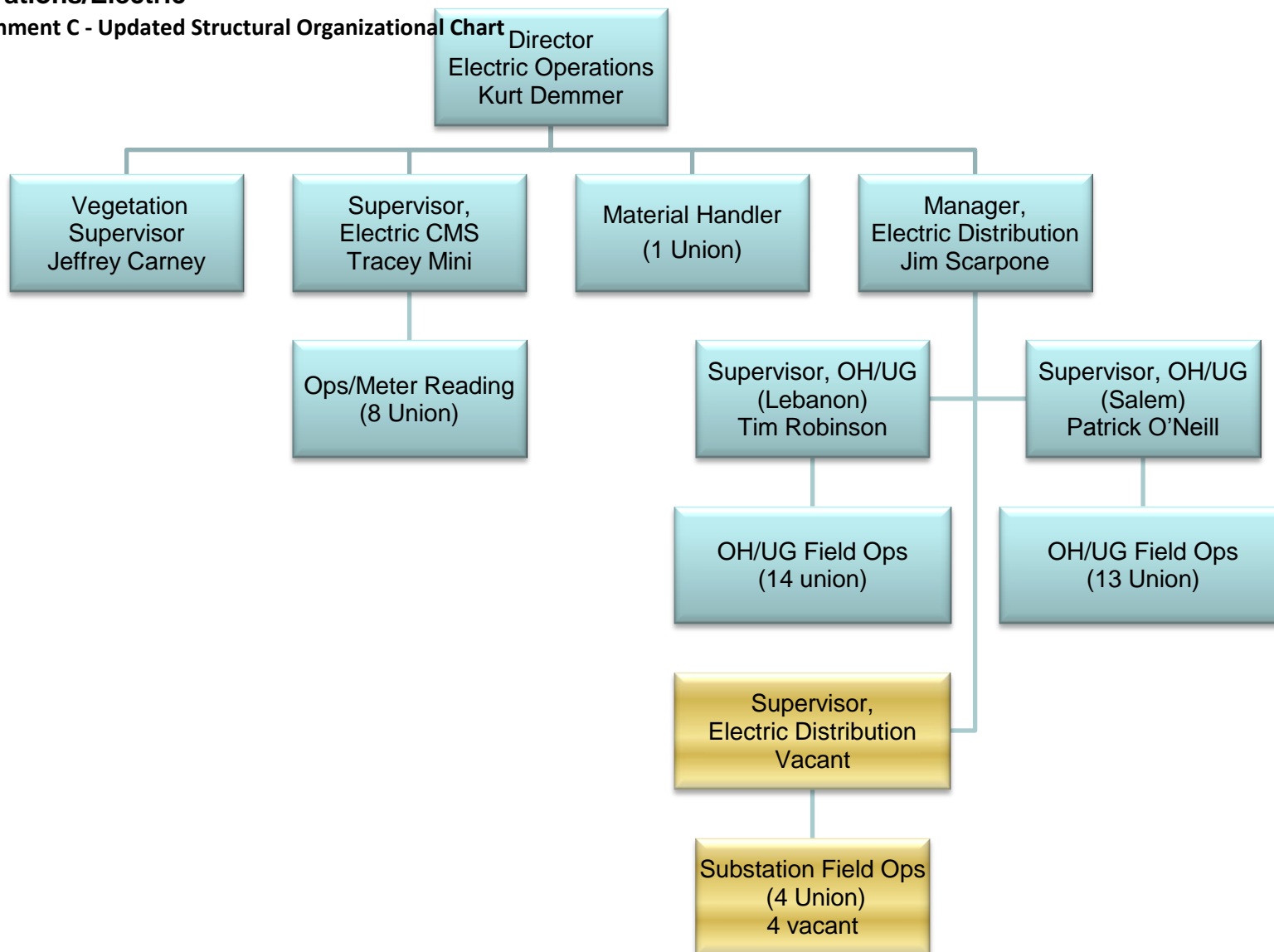
Attachment C - Updated Structural Organizational Chart



Vacant
Position

Operations/Electric

Attachment C - Updated Structural Organizational Chart



Vacant
Position