

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

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company  
 File Date: July 31, 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	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	93,068.21					
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	-					
		113,672.34	-	113,672.34	163,000.00	(49,327.66)	-30%
	Operations						
Elec Ops-1	Planned Major Maintenance & Capital Construction	115,818.75					
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	1,890.82					
Elec Ops-3	Field Crew Dispatching and Scheduling	5,105.04					
Elec Ops-4	Electric Engineering and Design	86,939.34					
Elec Ops-5	Resource and Workload Planning	46,537.74					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	118,329.68					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,785,778.62					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	10,678.08					
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	19,580.56					
Elec Ops-14	Relay and Protection	78,639.13					
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	1,013,974.74					
	Estimate	-					
		3,647,257.37	-	3,647,257.37	3,952,000.00	(304,742.63)	-8%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	49,750.12					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		50,765.74	-	50,765.74	-	50,765.74	0%
	Energy Control & Supply						
Energy Supply-1	Electric Network Control	290,621.86					
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	-					
		314,390.91	-	314,390.91	130,000.00	184,390.91	142%
	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: July 31, 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	599,846.97					
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,284,322.49					
Customer Svc-3	Collections Process Support	41,042.92					
Customer Svc-4	New Business Administration	227,851.95					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	123,093.72					
	Estimate	-					
		2,276,762.78	-	2,276,762.78	3,939,000.00	(1,662,237.22)	-42%
	Regulatory Support						
Reg-1	Regulatory Support - General	54,708.97					
Reg-2	Regulatory Reporting	22,031.73					
	Estimate	-					
		76,740.70	-	76,740.70	45,000.00	31,740.70	71%
	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	858,618.04					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	104,231.30					
IT-4	Client Services	118,479.83					
IT-5	Contracts and Licenses	492,299.37					
IT-6	Infrastructure Services	386,709.39					
IT-7	Networking Support	115,978.40					
IT-8	IS Energy Management Systems (EMS)	132,684.60					
IT-9	Security Services	459.14					
	Estimate	-					
		\$ 2,209,460.10	-	\$ 2,209,460.10	\$ 1,409,000.00	\$ 800,460.10	57%
		\$ 9,144,649.12	\$ -	\$ 9,144,649.12	\$ 9,762,000.00	\$ (617,350.88)	-6%

### 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

Granite State Electric Company  
 File Date: July 31, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

		(AA)	(AB)	(AC)	(AD)	(AE)
	Transition Service	Cost				
		(actual) Mar-14	(actual) Apr-14	(actual) May-14	(actual) Jun-14	Total Actual & Est.
	<b>Human Resources</b>					
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
	<b>Financial Services</b>					
Fin-1	Financial Reporting	-	-	-	-	397.87
Fin-2	Accounting Consulting	3,831.38	3,820.20	2,292.12	3,174.83	93,068.21
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	-	-	-	-	-
		3,831.38	3,820.20	2,292.12	3,174.83	113,672.34
	<b>Operations</b>					
Elec Ops-1	Planned Major Maintenance & Capital Construction	-	-	-	-	115,818.75
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	-	-	1,298.36	-	1,890.82
Elec Ops-3	Field Crew Dispatching and Scheduling	-	-	569.41	-	5,105.04
Elec Ops-4	Electric Engineering and Design	-	280.82	-	-	86,939.34
Elec Ops-5	Resource and Workload Planning	-	-	-	-	46,537.74
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	395.64	642.55	418.75	7,049.67	118,329.68
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	5,266.87	2,609.49	4,048.82	475.54	1,785,778.62
Elec Ops-8	Vegetation Management	-	-	-	-	468.05
Elec Ops-9	Customer Meter Support	-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	-	-	-	-	10,678.08
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	249.93	1,198.69	396.99	295.27	19,580.56
Elec Ops-14	Relay and Protection	9,774.66	7,705.51	4,983.56	3,988.57	78,639.13
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	36,902.72	52,492.84	82,241.10	44,338.38	1,013,974.74
	Estimate	-	-	-	-	-
		52,589.82	64,929.90	93,956.99	56,147.43	3,647,257.37
	<b>Energy Solutions Delivery &amp; Efficiency</b>					
ESD&E-1	Energy Efficiency Programs	131.56	-	-	-	49,750.12
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	1,015.62
	Estimate	-	-	-	-	-
		131.56	-	-	-	50,765.74
	<b>Energy Control &amp; Supply</b>					
Energy Supply-1	Electric Network Control	13,259.36	13,829.71	11,014.79	16,966.80	290,621.86
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	-	-	-	-	-
		13,259.36	13,829.71	11,014.79	16,966.80	314,390.91
	<b>Project Management</b>					
Project Mgt-1	Project Management Services	-	-	-	-	9,339.14
Project Mgt-2	Cost Management Access	-	-	-	-	-
	Estimate	-	-	-	-	-
		-	-	-	-	9,339.14
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>					
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: July 31, 2014

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

	Transition Service	(AA)	(AB)	(AC)	(AD)	(AE)
		Cost				
		(actual) Mar-14	(actual) Apr-14	(actual) May-14	(actual) Jun-14	Total Actual & Est.
	<b>Security</b>					
Security-1	Site Security Services	-	-	-	-	5.53
Security-2	Security Consulting	-	-	-	-	-
Security-3	NERC/NPCC- Reliability Compliance	-	-	-	-	-
	Estimate	-	-	-	-	-
		-	-	-	-	5.53
	<b>Supply Chain and Inventory Management</b>					
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
	<b>Customer Services Support</b>					
Customer Svc-1	Call Center Operations	20,425.90	30,525.15	26,385.30	24,316.61	599,846.97
Customer Svc-2	Meter Reading, Billing and Payment Processing	(42,529.01)	51,057.83	23,266.62	45,975.91	1,284,322.49
Customer Svc-3	Collections Process Support	-	-	-	-	41,042.92
Customer Svc-4	New Business Administration	4,825.45	3,039.80	2,020.36	10,785.63	227,851.95
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	604.74
Customer Svc-7	Meter Data Services Support	(454.38)	5,089.88	5,663.75	2,745.44	123,093.72
	Estimate	-	-	-	-	-
		(17,732.04)	89,712.66	57,336.03	83,823.59	2,276,762.78
	<b>Regulatory Support</b>					
Reg-1	Regulatory Support - General	85.55	(5,214.35)	170.99	-	54,708.97
Reg-2	Regulatory Reporting	-	-	-	-	22,031.73
	Estimate	-	-	-	-	-
		85.55	(5,214.35)	170.99	-	76,740.70
	<b>Records Management</b>					
Records-1	Identification of Books and Records	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-
	Estimate	-	-	-	-	-
		-	-	-	-	-
	<b>IT Transition Services</b>					
IT-1	Business Application Services	67,816.81	66,631.07	3,311.41	211,502.75	858,618.04
IT-2	Collaboration Services (E-Mail)	-	-	-	-	0.03
IT-3	Data Centers	2,409.85	1,983.00	2,437.25	2,440.06	104,231.30
IT-4	Client Services	2,731.60	4,363.41	4,986.08	1,548.65	118,479.83
IT-5	Contracts and Licenses	20,468.32	92,867.06	17,465.20	35,228.06	492,299.37
IT-6	Infrastructure Services	6,507.38	308.34	37,151.62	28,053.00	386,709.39
IT-7	Networking Support	224.41	869.83	(26.81)	138.57	115,978.40
IT-8	IS Energy Management Systems (EMS)	9,392.72	3,458.95	5,627.01	12,917.58	132,684.60
IT-9	Security Services	-	-	-	-	459.14
	Estimate	-	-	-	-	-
		\$ 109,551.09	\$ 170,481.66	\$ 70,951.76	\$ 291,828.67	\$ 2,209,460.10
		\$ 161,716.72	\$ 337,559.78	\$ 235,722.68	\$ 451,941.32	\$ 9,144,649.12

### Capital Charges Included in above actual bills

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

## Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: July 31, 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	71,348.54					
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	-					
		118,917.23	-	118,917.23	294,000.00	(175,082.77)	-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	225,195.94					
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	19,685.14					
Gas Ops-11	Gas Meter Operations/Meter Shop	127,916.68					
Gas Ops-12	Customer Meter Support	15,081.42					
Gas Ops-13	Gas Reliability Planning	16,577.40					
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	40,304.97					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		983,677.29	-	983,677.29	5,376,000.00	(4,392,322.71)	-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	-	112,362.56	77,000.00	35,362.56	46%
	Gas Control & Procurement						
Gas Supply-1	Gas Control	399,666.21					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,738.52)					
Gas Supply-4	Gas Load Forecasting	45,611.57					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		571,525.08	-	571,525.08	0.00	571,525.08	57152508137%
	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

EnergyNorth Natural Gas, Inc.

File Date: July 31, 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	986,943.60					
Customer Svc-2	Meter Reading, Billing and Payment Processing	849,938.24					
Customer Svc-3	Collections Process Support	5,667.94					
Customer Svc-4	New Business Administration	16,879.27					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,859,429.06	-	1,859,429.06	6,570,000.00	(4,710,570.94)	-72%
	Regulatory Support						
Reg-1	Regulatory Support - General	94,699.03					
Reg-2	Regulatory Reporting	74,606.51					
	Estimate	-					
		169,305.54	-	169,305.54	156,000.00	13,305.54	9%
	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	964,174.57					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	53,802.15					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	326,507.79					
IT-6	Infrastructure Services	259,194.89					
IT-7	Networking Support	109,511.52					
IT-8	IS Energy Management Systems (EMS)	57,383.76					
IT-9	Security Services	8,891.95					
	Estimate	-					
		\$ 1,822,988.49	-	\$ 1,822,988.49	\$ 2,817,000.00	\$ (994,011.51)	-35%
		\$ 6,043,993.50	\$ -	\$ 6,043,993.50	\$ 15,696,000.00	\$ (9,652,006.50)	-61%

### 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

EnergyNorth Natural Gas, Inc.

File Date: July 31, 2014

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

	Transition Service	(AA)	(AB)	(AC)	(AD)	(AE)
		Cost				
		(actual) Mar-14	(actual) Apr-14	(actual) May-14	(actual) Jun-14	Total Actual & Est.
	<b>Human Resources</b>					
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
	<b>Financial Services</b>					
Fin-1	Financial Reporting	-	-	-	-	37,909.00
Fin-2	Accounting Consulting	2,546.80	3,820.20	2,292.12	3,056.16	71,348.54
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	-	-	-	-	-
		2,546.80	3,820.20	2,292.12	3,056.16	118,917.23
	<b>Operations</b>					
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	(176.50)	7,567.60	18,124.97	4,493.94	225,195.94
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	-	-	-	-	19,685.14
Gas Ops-11	Gas Meter Operations/Meter Shop	-	-	-	-	127,916.68
Gas Ops-12	Customer Meter Support	-	-	-	-	15,081.42
Gas Ops-13	Gas Reliability Planning	2,291.50	2,999.08	50.40	818.44	16,577.40
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	489.16	411.46	314.68	315.57	40,304.97
Gas Ops-17	Mutual Assistance - Gas Emergencies	-	-	-	-	-
	Estimate	-	-	-	-	-
		2,604.16	10,978.14	18,490.05	5,627.95	983,677.29
	<b>Energy Solutions Delivery &amp; Efficiency</b>					
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
	<b>Gas Control &amp; Procurement</b>					
Gas Supply-1	Gas Control	17,090.01	15,479.48	13,930.08	16,183.49	399,666.21
Gas Supply-2	Gas Procurement Services - General	-	-	-	-	390,985.82
Gas Supply-3	Energy Transactions	-	-	-	-	(264,738.52)
Gas Supply-4	Gas Load Forecasting	-	598.93	1,297.67	520.31	45,611.57
Gas Supply-5	Gas Procurement Consulting	-	-	-	-	-
Gas Supply-6	Gas Procurement Miscellaneous	-	-	-	-	-
	Estimate	-	-	-	-	-
		17,090.01	16,078.41	15,227.75	16,703.80	571,525.08
	<b>Project Management</b>					
Project Mgt-1	Project Management Services	-	-	-	-	5,488.17
Project Mgt-2	Cost Management Access	-	-	-	-	2,979.29
	Estimate	-	-	-	-	-
		-	-	-	-	8,467.46
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>					
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

## Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: July 31, 2014

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

	Transition Service	(AA)	(AB)	(AC)	(AD)	(AE)
		Cost				
		(actual) Mar-14	(actual) Apr-14	(actual) May-14	(actual) Jun-14	Total Actual & Est.
	<b>Security</b>					
Security-1	Site Security Services	-	-	-	-	30,120.42
Security-2	Security Consulting	-	-	-	-	353.84
	Estimate	-	-	-	-	-
		-	-	-	-	30,474.26
	<b>Supply Chain and Inventory Management</b>					
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
	<b>Customer Services Support</b>					
Customer Svc-1	Call Center Operations	(3,399.48)	-	-	-	986,943.60
Customer Svc-2	Meter Reading, Billing and Payment Processing	-	1,050.48	711.66	691.34	849,938.24
Customer Svc-3	Collections Process Support	-	-	-	-	5,667.94
Customer Svc-4	New Business Administration	-	-	95.19	82.87	16,879.27
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-
	Estimate	-	-	-	-	-
		(3,399.48)	1,050.48	806.85	774.21	1,859,429.06
	<b>Regulatory Support</b>					
Reg-1	Regulatory Support - General	-	-	-	-	94,699.03
Reg-2	Regulatory Reporting	-	-	-	-	74,606.51
	Estimate	-	-	-	-	-
		-	-	-	-	169,305.54
	<b>Records Management</b>					
Records-1	Identification of Books and Records	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-
	Estimate	-	-	-	-	-
		-	-	-	-	-
	<b>IT Transition Services</b>					
IT-1	Business Application Services	(5,356.37)	(715.07)	(4,776.45)	7,190.90	964,174.57
IT-2	Collaboration Services (E-Mail)	-	-	-	-	0.08
IT-3	Data Centers	507.95	507.95	507.95	507.92	53,802.15
IT-4	Client Services	-	-	-	-	43,521.79
IT-5	Contracts and Licenses	19,143.54	(65,859.06)	17,702.22	321.96	326,507.79
IT-6	Infrastructure Services	14,003.49	(14,249.37)	(4,632.69)	17,795.64	259,194.89
IT-7	Networking Support	1,455.37	10,465.40	(2,096.28)	-	109,511.52
IT-8	IS Energy Management Systems (EMS)	849.06	(8.57)	3,421.98	2,572.92	57,383.76
IT-9	Security Services	-	-	-	-	8,891.95
	Estimate	-	-	-	-	-
		\$ 30,603.04	\$ (69,858.72)	\$ 10,126.73	\$ 28,389.34	\$ 1,822,988.49
		\$ 49,444.53	\$ (37,931.49)	\$ 46,943.50	\$ 54,551.46	\$ 6,043,993.50

### Capital Charges Included in above actual bills

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

## Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 07/28/2014  
Invoice #: 800087788  
Terms: Net 20

Initial Billing for Transition Services Activity: June 2014  
Final Billing for Transition Services Activity: May 2014

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	-	-	-	-	-	-	-
<b>Human Resources</b>	-	-	-	-	-	-	-
Financial Reporting	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	3,174.83	3,056.16	6,230.99	6,230.99
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
<b>Finance</b>	-	-	-	3,174.83	3,056.16	6,230.99	6,230.99
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	-	-	-	-
Resource & Workload Planning	-	-	-	-	-	-	-
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	7,049.67	-	7,049.67	7,049.67
Sub Mtnc Programs /Engineering	-	-	-	475.54	-	475.54	475.54
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	-	-	-	-
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	295.27	4,493.94	4,789.21	4,789.21
Relay & Protection	-	-	-	3,988.57	-	3,988.57	3,988.57
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	44,338.38	-	44,338.38	44,338.38
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	-	-	-	-	-	-	-
Meter Ops/Meter Shop	-	-	-	-	-	-	-
Reliability Planning	-	-	-	-	818.44	818.44	818.44
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	315.57	315.57	315.57
<b>Operations</b>	-	-	-	56,147.43	5,627.95	61,775.38	61,775.38
Energy Efficiency	-	-	-	-	-	-	-
C&I Sales/Support	-	-	-	-	-	-	-
<b>Energy Solutions Delivery &amp; Efficiency</b>	-	-	-	-	-	-	-
Network Control	-	-	-	16,966.80	-	16,966.80	16,966.80
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	16,183.49	16,183.49	16,183.49
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	-	-	-
Gas Load Forecasting	-	-	-	-	520.31	520.31	520.31
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
<b>Energy Control &amp; Supply</b>	-	-	-	16,966.80	16,703.80	33,670.60	33,670.60
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
<b>Project Management</b>	-	-	-	-	-	-	-
HS&E Monitoring,Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmetal Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	-	-	-
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
<b>Health, Safety &amp; Environment</b>	-	-	-	-	-	-	-
Site Services	-	-	-	-	-	-	-
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
<b>Security</b>	-	-	-	-	-	-	-
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-
<b>Supply Chain &amp; Inventory</b>	-	-	-	-	-	-	-
Call Center Ops	-	-	-	24,316.61	-	24,316.61	24,316.61

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 07/28/2014  
Invoice #: 800087788  
Terms: Net 20

Initial Billing for Transition Services Activity: June 2014  
Final Billing for Transition Services Activity: May 2014

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Meter Rdg, Billing & Payment Processing	-	-	-	45,975.91	691.34	46,667.25	46,667.25
Collections Support	-	-	-	-	-	-	-
New Business Admin	-	-	-	10,785.63	82.87	10,868.50	10,868.50
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	2,745.44	-	2,745.44	2,745.44
Customer Service	-	-	-	83,823.59	774.21	84,597.80	84,597.80
General	-	-	-	-	-	-	-
Regulatory Reporting	-	-	-	-	-	-	-
Regulatory Support	-	-	-	-	-	-	-
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	4,839.78	(209.82)	4,629.96	206,662.97	7,400.72	214,063.69	218,693.65
Collaboration Services	-	-	-	-	-	-	-
Data Centers	2,440.06	507.92	2,947.98	-	-	-	2,947.98
Client services	1,548.65	-	1,548.65	-	-	-	1,548.65
Contracts & Licenses	24,063.78	321.96	24,385.74	11,164.28	-	11,164.28	35,550.02
Infrastructure Services	(54,027.30)	(4,406.21)	(58,433.51)	82,080.30	22,201.85	104,282.15	45,848.64
Networking Support	138.57	-	138.57	-	-	-	138.57
EMS/SCADA	8,828.19	2,572.92	11,401.11	4,089.39	-	4,089.39	15,490.50
Security Services	-	-	-	-	-	-	-
IT	(12,168.27)	(1,213.23)	(13,381.50)	303,996.94	29,602.57	333,599.51	320,218.01
TOTAL	(12,168.27)	(1,213.23)	(13,381.50)	464,109.59	55,764.69	519,874.28	506,492.78

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.**

<b>Liberty Utilities (Granite State Electric) Corp.</b>				
	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	09/14
Operations	06/13	11/13		09/14
Energy Solutions Delivery and Efficiency				09/14
Energy Control and Supply	03/13 <sup>1</sup> 06/13 <sup>2</sup>	11/13 <sup>2</sup>	01/14 <sup>2</sup>	09/14 <sup>1</sup> 07/14 <sup>2</sup>
Project Management		4/13		11/13
Health Safety and Environment				11/12
Security		05/13		04/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support				09/14
Regulatory Support				03/14
Records Management				07/13
IT Transition Services				09/14

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

**Attachment A.3 – Monthly Transition Progress**

**Liberty Utilities (EnergyNorth Natural Gas) Corp.**

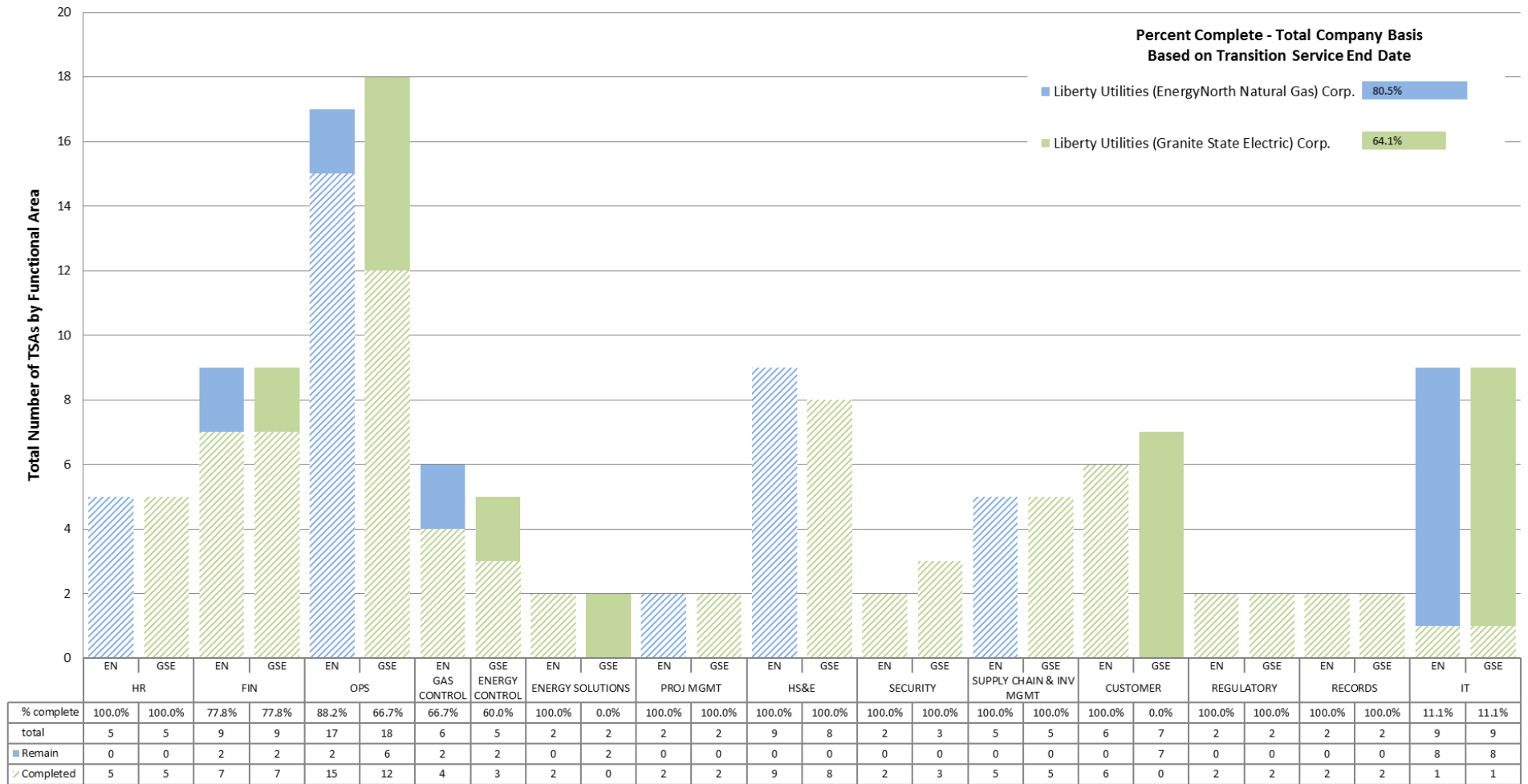
<b>Liberty Utilities (EnergyNorth Natural Gas) Corp.</b>				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	09/14
Operations	03/13	07/13	01/14	09/14
Energy Solutions Delivery and Efficiency		12/13		05/14
Energy Control and Supply	03/13 <sup>2</sup>	07/13 <sup>1</sup> 07/13 <sup>2</sup>	09/13 <sup>1</sup> 01/14 <sup>2</sup>	09/14 <sup>1</sup> 07/14 <sup>2</sup>
Project Management		12/12		11/13
Health Safety and Environment			11/12	12/13
Security				04/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support			12/13	05/14
Regulatory Support				03/14
Records Management				07/13
IT Transition Services				09/14

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

### 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*)



**Attachment B.1 - IT Monthly Overall Status Information**

*Please see attached.*

# Granite State and Energy North Transition Governance Update

June 25, 2014

# Highlights

- **Program overview:**

- Overall program status is Green, noting that there is work remaining in a number of workstreams
- User acceptance testing and pre cutover activities continue with no major issues.
- Final Business readiness session conducted with Liberty NH staff and Executives June 19th with positive outcome.
- Detailed, hour by hour cutover plan for Independence day weekend finalized.

- **Meter to Cash:**

- UAT in progress
  - a. 195 of 291 test scripts executed -125 passed, 55 in progress, 11 failed
- Preparation for cutover – Configuration entered to production (All configuration excluding a subset of configuration that will be entered July 2nd )
- Review code required for production – To be deployed June 28th
- Reviewed defects and determined workaround for outstanding defects
- Determined required onsite support for post go-live
- CSR training in progress (schedule to complete June 23rd)

- **Work Management:**

- UAT re-tests for Quadra identified and circulated to NH business team for action.
- UAT testing for WennSoft SMS, EMS and MobileTech, integrated with Cogsdale, nearing completion.
- Modems installed in 3 field vehicles for AVLS testing.
- Base stations for radios installed.
- Clean up of STORMS open orders ongoing by NH business team.

# Highlights (Cont.)

- **Electric Load Settlement (LERS):**

- As of June 19, LERS has 1 open defect in QA and 3 in UAT
- **Other Project Updates:**
  - 2nd Dress Rehearsal is complete - CGI uncovered the issue causing the delay in the loading of the files and preparing the submission. The issue was caused by the database stats and the way they were gathered.
  - Business Readiness meeting was held on June 19 - no showstopper issues
  - EBT schedule has been agreed to by the business stakeholders (Jessie Wooster) and the production team (Mark Smith)

- **EDI:**

- Remaining open defects related to EDI
  - As of June 19th, we have 9 open defects in QA and 4 open defects in UAT
  - We are closely monitoring defect 1540 (fix applied but needs retesting)
  - Defect 1507 was closed June 23 (this is included in the number of open defects)
- **Other Project Updates:**
  - National Grid sent the inbound and outbound transactions from June 1 to June 14
  - Business readiness meeting was held on June 19 - no showstopper issues
  - EBT schedule has been agreed to by the business stakeholders (Debbie Gilbertson, Melyssa Flaherty and John Warshaw) and the production team (Mark Smith)

# Highlights (Cont.)

- **Engineering & Operations:**

- **OASyS (SCADA):**

- Electric displays are complete, minor modifications are expected as operators become more familiar with the systems.
- Field work associated with PTR's and RTUS has been completed. Lack of ability to communicate with some PTR's will be addressed in the future and does not impact go live.
- Finalizing the Elect SCADA cutover procedures with NGrid. Transfer of controlling authority planned for June 30.
- Received final extract of historical GAS SCADA data. Go live planned for week of June 30

- **ArcFM (GIS):**

- All ArcFM UAT defects resolved.
- Apply manual fixes to correct network connectivity and other issues received with NGrid's Smallworld GIS data.
- GIS Electric Backlog kicked off; Workshop with business was conducted.

- **Designer (GIS)**

- Steady progress on UAT defects – 2 remain open with medium/low impact
- Completed CU Phase 2 workshop number two all Favorites and several composite favourites were created
- Discovered missing CU issues list to CU admin for input.

- **Responder (OMS)**

- Steady progress on UAT defects – 2 remain open with medium/low impact.
- Date set for Storm user training and Dispatcher Training (July 1 to3) target users for training identified.
- Finalized plan for historic outage data to meet the need of the PUC reporting.
- Cut-Over Plan updated to reflect new dates.
- Public facing outage map completed and delivered by Schneider.

# Highlights (Cont.)

- **LU Infrastructure:**

- Project in green status.
- The Infrastructure team is underway with progress on Electric SCADA network and the planning for additions to business systems, customer systems.
- Updated plan with new dates and decommission dates to July / August
- Provided the Toll Free forms to Century Link for transfer , all progressing for the July 6th cutover.
  - All 3 emergency numbers below will also transition on July 6th
    - » 877-247-3603      GS Priority 1
    - » 877-598-6326      GSE Lebanon Priority 2 & 3 P&F
    - » 877-701-5890      GSE Salem NH Priority 2&3 P&F
- Completed setup of agents for Londonderry Ops and Customer Center.
- Telecom tests all completed , modified POTS and DDS request forms to transfer ownership on 6/30/2014 due to change in Electric Scads cutover date change.

# Go / No Go Decisions



Go / No-Go Pre-Cutover	
Checkpoint with NG (NG Systems Ready for Extraction)	Fri 6/27/14 (8:00 AM - 9:00 AM)
Go / No-Go decision	Thu 7/3/14 (8:00 AM - 9:00 AM)
Go / No Go Decision # 1	Fri 7/4/14 (5:35 PM - 6:35 PM)
CSS data extract delivered	
All critical files delivered	
All critical files delivered by latest time (TBD)	
CSS total controls delivered	
Go / No Go Decision # 2	Sat 7/5/14 (5:50 PM - 6:50 PM)
All tables loaded	
Critical items loaded	
Final Go / No Go Decision ( <b>Point of No Return</b> )	Sat 7/5/14 (11:45 PM - 12:45 AM)
Cogsdale total controls released	
LU total controls and financials accepted	
Control totals Verified	
All non-financial deviations justified	
Data validation	
Functionality validation	
Business Acceptance Testing completed	
Business Control Transfer Go Decision ( <b>The items below begin</b> )	TBD- Hour on Sunday July 6th
Phone transfer to liberty begins	
Call center functions transfer to liberty	
Control centre operations transfer to liberty	
Installation remaining of field vehicle equipment.	
Testing of 800 Number and call flows	
Testing of agents logging in and answering calls	
Call with NG to Review Results.	TBD
Go Live Approval (Goevernance Group)	TBD

# Appendix





\* Reports reflect status updates for week ending June 20 2014.



# Meter-to-Cash Project Electric

<b>Overall Project Health</b>		<b>The project is making progress.</b>
<b>Category Health</b>		<b>Timelines</b> - No issues <b>Resources</b> - Resources allocated for QA, UAT and training activities are shared <b>Scope</b> - no issues.
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13</li> </ol>	<b>Key accomplishments:</b> UAT in progress <ol style="list-style-type: none"> <li>a. 195 of 291 test scripts executed -125 passed, 55 in progress, 11 failed</li> </ol> Preparation for cutover – Configuration entered to production (All configuration excluding a subset of configuration that will be entered July 2nd ) Review code required for production – To be deployed June 28th Reviewed defects and determined workaround for outstanding defects Determined required onsite support for post go-live Readiness meeting held with business CSR training in progress (schedule to complete June 23rd) <b>Key planned accomplishments:</b> Complete UAT testing – June 25th Enter all remaining configuration to production Enter code to production Provide workaround package to business Continue CSR training Complete BCM testing

# Work Management Project Electric





<b>Overall Project Health</b>		<b>Resources remain yellow due to ongoing Quadra activities.</b>
<b>Category Health</b>	  	<b>Timelines</b> - On target for May & July 2014 electric deployment. <b>Resources</b> - Resources working on UAT testing and re-planned Quadra activities <b>Scope</b> - No change.
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13.</li> <li>14.</li> <li>15.</li> </ol>	<p>Timeline remains green, deployment activities have been split between May (GIS-related) and July (CIS-related) application deployments.</p> <p><b>Key accomplishments:</b></p> <p>UAT re-tests for Quadra identified and circulated to NH business team for action. 15 test cases pending Engineering and Finance re-test</p> <p>UAT testing for WennSoft SMS, EMS and MobileTech, integrated with Cogsdale, nearing completion. 41 of 49 test cases completed, 33 passed (67%), 8 test cases pending re-test, 1 defect (Cogsdale) and 1 process workaround identified</p> <p>Provided list of user accounts for revised access to NGrid applications to David Ormsby on June 13th</p> <p>Modems installed in 3 field vehicles for AVLS testing</p> <p>Demo of AVLS application provided to NH Control Centre team</p> <p>Base stations for radios installed</p> <p>Clean up of STORMS open orders ongoing by NH business team.</p> <p>Participated in final business Readiness Review session in NH, June 19<sup>th</sup>.</p> <p>Bi-weekly review of Cutover activities with National Grid Dispatch and Work Scheduling business teams continuing – June 26th and July 3rd reviews will be scheduled, in advance of Go Live.</p> <p><b>Key planned accomplishments:</b></p> <p>Business to complete re-tests of Quadra test cases as part of Business Readiness testing session June 24-26.</p> <p>Initiate paperwork for deployment of Quadra to Production.</p> <p>Complete UAT test cases with Meter to Cash team.</p> <p>Initiate paperwork for deployment of WennSoft/MobileTech configuration to Production,</p> <p>Complete cleanup of open orders in STORMS by June 26th .</p>

8/4/2014



# Engineering & Operations Project

## Gas & Electric







<b>Overall Project Health</b>		<b>Yellow however trending Green. The projects are progressing as planned.</b>
<b>Category Health</b>	  	<b>Timelines</b> - Steady progress toward planned implementation dates has been made. <b>Resources</b> - 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 <b>Scope</b> - No issues
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13.</li> <li>14.</li> <li>15.</li> </ol>	<p><b>OASyS (SCADA):</b>            Electric displays are complete, minor modifications are expected as operators become more familiar with the systems.            Filed work associated with PTR's and RTUS has been completed. Lack of ability to communicate with some PTR's will be addressed in the future and does not impact go live.            Finalizing the Elect SCADA cutover procedures with NGrid. Transfer of controlling authority planned for June 30.            Received final extract of historical GAS SCADA data. Working on report issues. Issues 95% resolved.</p> <p><b>ArcFM (GIS):</b>            All ArcFM UAT defects resolved            Apply manual fixes to correct network connectivity and other issues received with NGrid's Smallworld GIS data. The fixes are needed for all of Responder's (OMS) functionality to work properly.            GIS Electric Backlog kicked off; Workshop with business was conducted</p> <p><b>Designer (GIS)</b>            Steady progress on UAT defects – 2 remain open with medium/low impact            Completed CU Phase 2 workshop number two all Favorites and several composite favourites were created            Discovered missing CU issues list to CU admin for input</p> <p><b>Responder (OMS)</b>            Steady progress on UAT defects – 2 remain open with medium/low impact            Date set for Storm user training and Dispatcher Training (July 1 to3) target users for training identified            Finalized plan for historic outage data to meet the need of the PUC reporting            Cut-Over Plan updated to reflect new dates            Public facing outage map completed and delivered by Schneider.</p>

# EDI



<b>Overall Project Health</b>		<b>The project is progressing well.</b>
<b>Category Health</b>		<b>Timelines</b> - All QA customer choice test scripts related to EDI have been run <b>Resources</b> - no issues <b>Scope</b> - no issues
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> </ol>	<p><b>Testing (Liberty):</b>          Remaining open defects related to EDI</p> <ul style="list-style-type: none"> <li>▪ As of June 19th, we have 9 open defects in QA and 4 open defects in UAT</li> <li>▪ We are closely monitoring defect 1540 (fix applied but needs retesting)</li> <li>▪ Defect 1507 was closed June 23 (this is included in the number of open defects)</li> </ul> <p><b>Other Project Updates:</b></p> <p>National Grid sent the inbound and outbound transactions from June 1 to June 14</p> <p>Business readiness meeting was held on June 19 - no showstopper issues</p> <p>EBT schedule has been agreed to by the business stakeholders (Debbie Gilbertson, Melyssa Flaherty and John Warshaw) and the production team (Mark Smith)</p>

# Electric Load Settlement (NH) Project

<b>Overall Project Health</b>		<b>The project is progressing well.</b>
<b>Category Health</b>		<b>Timelines</b> - All customer choice test scripts for Cycle 5 have been run <b>Resources</b> - no issues <b>Scope</b> - no issues
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> </ol>	<b>Testing Update:</b> As of June 19, LERS has 1 open defect in QA and 3 in UAT <b>Other Project Updates:</b> 2nd Dress Rehearsal is complete - CGI uncovered the issue causing the delay in the loading of the files and preparing the submission. The issue was caused by the database stats and the way they were gathered. Business Readiness meeting was held on June 19 - no showstopper issues EBT schedule has been agreed to by the business stakeholders (Jessie Wooster) and the production team (Mark Smith)

Overall Project Health		Project is in green status. The Infrastructure team is underway with progress on Electric SCADA network and the planning for additions to business systems, customer systems, call management systems, data and telecom requirements for Electric operations.
Category Health		<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues
Transition Update		<p><b>Infrastructure Application Project Plan</b> : Updated plan with new dates and decommission dates to July / August</p> <p><b>Customer Number Transfer 800-375-7413:</b>          Provided the Toll Free forms to Century Link for transfer , all progressing for the July 6th cutover.          All 3 emergency numbers below will also transition on July 6th</p> <p>877-247-3603                      GS Priority 1          877-598-6326                      GSE Lebanon Priority 2 &amp; 3 P&amp;F          877-701-5890                      GSE Salem NH Priority 2&amp;3 P&amp;F</p> <p><b>SCADA Infrastructure Project Plan:</b> Completed task items for SCADA electric and gas cutovers</p> <p><b>Londonderry Ops and Customer Center:</b> Completed setup of agents.</p> <p><b>OMS:</b> Vendor continues installation.</p> <p><b>Electric RTU/ SCADA telecom:</b>          Telecom tests all completed , modified POTS and DDS request forms to transfer ownership on 6/30/2014 due to change in Electric SCADA cutover date change.</p> <p><b>Radios:</b> Two Way radio , receiving equipment installing base stations at Londonderry . local IT advised Trans-Cor on install of equipment in trucks for power modems, code blue switches. AVLS software loaded in QA servers with simulation software , and completed change request forms to promote system to production. Time available prior to July 4 cutover will be used for further testing.</p>

## NG Team Status

Overall Project Health		<b>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.</b>
Category Health		<b>Timelines</b> - IT timelines are being revisited for future releases to ensure alignment with Liberty. <b>Resources</b> - no issues <b>Scope</b> - Minor work to implement some items held out of Day 2 are being managed.
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> </ol>	<p>Completed strategy to provide required monthly Customer reports for transition. Some identified to be standalone NH only and will be run in production before start of data extraction. Remaining will be generated against NH only environment post cutover, or during regular monthly CSS run.</p> <p>Web changes tested and signed off by NG US Retail Web team.</p> <p>Key stakeholder approvals for extended outage during cutover weekend obtained and shared with business.</p> <p>Sent No Meter Reads report to Liberty Utilities for review.</p> <p>Provided EDI Inbound and Outbound transactions to LU for (June 1, 2014 to June 14, 2014) &amp; (Jan 1, 2014 to Jan 10, 2014)</p> <p>Completed development and testing for script to terminate NH customers in PULSE.</p> <p>Provided list of EDI Payment and Invoice transactions to Liberty from CSS for accounts where reconciliation issues were raised. Kusuma searching for missing transactions in EDI and will send to LU if available.</p> <p>FORTIS data extracted for archival and storage.</p> <p>Logica delivered the code to extract Storms BLOB files. Grid testing in progress.</p>

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

*Please see attached.*



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

<b>Liberty Utilities (Granite State Electric) Corp.</b>		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<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	07/14
	Itron	Currently in place	N/A	12/13	01/14	03/14	07/14
	IVR	Currently in place	N/A	12/13	01/14	03/14	07/14
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	03/14	07/14
Gastar	Gastar	NA	NA	NA	NA	NA	NA
Engineering and Operations	GIS – ArcFM	01/14	12/13	02/14	04/14	03/14	06/14
	Designer	01/14	NA	03/14	04/14	04/14	06/14
	Responder (Outage Mgmt. System)	01/14	Pending	02/14	04/14	03/14	07/14
	Fortis (Document Mgmt. System)	NA	NA	NA	NA	NA	NA
	SCADA	10/13	10/13	01/14	12/13	01/14	06/14
Work Management	Equipment Management	02/14	02/14	02/14	02/14	04/14	07/14
	Service Management	02/14	02/14	02/14	02/14	02/14	07/14
	Mobile Tech	02/14	02/14	02/14	02/14	02/14	07/14
	Job Cost	02/14	02/14	02/14	02/14	02/14	06/14
	Work Estimating (Quadra)	06/13	10/13	9/13	11/13	02/14	06/14

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

<b>Liberty Utilities (EnergyNorth Natural Gas) Corp.</b>		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
<b>Meter to Cash (Completed)</b>	Cogsdale						
	Itron						
	IVR						
	FiServ (Bill Print & Cash Processing)						
Gastar	Gastar	04/12	09/12	04/13	05/13	05/13	EnergyNorth Wholesale and Midstates Retail in Production
Engineering and Operations	GIS – ArcFM	01/14	01/14	02/14	03/14	03/14	07/14
	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
<b>Work Management (Completed)</b>	Equipment Management						
	Service Management						
	Job Cost						
	Mobile Tech						
	Work Estimating (Quadra)						

**Attachment B.3 – IT Change Requests**

*There are no changes to report this month.*

**Attachment C – Updated Structural Organizational Charts**

*There are no changes to report this month.*