

QUESTIONS AND ANSWERS

RFP #2015-001

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION

REQUEST FOR PROPOSALS

Management Audit of the Customer Service and Accounting Functions of
EnergyNorth Natural Gas d/b/a Liberty Utilities

	Questions	Answers
4.	Will all relevant Liberty Utilities personnel for this audit be available at the New Hampshire office location?	All relevant Liberty Utilities personnel will be available either in person or by telephone.
5.	<p>a) For each of the functions listed in the RFP, please identify the Company's physical office location for the function.</p> <ul style="list-style-type: none"> • Account Creation and Management • Meter Data Management • Billing • Payments and Collections • Call Center(s) • Vendor Relationships • Corporate Services / IT Support and Service • Staffing/Human Resources • Accounting • Business Planning – Budgeting • Property Records <p>b) Please indicate the physical location of the Company's senior officer (i.e., senior vice president or vice president) with day to day responsibility for each function listed above.</p> <p>c) Please indicate the physical location of the Company's day to day operational manager(s) responsible for each function listed above.</p> <p>d) As part of Liberty's acquisition of EnergyNorth and Granite State, please indicate if the company has plans for consolidation of one or more of these functions. If such plans exist, can the Company provide a description of the plan and where the consolidated functions will be located.</p>	<p>a) The following functions are located in New Hampshire:</p> <ul style="list-style-type: none"> • Account Creation and Management • Meter Data Management • Billing • Call Center(s) • Staffing/Human Resources • Property Records <p>The following functions are located in New Hampshire and Oakville, Ontario:</p> <ul style="list-style-type: none"> • Accounting • Business Planning – Budgeting <p>The following functions are located in Oakville, Ontario:</p> <ul style="list-style-type: none"> • Vendor Relationships • Corporate Services / IT Support and Service <p>The Payments and Collections function is located in New Hampshire as well as with Liberty's vendor, Fiserv, in Chicago, Illinois.</p> <p>b) With the exception of corporate services/IT support and service, the senior officer with day to day responsibility for the functions in the RFP is located in New Hampshire. The senior officer(s) with day to day responsibility for corporate services/IT support and service is located in Oakville, Ontario.</p> <p>c) With the exception of corporate services/IT support and service, the day to day operational managers responsible for the functions listed in the RFP are located in New Hampshire. The day to day operation managers for corporate services and IT support and service are located in Oakville, Ontario.</p> <p>d) Liberty has not indicated that it has plans for consolidation of any of the above services.</p>
6.	What is the expected start date of the project and what is the expected due date of the final report to the Commission?	The start date of the project is dependent upon Commission review and selection of a bidder and approval of the bid award by the Executive Council. Target due dates would be discussed with the winning bidder after the bid is awarded. For planning purposes, a period of between four to six months – from project start to the delivery of a final report – may be used.
7.	<p>a) Please provide a copy of the Final Audit Report issued on February 6, 2015 mentioned in the transcripts of the hearing on May 26, 2015 in Docket No. DG-14-180 at Page 26, Lines 22-34.</p> <p>b) Of the 34 issues contained in the Final Audit Report as referenced in the transcript, please identify which issues will be the subject of this project.</p>	<p>The Final Audit Report issued on February 6, 2015 was issued by the Commission's audit division and was a financial audit of EnergyNorth Natural Gas d/b/a Liberty Utilities. A copy of the report is available upon request.</p> <p>There is no follow-up of financial issues identified in that audit as part of the management audit which is the subject of this RFP.</p>