		CURRENT SERVIC	E REPRESENTATIVE	_	ADDDOVED DE	DODTE BY CUB	RENT TSA LEAD	ATTACHMENTS							
		CORRENT SERVICE	EREFRESENTATIVE		AFFROVEDICE	OKTO BT COK	KLNI IOA LLAD		В	С	D	F	F	G	
								1 🗂					'		
		Updated Customer Service	e Representatives and TSA Leads are	rovided in acc	cordance with Section	n V.C. 2 a. (v) of the	Settlement Agreement			Summary of any material disputes,		Escalated Complaint -			
								Mon staten	ents	claims, and adjustments of Monthly Statements		Transition Steering Committee (per	Transition	Diposition of Transition Service Notice - Confirmation	
Schedule A	Service	Mo/Yr Change Liberty Utilities	Mo/Yr Change National Grid	Mo/Yr Change	Approved By TS Liberty	A Lead - Mo/Yr Change	Approved By TSA Lead -	(Mo Recen Settle V.C.2	t)(per Changes ment Settlem	(per month (per ent Settlement	r Meeting minutes (per Settlement V.C.2.a.(iv)).	V.C.2.a.(iv) and TSA Schedule	Service Notice - Date (per Settlement V.C.2.a.(ii))	of Termination Date/Signed (per Settlement V.C.2.a.(ii))	
ochedule A	A General Protocol Correspondence, Invoices, Notices and other Communication	Change Elberty Canales	Shango Hadional Sha	onango	Liberty	Gnange	NO	\		(-),		,		(.)	
	B Human Resources														
HR-1	Payroll Services	7/12 Mark Smith	Laurie Hare		Mark Smith		Karyle Hills						10/18/2012	11/18/2012	
HR-2 HR-3	Employee Benefits Pension Administration	Mark Smith Mark Smith	Lori Santoro Lori Santoro		Mark Smith Mark Smith		Lori Santoro Karyle Hills	1 1					10/18/2012	11/18/2012	
HR-4	Labor Relations Support	Mark Smith	Thomas Ryan		Mark Smith		Brian Varga	1 1					10/18/2012	11/18/2012	
HR-5	Staffing Support	Mark Smith	Maryjane Baer		Mark Smith		Brian Varga						10/18/2012	11/18/2012	
	C Financial Services														
Fin-1	Financial Reporting	Linda Doering	Ron Boches		Linda Doering		Ron Boches								
Fin-2 Fin-3	Accounting Consulting Financial Training Service	Linda Doering Linda Doering	Mike Wald Mike Wald		Linda Doering Linda Doering		Ron Boches Ron Boches	1 1					1/29/2013	2/28/2013	
Fin-4	Accounts Payable Processes	Linda Doering	John Napolitano		Linda Doering		Ron Boches	1 1					1/25/2013	2/20/2013	
Fin-5	Accounts Payable Consulting	Linda Doering	John Napolitano		Linda Doering		Ron Boches	1 1					1/29/2013	2/28/2013	
Fin-6	Cash Management	Linda Doering	Chris DiGilio		Linda Doering		Ron Boches	<b>.</b>							
Fin-7 Fin-8	Tax Consulting Services Property Tax Services	Susan Wan Linda Doering	Arthur Kiperberg Paula Leaverton	-	Linda Doering		Ron Boches Ron Boches	4 1							
Fin-9	Claims Handling/Investigation	Paul Kinch	Joseph Weber		Linda Doering		Ron Boches	1 1							
	D Operations			_				1							
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	Chris Brouillard	Tom Bennett	+	Rich MacDonald	7/12	Daniel McNamara	+ + -				1	3/27/2013	4/27/2013	
Gas Ops-2	Operations Regulatory Support	Tim Deppmeyer	Susan Fleck		Rich MacDonald	7/12	Daniel McNamara						10/26/2012	11/25/2012	
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	Chris Brouillard	John Flint		Rich MacDonald		Daniel McNamara	4 1							
Gas Ops-4 Gas Ops-5	Gas Field Crew Dispatching and Scheduling Mandated Programs, including Leak Survey Support	Norm Gallagher Richard MacDonald	Gary Bennett Joseph Basic		Rich MacDonald Rich MacDonald		Daniel McNamara Daniel McNamara	1 1			-				
Gas Ops-6	Maps & Records	Chris Brouillard	Joseph Basic		Rich MacDonald		Daniel McNamara	1 1							
Gas Ops-7	LNG Compliance and Training	Norm Gallagher	Frank Su		Rich MacDonald		Daniel McNamara								
Gas Ops-8 Gas Ops-9	Gas Engineering and Design Quality Assurance/Analysis & Process Improvement	Chris Brouillard Tim Deppmeyer	Tim Small Don Cordone	-	Rich MacDonald Rich MacDonald		Daniel McNamara Daniel McNamara	4 1					3/27/2013		
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	тип Берринсуег	Joseph Basic / Mike		KICH WacDonald	7/12	Danier wichamara	1 1							
Gas Ops-10	Gas Support Services/Workload Planning	Rich MacDonald	Bruno		Rich MacDonald	7/12	Daniel McNamara	1 1							
Gas Ops-11	Gas Meter Operations/Meter Shop	Bryan McCallum / Rich MacDonald	Ron Johnson Christopher Gibb /		Rich MacDonald	7/12	Daniel McNamara	<b>↓</b>							
Gas Ops-12	Customer Meter Support	Rich MacDonald	Robert Preshong		Rich MacDonald	7/12	Daniel McNamara								
Gas Ops-13	Gas Reliability Planning	Chris Brouillard	John Stavrakas		Rich MacDonald		Daniel McNamara								
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	Chris Brouillard	Tim Small		Rich MacDonald		Daniel McNamara								
Gas Ops-15 Gas Ops-16	Codes and Standards Ops Misc	Tim Deppmeyer Mike Knott	Robert Wilson Pat Burns	-	Rich MacDonald Rich MacDonald		Daniel McNamara Daniel McNamara	4 1					10/26/2012	11/25/2012	
Gas Ops-17	Mutual Assistance - Gas Emergencies	Tim Deppmeyer	John Flint		Rich MacDonald	7/12	Daniel McNamara	1 1					1/16/2013	2/16/2013	
	D,3 Gas Control & Procurement							1 -							
Gas Supply-1	Gas Control	Norm Gallagher	Tom Amerige		Chico DaFonte		Tom Amerige	1 1							
Gas Supply-2	Gas Procurement Services - General	Chico DaFonte	Liz Arangio		Chico DaFonte		Liz Arangio								
Gas Supply-3 Gas Supply-4	Energy Transactions Gas Load Forecasting	Chico DaFonte Chico DaFonte	Liz Arangio Liz Arangio	-	Chico DaFonte Chico DaFonte		Liz Arangio Liz Arangio	4 1							
Gas Supply-5	Gas Procurement Consulting	Chico DaFonte	Liz Arangio	-	Chico DaFonte		Liz Arangio	1 1							
Gas Supply-6	Gas Procurement Miscellaneous	Chico DaFonte	Liz Arangio		Chico DaFonte		Liz Arangio								
	Energy Solutions Delivery & Efficiency														
ESD&E-1	Energy Efficiency Programs	Eric Stanley	Carol White		William Sherry		Carol White								
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	William Sherry	Sean Mongan		William Sherry		Sean Mongan								
	Project Management														
Desir Address	B-1	Rich MacDonald / Chris	2		Rich MacDonald		D						44/0/0040	40/0/0040	
Project Mgt-1 Project Mgt-2	Project Management Services Cost Management Access	Broulliard Linda Doering	Daniel Glenning Patrick Pensabene		Rich MacDonald		David Way David Way	1 1					11/9/2012	12/9/2012	
	<del>-</del>	Enda Boomig	1 dilok i dibabele		Trion MacDonald		Dana Iraj								
	D.6 Health, Safety & Environment (HS&E)		Timothy Woycik / Brian	-	+	<del>                                     </del>		+ + -			-				
		Gaetan Mercier /	Varga / Stephanie					1 1			1				
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		Shepard		Michael Knott		Tim Woycik	1 1					10/2/2012	11/1/2012	
HS&E-2	Health and Safety Field Support	Gaetan Mercier / Michael Knott	Timothy Woycik		Michael Knott		Tim Wovcik	1 1			1		10/2/2012	11/1/2012	
1100E-2	пеани апо занну пено зирроп	Michael Knott Gaetan Mercier /	I IIIIothy Woycik		IVIICHAEI KNOTT		TIITI VVOYCIK	1 1	-			+	10/2/2012	11/1/2012	
		Michael Knott / Mark						1 1			1				
HS&E-3	Technical Training	Smith	Brian Varga		Michael Knott		Tim Woycik	<b>↓</b>			1		10/2/2012	11/1/2012	
HS&E-4	Environmental Compliance	Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik	1 1			1		10/2/2012	11/1/2012	
I IOOLE*4	Environmental Compilance	Gaetan Mercier /	reter rialley		WIGHER KINK		TITLL VY UYCIK	1 1			+		10/2/2012	11/1/2012	
HS&E-5	Site Investigation and Remediation	Michael Knott	Michele Leone		_		↓	1 1							
HS&E-6	Environmental Field Support	Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik	1 1					10/2/2012	11/1/2012	
. IOUL-U	Emisimonal reid oupport	IVIICIDEI NIOU	i oto rialley		INIOI GGI KITOU	<b>———</b>	THE TYOYOR	- '	1	-	-	+	10/2/2012	11/1/2012	

7000 Transition Services Joint Monthly Status Report Energy North Natural Gas, Inc. Month of March 2013

			CURRENT SERVIC	E DEDDES	ENTATIVE	1	PPROVED REPORTS	BV CIII	PRENT TOA LEAD				TTACHMEN	ITS		
			CORRENT SERVIC	EKEFKES	ENTATIVE	— <i>"</i>	AFFROVED REPORTS	DI CUI	RENT TSA LEAD	Α	В	С	D	E	F	G
				1		l				_ ^				_	•	
		_														
			Updated Customer Service	e Representa	tives and TSA Leads are	provided in acco	rdance with Section V.C. 2	a. (v) of the	Settlement Agreement			Summary of any material disputes,		Escalated Complaint -		
		L		т —		П						claims, and		Transition		Diposition of
										Monthly		adjustments of		Steering		Transition Service
										statements		Monthly Statements		Committee (per		Notice - Confirmation
										(Most Recent)(per	TSA Scope Changes (per	in the prior calendar month (per	Meeting minutes (per	Settlement V.C.2.a.(iv) and	Service Notice - Date (per	of Termination Date/Signed (per
		Mo/Yr		Mo/Yr		Mo/Yr	Approved By TSA Lead	- Mo/Yr	Approved By TSA Lead -	Settlement	Settlement	Settlement	Settlement	TSA Schedule	Settlement	Settlement
Schedule A	Service	Change	Liberty Utilities	Change	National Grid	Change	Liberty	Change		V.C.2.a.(i))	V.C.2.a.(ii))	V.C.2.a.(iii)).	V.C.2.a.(iv)).	A Section I.7)	V.C.2.a.(ii))	V.C.2.a.(ii))
			Gaetan Mercier /													
HS&E-7	Spill Control/Response		Michael Knott		Peter Harley		Michael Knott		Tim Woycik						10/2/2012	11/1/2012
HS&E-8	Environmental Regulatory Support & Consultation		Gaetan Mercier / Michael Knott		Peter Harley		Michael Knott		Tim Woycik						10/2/2012	11/1/2012
HOUL-0	Environmental regulatory Support & Consultation		Gaetan Mercier /		1 otol Halloy		IVIICII II I		Tim Woycik						10/2/2012	11/1/2012
HS&E-9	Licenses, Permits and Orders		Michael Knott		Peter Harley		Michael Knott		Tim Woycik						10/2/2012	11/1/2012
	Convito	<u> </u>		1		$\vdash$		1		_	+					
	Security	-	Gaetan Mercier /	1		$\vdash$		+		-	+	-		+		
Security-1	Site Security Services	1	Michael Knott	8/12	Anthony Itrich		Michael Knott	8/12	Anthony Itrich		1					
			Gaetan Mercier /	0/40	Anthony Isriah		Mr. L I IV II	0/4-	A off a conflict to							
Security-2	Security Consulting		Michael Knott	8/12	Anthony Itrich	lacksquare	Michael Knott	8/12	Anthony Itrich			<b></b>				
Supply-1	Supply Chain and Inventory Management Supply Chain Management		Rich Foley	_	Jim Swalec	-	Rich Folev	_	Jim Swalec	_					11/30/2012	12/31/2012
Supply-2	Materials Management System Support		Rich Foley		Craig Dikeman		Rich Foley		Craig Dikeman						11/30/2012	12/31/2012
Supply-3	Supplier Contracts		Rich Foley		Jim Swalec		Rich Foley		Jim Swalec						11/30/2012	12/31/2012
Supply-4	Access to Seller Warehouses		Rich Foley		Craig Dikeman		Rich Foley		Craig Dikeman						11/30/2012	12/31/2012
Supply-5	Fleet Services		Steve McCrodan		Bill Hilbrunner		Steve McCrodan		Bill Hilbrunner							
E	E Customer Services Support								+ + + + +	+				1		
Customer Svc-1	Call Center Operations		Nicole Harris		Nancy Cianflone	8/12	Bill Sherry		Nancy Cianflone							
			Nicole Harris / Daniel		Nancy Cianflone /											
Customer Svc-2	Meter Reading, Billing and Payment Processing		Mahoney (Meter Data Services)		Christopher Gibb (Meter Data Services)	0/40	Bill Sherry		Nancy Cianflone							
Customer Svc-2	Collections Process Support		Nicole Harris		Larry Frye		Bill Sherry		Nancy Cianflone							
Guotomor Gvo G	Collection of Toolses Support		THOUGH HAIND		Brian Schuster / Joe	O/12	Dia Onorry		Trainey Granifolic							
Customer Svc-4	New Business Adminstration		Bill Sherry		Basic		Bill Sherry		Brian Schuster							
Customer Svc-5	Revenue Protection/Diversion & Investigation		Nicole Harris		Jeff Martin	8/12	Bill Sherry		Nancy Cianflone							
Customer Svc-6	Customer Data Migration	8/12	David Carleton/Nicole Harris		Nancy Ciaflone	8/12	Bill Sherry		Nancy Cianflone							
	F Regulatory Support								,	_						
Reg-1	Regulatory Support Regulatory Support - General		ChristiAne Mason		Michael Laflamme	<del>                                     </del>	ChristiAne Mason		Michael Laflamme	+	+			1		
Reg-2	Regulatory Reporting		Robert Campbell		Ann Leary		ChristiAne Mason		Michael Laflamme							
	G Records Management	7/40	0		011 0-11	7/40	0		011	_						
Records-1 Records-2	Identification of Books and Records Separation and Transfer of Books and Records		Sarah Knowlton Sarah Knowlton		Sharareh Goldsmith Sharareh Goldsmith		Sarah Knowlton Sarah Knowlton		Sharareh Goldsmith Sharareh Goldsmith							
	·	77.12	ourun renomitori		Character Coldonian	17.12	Our distribution		Character Coldonian							
IT-1	H IT Transition Services Business Application Services	-	David Carleton		Donald Stahlin	<b>-</b>	David Carleton		Madalyn Hanley					_		
11-1	Dusiness Application dervices		David Caricion		Paul Circolone / Andy		David Caricton		ividualyii i iai iioy							
IT-2	Collaboration Services (E-Mail)		David Carleton		Gould		David Carleton		Madalyn Hanley							
IT-3	Data Centers		David Carleton		Paul Circolone / Andy Gould		David Carleton		Madel a Heales							
11-3	Data Certicis		David Carleton		Duane Bloomfield /	I	David Carleton		Madalyn Hanley		<b>—</b>	<u> </u>		1		
IT-4	Client Services	L	David Carleton	L	Harold Pinsker		David Carleton		Madalyn Hanley					<u> </u>		
IT-5	Contracts and Licenses		David Carleton		Robert Lorkiewicz		David Carleton		Madalyn Hanley							
IT-6	Infrastructure Services	1	David Carleton		Paul Circolone / Earl Briggs		David Carleton		Madalyn Hanley		1					
11-0	minastructure Services	-	David Caricion		Ed Brodsky / Alex	l <del>                                    </del>	David Carleton	+	iviauaiyii Fiatiley		<b>—</b>	<u> </u>				
IT-7	Networking Support		David Carleton		Scherer		David Carleton		Madalyn Hanley							
IT-8	IS Energy Management Systems (EMS)		David Carleton		Bill Mays		David Carleton		Madalyn Hanley							
IT-9	Security Services	<u> </u>	David Carleton		Mike Andreozzi		David Carleton		Madalyn Hanley		1		l			

7000 Transition Services Joint Monthly Status Report Granite State Electric Company Month of March 2013

Part				CURRENT SERVICE	REPRES	ENTATIVE	APPROVED REPORTS BY CURRENT TSA LEAD					ATTACHMENTS						
Part											7 [	Δ	В	С	D	E	F	G
Part							-				┪┞			<u> </u>			•	
Part																		
Part																Escalated		
Part														Summary of any		Complaint -		
Richard   Royal				Updated Customer Servic	e Represent	atives and TSA Leads are p	provid	ed in accordance with Section V.C. 2 a. (v)	) of the	Settlemen t Agreement		Mandala		material disputes,		Transition		Diposition of
Part			1 -											adjustments of Monthly			Transition	Transition Service Notice - Confirmation
Second   S												(Most		Statements in the prior		Settlement	Service Notice -	of Termination
Company   Comp			Mo/Yr		Mo/Yr			Mo/Yr		Mo/Yr			Changes (per Settlement	calendar month (per Settlement				Date/Signed (per Settlement
Part	Schedule A	Service		Liberty Utilities	Change	National Grid		Change Approved By TSA Lead - Lib	erty	Change Approved By TSA Lead - NG		V.C.2.a.(i))	V.C.2.a.(ii))	V.C.2.a.(iii)).			V.C.2.a.(ii))	V.C.2.a.(ii))
Part		General Protocol									П							
March   Proof Score   Proof	^											√						
March   Marc	R	Human Resources	-				H		-		$\dashv$ $\vdash$							
March   Propriet According   March	HR-1	Payroll Services	7/12	Mark Smith		Laurie Hare				Karyle Hills	<b>_</b>							11/18/2012
March   Marc							L				-11							11/18/2012
March   Survey Security   Su							H				-11							11/18/2012
The Control of the	HR-5	Staffing Support		Mark Smith		Maryjane Baer		Mark Smith			<b>—</b> 11						10/18/2012	11/18/2012
The Control of the	С	Financial Services									7 I		ı					
Procedure   Proc	Fin-1	Financial Reporting									<b>]</b> [							
Part   March   According Proposed Proposed   Inches Designed   March Standblast   March							H				-11						1/29/2013	2/28/2013
Cont   December   Cont   Dec	Fin-4	Accounts Payable Processes		Linda Doering		John Napolitano		Linda Doering		Ron Boches	<b>_</b>							
Part		Accounts Payable Consulting Cash Management		Linda Doering			H				-11						1/29/2013	2/28/2013
Page   Colors   Control (colors) (colors)   Page	Fin-7	Tax Consulting Services		Susan Wan		Arthur Kiperberg		Linda Doering		Ron Boches								
Description	Fin-8	Property Tax Services					L				-11							
Part				raul Kilicii		Joseph Webei	F	Elita Doeiling		ROII BOCHES	<b>=</b>    -							
Electron   Control   Con			-	Chris Brouillard		Mark Phillins	H	Kurt Demmer	-	7/12 Dan Bunszell	$\dashv$ $\vdash$							
Black England   Chill Shoulded	Elec Ops-2	Emergency Maintenance Engineering and Technical Services		Chris Brouillard		Marie Jordan		Kurt Demmer		7/12 Dan Bunszell								
				Norm Gallagher		Gary Bennett	H	Kurt Demmer		7/12 Dan Bunszell								
Electrical   Substantion Registered Designation of Engineering   September	Elec Ops-5	Resource and Workload Planning				Jim Patterson				7/12 Dan Bunszell								
Bit Cip 4   Vigoritor Management   Man Deserrer																		
Exc Cycle   Vegetation Management   Management (Bab / Policy   Management	Elec Ops-7	Substation Maintenance Programs/Substation Engineering		Chris Brouiliard			H	Kurt Demmer		7/12 Dan Bunszeii	-11							
Bis Cop   Control Media Soport   Control Media Soport   Control Media   Cont	Elec Ops-8	Vegetation Management		Kurt Demmer		Allen		Kurt Demmer		7/12 Dan Bunszell	_						12/13/2012	1/14/2013
Bisco   1	Flec Ons-9	Customer Meter Support		Kurt Demmer				Kurt Demmer		7/12 Dan Bunszell							2/4/2013	3/4/2013
Bit Cop -12   Infrared (Fill Testing   Surface April   James April   J	Elec Ops-10	Electric Meter Shop		Kurt Demmer		James Kelly		Kurt Demmer		7/12 Dan Bunszell								
Rec Op - 1							L				-11							12/14/2012 12/14/2012
Elec Clor-13   Reprint a Record   Rec	•	· · · ·				Michael Yarbrough / Brian					-11						11/14/2012	12/14/2012
Elec Op-16   Code and Standarder   Tim Degreeryer   Grass Purby   Clark Demons   7.712   One Burstell   Grass   Gras						Miller	L				-41							
Ele Cop-16   Musual Assistance   Time Degenement   Kelfer Lyfold   Time Degenement	Elec Ops-15	Codes and Standards		Tim Deppmeyer			H			7/12 Dan Bunszell 7/12 Dan Bunszell	-11						10/26/2012	11/25/2012
Electic Cybertions Miscellaneous   Kort Dermere   Korty Lyford   Kort Dermere   Kort Lyford	Elec Ops-16	Mutual Assistance		Tim Deppmeyer						7/12 Dan Bunszell	_							
EngoSe-1							H											
Entrol   E						, _,	F				<b>=</b> 1							
D.3   Energy Control & Supphy		Energy Efficiency Programs									<b>=</b>							
Energy Supply-1   Electric Network Control   Norm Gallagher   Mike Galla	ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		William Sherry		Sean Mongan	L	Bill Sherry		Sean Mongan	-11							
Energy Supply-1   Electric Network Control   Norm Gallagher   Mike Galla	n.	3 Energy Control & Supply	-				H		-		$\dashv$ $\vdash$							
Energy Supply-2 Energy Supply-3 Energy Supply-4 Energy Supply-	5.										7 I							
Energy Supply-3   Energy Procurement Services	Energy Supply-1	Electric Network Control		Norm Gallagher		Mike Gallagher	L	Chico DaFonte		Mike Gallagher	-41							
Energy Supply-4   Energy Procurement Services	Energy Supply-2	Electric Load Forecasting		Chico DaFonte		Joseph Gredder		Chico DaFonte		9/12 Joseph Gredder								
Energy Supply-4 Energy Procurement Consulting Chico DaFonte Margaret Janzen Chico DaFonte David Way  Rich MacDonald David Way  Nichael Knott Tim Woycik Michael Knott Tim Woycik		5 0 10 1																0.000040
Distributed Generation Services   Chris Brouillard   Sorvices   Chris Brouillard   Chris Broui	Energy Supply-3	Energy Procurement Services		Chico DaFonte		Margaret Janzen	H	Chico DaFonte		Margaret Janzen	-11						1/22/2013	3/8/2013
Eneray Supply-5 Project Management Services Project Management Services Cost Management Access Cost Management Access Cost Management Access Cost Management Access Cost Management Make Donald David Way  Note Management Access Cost Management Access Cost Management Access Cost Management Make Donald David Way  Note Management Access Cost Management Access Cost Management Access Cost Management Access Cost Management Make Donald David Way  Note Mak	Energy Supply-4	Energy Procurement Consulting		Chico DaFonte				Chico DaFonte		Margaret Janzen	_11							
Project Mgr1	Energy Supply-5	Distributed Generation Services		Chris Brouillard				Chico DaFonte		9/12 Marie Jordan							3/28/2013	
Project Mgr1 Project Mgr1 Project Management Services Cost Management Services Cost Management Services Cost Management Access India Deering Patrick Pensabne India Deering Patrick Pensab	Energy Cuppity C			Offic Broamara		bordan	F	Since Bar since		O/12 Widne Gordan	╕⊦						0/20/2010	
D.6   Health, Safety & Environment (HS&E)	Project Mgt-1	Project Management Services		Chris Brouillard		Daniel Glenning	H	Rich MacDonald		David Way	-1 t						3/14/2013	4/14/2013
HS&E-1								Rich MacDonald		David Way								
HS&E-1	D.6	6 Health, Safety & Environment (HS&E)									╗┇							
HS&E-1				Gaetan Mercier / Michael														
HS&E-2   Health and Safety Field Support   Knott   Timothy Woycik   Michael Knott   Tim Woycik   Mich	HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training						Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-3   Technical Training   Gaetan Mercler / Michael Knott	HCSE 2	Health and Safaty Field Support				Timothy Mayaik		Michael Knott		Tim Movelk							10/2/2012	11/1/2012
HS&E-3   Technical Training   Knott / Mark Smith   Brian Varga   Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Peter Harley   Michael Knott   Tim Woycik   10/2/2012   11/1/2     Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-4   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-5   Environmental Compliance   Gastan Mercier / Michael Knott   Tim Woycik   10/2/2012   11/1/2     HS&E-6   Environmental Compliance   Tim Woycik   10/2/2012   11/1/2     HS&E-6   Environmental Compliance   Tim Woycik   10/2/2012   11/1/2     HS&E-7   Environmental Compliance   Tim Woycik   11/1/2     HS&E-7	Jul-2	From and Carety Freid Support				outy TroyCIK		WIGHEST WIOU		TIII WOYCK	11						10/2/2012	11/1/2012
HS&E-4 Environmental Compliance Gaetan Mercier / Michael Knott Tim Woycik 11/1/2 11/1/2 11/1/2 Gaetan Mercier / Michael Knott Tim Woycik 10/2/2012 11/1/2	HS8E-3	Tachnical Training				Brian Varga		Michael Kno#		Tim Woycik							10/2/2012	11/1/2012
HS&E-4 Environmental Compliance Knott Peter Harley Michael Knott Tim Woycik 10/2/2012 11/1/2  Gastan Mercler / Michael Knott Tim Woycik 10/2/2012 11/1/2	HORE-3	rounnear Halling				unan valya	H	WILLIAM NIOU		THII WOYCK	<b>-1</b> [							
HS&E-5 Environmental Field Support   Seatan Mercler / Michael Knott   Peter Harley   Michael Knott   Tim Woycik   10/2/2012   11/1/2	HS&E-4	Environmental Compliance		Knott		Peter Harley	L	Michael Knott		Tim Woycik	<b></b>						10/2/2012	11/1/2012
	HS&E-5	Environmental Field Support			<u></u>	Peter Harley		Michael Knott		Tim Woycik	] [						10/2/2012	11/1/2012
						<u></u>		<u> </u>										<u> </u>

7000 Transition Services Joint Monthly Status Report Granite State Electric Company Month of March 2013

		CURRENT SERVICE R	EPRESENTATIVE	APPROVED REPORTS BY CURRENT TSA LEAD					ATTACHMENTS							
										Α	В	С	D	E	F	G
												Summary of any		Escalated Complaint -		
		Updated Customer Service Re	epresentatives and TSA Leads are	provided in ac	cordance with Section V.C. 2	a. (v) of th	e Settlemen	t Agreement		Monthly		material disputes, claims, and		Transition Steering		Diposition of Transition Service
										statements (Most Recent)(per	TSA Scope Changes (per	adjustments of Monthly Statements in the prior	Meeting minutes (per	Committee (per Settlement V.C.2.a.(iv) and	Transition Service Notice - Date (per	Notice - Confirmation of Termination Date/Signed (per
Schedule A	Service		Mo/Yr hange National Grid	Mo/Yr Change	Approved By TSA Lead	Liberty	Mo/Yr Change	Approved By TSA Le	ad - NG	Settlement V.C.2.a.(i))	Settlement V.C.2.a.(ii))	Settlement	Settlement V.C.2.a.(iv)).	TSA Schedule A Section I.7)	Settlement V.C.2.a.(ii))	Settlement V.C.2.a.(ii))
HS&E-6	Spill Control/Response	Knott Gaetan Mercier / Michael	Peter Harley		Michael Knott			Tim Woycik							10/2/2012	11/1/2012
HS&E-7	Environmental Regulatory Support & Consultation	Knott Gaetan Mercier / Michael	Peter Harley	-	Michael Knott			Tim Woycik							10/2/2012	11/1/2012
HS&E-8	Licenses, Permits and Orders	Knott	7/12 Peter Harley		Michael Knott			Tim Woycik							10/2/2012	11/1/2012
	Security	Gaetan Mercier / Michael														
Security-1	Site Security Services	Knott Gaetan Mercier / Michael	8/12 Anthony Itrich	-	Michael Knott		8/12	Anthony Itrich								
Security-2	Security Consulting		8/12 Anthony Itrich	-	Michael Knott		8/12	Anthony Itrich								
Security-3	NERC/NPCC- Reliability Compliance	Knott	Vicki M. O'Leary		Michael Knott			Mike Amico							3/28/2013	
	Supply Chain and Inventory Management															
Supply-1	Supply Chain Management	Rich Foley	Jim Swalec		Rich Foley			Jim Swalec							11/30/2012	12/31/2012
Supply-2	Materials Management System Support	Rich Foley	Craig Dikeman		Rich Foley			Craig Dikeman								
Supply-3	Supplier Contracts Access to Seller Warehouses	Rich Foley Rich Foley	Jim Swalec Craig Dikeman		Rich Foley Rich Foley			Jim Swalec							11/30/2012	12/31/2012 12/31/2012
Supply-4 Supply-5	Access to Seller warenouses Fleet Services	Steve McCrodan	Bill Hilbrunner		Steve McCrodan			Craig Dikeman Bill Hilbrunner							11/30/2012	12/31/2012
Supply-5	Fleet Services	Steve McCrodan	Bill Hilbrunner		Steve wccrodan			Biii milbrunner								
	E Customer Services Support															
Customer Svc-1	Call Center Operations	Nicole Harris	Nancy Cianflone Nancy Cianflone /	8/12	Bill Sherry			Nancy Cianflone								
Customer Svc-2	Meter Reading, Billing and Payment Processing	Nicole Harris	Christopher Gibb	8/12	Bill Sherry			Nancy Cianflone								
Customer Svc-3	Collections Process Support	Nicole Harris	Larry Frye		Bill Sherry			Nancy Cianflone								
Customer Svc-4	New Business Adminstration	Bill Sherry	Brian Schuster / Joe Basic		Bill Sherry			Brian Schuster								
Customer Svc-5	Revenue Protection/Diversion & Investigation	Nicole Harris	Jeff Martin	8/12	Bill Sherry			Nancy Cianflone								
Customer Svc-6	Customer Data Migration	David Carleton / Nicole	7/12 Nancy Ciaflone	8/12	Bill Sherry			Nancy Cianflone								
Customer Svc-7	Meter Data Services Support	Daniel Mahoney	Thomas Amerige / Michael Murphy	8/12	Bill Sherry			Nancy Cianflone								
	F Regulatory Support			-		1								1		
Reg-1	Regulatory Support - General	ChristiAne Mason	Michael Laflamme		ChristiAne Mason			Michael Laflamme								
Req-2	Regulatory Reporting	Meera Reynolds	Jeanne Lloyd		ChristiAne Mason			Michael Laflamme								
	G Records Management	7/10 0 1 1/1 1	0	7/40	0 11/ 1			0								
Records-1 Records-2	Identification of Books and Records Separation and Transfer of Books and Records	7/12 Sarah Knowlton 7/12 Sarah Knowlton	Sharareh Goldsmith Sharareh Goldsmith	7/12 7/12	Sarah Knowlton Sarah Knowlton			Sharareh Goldsmith Sharareh Goldsmith								
	H IT Transition Services															
IT-1	Business Application Services	David Carleton	Donald Stahlin Paul Circolone / Andy		David Carleton			Madalyn Hanley								
IT-2	Collaboration Services (E-Mail)	David Carleton	Gould Paul Circolone / Andy		David Carleton			Madalyn Hanley								
IT-3	Data Centers	David Carleton	Gould Duane Bloomfield /		David Carleton			Madalyn Hanley								
IT-4	Client Services	David Carleton	Harold Pinsker		David Carleton			Madalyn Hanley								
IT-5	Contracts and Licenses	David Carleton	Robert Lorkiewicz Paul Circolone / Earl	-	David Carleton			Madalyn Hanley	$\vdash$					-		
IT-6	Infrastructure Services	David Carleton	Briggs Ed Brodsky / Alex		David Carleton	-		Madalyn Hanley								
IT-7	Networking Support	David Carleton	Scherer Alex		David Carleton			Madalyn Hanley								
IT-8	IS Energy Management Systems (EMS)	David Carleton	Bill Mays		David Carleton			Madalyn Hanley								
IT-9	Security Services	David Carleton	Mike Andreozzi	Ь	David Carleton		1	Madalyn Hanley		L				1		

## Attachment A

Monthly Statements (Most Recent) (per Settlement V.C.2.a.(i))

See attached

Date: Invoice #: Terms: 04/12/2013 800018215 Net 20

Liberty Utilities 11 Northeastern Blvd Salem, NH

Initial Billing for Transition Services Activity: Final Billing for Transition Services Activity: N/A

March 2013

	Prior Mo	onth Adjustment					
TSA Name Payroll	Granite State	Energy North	Total -	Granite State	Energy North	Total -	Invoice Total
Employee Benefits			-	-	-	-	-
Pension Administration			-	4,782.00	-	4,782.00	4,782.00
Labor Relations Staffing Support			-	-	-	-	-
Human Resources	-	-	-	4,782.00	-	4,782.00	4,782.00
Financial Reporting			-		-	, -	-
Accounting Consulting			-	3,611.44	3,611.44	7,222.88	7,222.88
Financial Training Service Accounts Payable Processing			-	-	-	-	-
Accounts Payable Consulting			-	-	-	-	-
Cash Management			-	-	-	-	-
Tax Consulting Property Tax Services			-	-	-	-	-
Claims Handling /Investigation			_	-	-	-	-
Finance	-	-		3,611.44	3,611.44	7,222.88	7,222.88
Planned Major Mtnc Emergency Mtnc & Tech Svcs			-	1,745.43	-	1,745.43	1,745.43
Field Crew Dispatch & Scheduling			-	30.17	-	30.17	30.17
Electric Eng & Design			-	25,438.89	-	25,438.89	25,438.89
Resource & Workload Planning Electric Fdr ,Sub T and Sub Asset Planning			-	1,632.87 (3,200.96)	-	1,632.87 (3,200.96)	1,632.87 (3,200.96)
Sub Mtnc Programs /Engineering			-	54,458.53	-	54,458.53	54,458.53
Vegetation Management			-	-	-	-	-
Customer Meter Support			-	- 50.63	-	F0.50	-
Electric Meter Shop Electric Lab			-	59.60 1,460.28	-	59.60 1,460.28	59.60 1,460.28
Infrared Testing			-	-	-	-	-
Mapping & Records			-	474.95	3,033.28	3,508.23	3,508.23
Relay & Protection  Codes & Standards			-	1,190.03	-	1,190.03	1,190.03
Mutual Assistance			-	8,111.87	-	8,111.87	8,111.87
Business Continuity & Emergency Logistics			-	-	-	-	-
Ops Miscellaneous			-	60,484.77	-	60,484.77	60,484.77
Network Strategy & Planned Major Mtnc Operations Regulatory Support			-	-	-	-	-
Emergency Mntc Engineering & Technical Svcs			-	-	-	-	-
Mandated Programs, inc Leak Surveys			-	-	-	-	-
LNG Compliance & Training  Gas Engineering & Design			-	-	-	-	-
QA/Analysis & Process Improvement			-	-	(621.08)	(621.08)	(621.08)
Gas Support/Workload Planning			-	-	161.32	161.32	161.32
Meter Ops/Meter Shop Reliability Planning			-	-	2,719.36	2,719.36	2,719.36
System Integrity, Asset Replacement, & Corrosion Control			-	-	-	-	-
Ops Misc			-	-	(2,235.93)	(2,235.93)	(2,235.93)
Operations	-	-	-	151,886.43	3,056.95	154,943.38	154,943.38
Energy Efficiency C&I Sales/Support			-	2,116.46	-	2,116.46	2,116.46
Energy Solutions Delivery & Efficiency	-	-		2,116.46	-	2,116.46	2,116.46
Network Control			-	(55,324.78)	-	(55,324.78)	(55,324.78)
Load Forecasting Energy Procurement			-	- 899.93	-	899.93	- 899.93
Energy Procurement Consulting			-	-	-	-	-
Distributed Generation Svcs			-	40.62	-	40.62	40.62
Gas Control Procurement Svcs General			-	-	16,353.02	16,353.02	16,353.02
Energy Transactions			-	-	(850.36)	(850.36)	(850.36)
Gas Load Foreecasting			-	-	1,550.93	1,550.93	1,550.93
Procurement Consulting			-	-	-	-	-
Procurement Svcs Misc Energy Control & Supply	-	-	-	(54,384.23)	17,053.59	(37,330.64)	(37,330.64)
Project Mgmt Svcs			-	-	- ,555.55	-	-
Cost Mgmt			-		-	-	-
Project Management HS&E Monitoring, Reporting Compliance & Training	-	-	-	166.98	-	166.98	166.98
Health & Safety Fld Support			-	-	-	-	-
Technical Training			-	-	-	-	-
Environmental Compliance Environmetal Field Support			-	-	-	-	-
SIR			-		1,434.95	1,434.95	1,434.95
Spill Control Response			-	1	-	-	-
Environmental Reg Support & Consultation			-	-	-	-	-
Licenses, Permits & Orders  Health, Safety & Environment	-	-	-	166.98	1,434.95	1,601.93	1,601.93
Site Services			-	-	24,095.83	24,095.83	24,095.83
Security Consulting			-	1	-	-	•
NERC/NPCC Reg Compliance Security	-	_	-	-	24,095.83	24,095.83	24,095.83
Supply Chain Mgmt			-	-	-	24,053.83	-
Mat Mgmt System Support			-	-	-	-	-
Supplier Contracts Warehouse Access			-	-	-	-	-
VV at CHOUSE ACCESS						-	-

Liberty Utilities 11 Northeastern Blvd Salem, NH

04/12/2013 800018215 Net 20 Date: Invoice #: Terms:

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

March 2013 N/A

	Prior N	1onth Adjustment					
TSA Name	<b>Granite State</b>	<b>Energy North</b>	Total	Granite State	Energy North	Total	Invoice Total
Fleet Services			-	-	-	•	-
Supply Chain & Inventory	-	-	-	-	-		-
Call Center Ops			-	13,172.24	61,753.75	74,925.99	74,925.99
Meter Rdg, Billing & Payment Processing			-	66,189.51	42,894.40	109,083.91	109,083.91
Collections Support			-	11,631.17	-	11,631.17	11,631.17
New Business Admin			-	12,003.64	82.48	12,086.12	12,086.12
Revenue Protection			-	-	-	•	-
Customer Data Migration			-	-	-	-	-
Meter Data Services - Support			-	(1,506.39)	-	(1,506.39)	(1,506.39)
Customer Service	-	-	-	101,490.17	104,730.63	206,220.80	206,220.80
General			-	8,703.43	7,540.13	16,243.56	16,243.56
Regulatory Reporting			-	-	(1,961.18)	(1,961.18)	(1,961.18)
Regulatory Support	-	-	-	8,703.43	5,578.95	14,282.38	14,282.38
Identification of Books & Records			-	-	-	-	-
Seperation & Transfer of Books & Records			-	-	-	•	-
Records Management	-	-	-	-	-		-
Business Applications			-	38,416.94	43,316.41	81,733.35	81,733.35
Collaboration Services			-	-	-		-
Data Centers			-	-	-	•	-
Client services			-	-	-	•	-
Contracts & Licenses			-	3,118.33	5,791.18	8,909.51	8,909.51
Infrastructure Services			-	93,343.09	20,219.40	113,562.49	113,562.49
Networking Support			-	-	-	-	-
EMS/SCADA			-	1,131.14	-	1,131.14	1,131.14
Security Services			-	-	-	ì	-
ІТ	-	-	-	136,009.50	69,326.99	205,336.49	205,336.49
TOTAL				354,382.18	228,889.33	583,271.51	583,271.51

#### 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 B**

TSA Scope Changes (per Settlement V.C.2.a.(ii))

**Nothing to report** 

## **Attachment C**

Summary of any material disputes, claims and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(iii))

Nothing to report

# **Attachment D**

Meeting Minutes (per Settlement V.C.2.a.(iv))

See attached

#### D - Gas Operations TSA Status Update - March 2013

Attending: Dan McNamara, National Grid

Gwyn Cassetty, Liberty Utilities

Rich MacDonald, Liberty Utilities (via phone)

Regrets: n/a

Date: March 5, 2013

1.0 Review Checklist – No changes

### 2.0 Transition Update

On Tuesday March 5, 2013 a meeting was held at Liberty Utilities 130 Elm St Manchester, NH office to review the status of Gas TSA's #1-17.

All seventeen TSA's were reviewed as to current status as well as discussion of schedule to close remaining TSA's.

Status Update: TSA's cancelled – Gas Op's 7

TSA's closed – Gas Op's 2,15

TSA's in closing process currently - Gas Op's 17

TSA's on track for closure in April-June - Gas Op's 5,8,9,11,14
TSA's on track for closure in July-Aug - Gas Op's 12,12a,12b,13
TSA's on track for closure in Sept- December - Gas Op's 1,3,4,6,10
TSA never opened – should close pending review – Gas Op's 16

A number of TSA's are currently only needed to provide data to Liberty. The plan is to review and perhaps consolidate under one open TSA rather than keeping multiple TSA's open. Liberty is formulating plan for joint review. No TSA's will be consolidated unless approved by both entities.

#### 3.0 Issues

The only concern seems to be regarding timing/progress of work management system implementation at Liberty in fall of 2013. Any delays could impact closure of TSA's in the Sept-December timeframe.

## D - Gas Operations TSA Status Update - March 2013

Attending: National Grid (Customer Fulfullment) - Eileen Reardon

Liberty Utilities - Rich MacDonald (Gas)

Regrets: n/a

Date: April 5, 2012

1.0 Review Checklist – No changes

## 2.0 Transition Update

Transition of Gas Customer Fulfillment Work - It was identified that gas service relocations and service abandonments was work that could be transitioned rather quickly. Liberty will be taking these calls directly and arranging appropriate site visits. They will be taking the work on in entirety (customer communication, payments, work order/packet creation and scheduling). Eileen Reardon and Rich MacDonald will work on transition steps by end of April, with target to transition in May/June timeframe.

In the Commercial New Business Market, National Grid will be transitioning the Engineering analysis to Liberty directly by end of month. All engineering records will be created and analyzed within Liberty (National Grid will continue to create the work order/packet).

National Grid will continue to support the Growth (sales) work until the October time frame. As of now, Liberty does not have the resources within the sales organization to support. Liberty still does not have lead management systems in place.

3.0 Issues - None

## D.3 - Energy Supply TSA Status Update - March 2013

Attending: Michael Gallagher, National Grid

Norm Gallagher, Liberty Utilities

Regrets: n/a

Date: March 19, 2013

1.0 Review Checklist – no changes

## 2.0 Transition Update

The transition of the electric control center will be pushed back to Spring 2014, with Liberty targeting end of March / beginning of April. Originally the transition was scheduled for December 2013. The schedule was changed at the request of their EMS vendor. The single EMS will be used for electric and gas, with implementation of the gas system by end of 2013 followed by the electric system in Spring 2014.

No transition services have terminated yet.

3.0 Issues - None

### D.6 - HS&E TSA Status Update - March 2013

Attending: Timothy Woycik (National Grid)

Michele Leone (National Grid)

Michael Knott (Liberty) Mary Casey (Liberty)

Regrets: n/a

Date: March 27, 2013

1.0 Review Checklist – No changes

## 2.0 Transition Update

No scope changes to remaining service agreement (Energy North HS&E-5, Site Investigation and Remediation); all other TSA's terminated last October.

Sixteen HS&E's terminated last October; one remaining TSA open and in use.

#### 3.0 Issues

No issues or problems to report with TSA. Question came up about SAP issues and effects on TSA billing, but specific charges from National Grid to support HS&E-5 are acceptable to both parties.

## D.6 - Supply Chain TSA Status Update - March 2013

Attending: Craig Dikeman, National Grid

Richard Foley, Liberty Utilities

Regrets: n/a

Date: March 18, 2013

1.0 Review Checklist – no changes

## 2.0 Transition Update

As of 3/18/13, the following TSA's remain open:

- 1. Granite State Electric TSA #2 Materials Management System Support
- 2. Energy North TSA #2 Materials Management System Support

Rich would like to keep these 2 TSA's open through the early summer months to cover any need for materials from National Grid warehouses as he becomes more familiar with the needs of Liberty, specifically on the electric side of the business. Rich feels that we can target the June/July timeframe as a realistic goal to close these 2 remaining TSA's between National Grid and Liberty.

As of 3/18/13, the following TSA's have been closed:

- 1. Granite State Electric TSA #1 Supply Chain Management
- 2. Granite State Electric TSA #3 Supplier Contracts
- 3. Granite State Electric TSA #4- Access to Seller's Warehouse
- 4. Energy North TSA #1 Supply Chain Management
- 5. Energy North TSA #3 Supplier Contracts
- 6. Energy North TSA #4- Access to Seller's Warehouse

We will continue to meet regularly and work towards successful closure of the remaining open TSA's.

3.0 Issues - None

### F - Regulatory TSA Status Update - March 2013

Attending: ChristiAne Mason

Sarah Knowlton Michael Laflamme William Richer Teresa Burns Ann Leary

Regrets: Jeanne Lloyd

Date: April 1, 2013

- 1.0 TSA Scope changes or Requests for Scope Changes
  - None

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### 2.0 Transition Update

- Energy North
  - Marc Savoie (MS) training substantially completed. MS is preparing regulatory reports on his own.
  - Ann Leary still performing high level review, but no data validation
  - ChristiAne Mason to discuss Gas R&P service TSA termination with Marc S and report back at next meeting
- Granite State
  - Discussed REP/VMP filing due 5/15
  - Jim Bonner helping a bit with this filing

#### 3.0 Issues

- Meera Reynolds has returned on a part time basis
- Discussion of resource issues including a Liberty search for a regulatory manager and temporary replacement for Meera
- 4.0 Termination of Services Number complete
  - None complete

## G - Records Management TSA Status Update - March 2013

Attending: Sarah Knowlton – Liberty Utilities

Jay Maloney - National Grid

Regrets: None

Date: March 29, 2013

1.0 Review Checklist – No changes to Leads or Service Reps

## 2.0 Transition Update

National Grid and Liberty Utilities have identified approximately 1,225 boxes of records stored at Iron Mountain that contain Energy North and Granite State records. National Grid has provided a list of the boxes to Iron Mountain for them to transfer to the newly established Liberty Utilities Iron Mt. account. The transfer will be done electronically, with the boxes remaining in the warehouse(s), and the metadata about the boxes (contents, dates, etc) being moved to the new Liberty account.

National Grid has prepared 11 boxes of Real Estate related documents and some corporate documents to be transferred to Liberty Utilities. Judi Coulombe of Liberty Utilities is arranging for the pickup of these boxes from National Grid's location at 40 Sylvan Road – Waltham, MA. Contact at Waltham is John Curran – IRM Dept. W1.037

#### 3.0 Issues

All boxes that contained both Granite State and legacy National Grid records have been reviewed and the Granite State records have been removed and packed into boxes being transferred via the Iron Mountain process.

The pickup of the Real Estate boxes by Liberty Utilities is still pending. Need to arrange with Judi Coulombe at Liberty Utilities.

Business leads within National Grid and Liberty are regularly conferring regarding the transfer of other records maintained in departments at National Grid. Sarah Knowlton will be following up with Liberty business leads to determine which business areas have completed the transfer and which remain.

## **Attachment E**

Escalated Complaint – Transition Steering Committee (per Settlement V.C.2.a(iv) and TSA Schedule A Section 1.7)

**Nothing to report**