

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

MONTHLY REPORT OF TRANSITION PROGRESS

For the Month of October 2013

ATTACHMENT A

MONTHLY TRANSITION COSTS AND SUPPORTING DETAIL

Please see the following attachments:

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

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

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

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

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

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

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

Capital Charges Included in above actual bills

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

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

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

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

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: October 31, 2013

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

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

Capital Charges Included in above actual bills

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

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

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

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

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

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

	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	992,089.32					
Customer Svc-2	Meter Reading, Billing and Payment Processing	814,499.46					
Customer Svc-3	Collections Process Support	5,692.13					
Customer Svc-4	New Business Administration	16,750.24					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,829,031.16	149,410.79	1,978,441.95	6,570,000.00	(4,591,558.05)	-70%
	Regulatory Support						
Reg-1	Regulatory Support - General	101,077.03					
Reg-2	Regulatory Reporting	74,107.75					
	Estimate	-					
		175,184.78	75,801.00	250,985.78	156,000.00	94,985.78	61%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	48,000.00	(48,000.00)	-100%
	IT Transition Services						
IT-1	Business Application Services	750,577.78					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	85,915.19					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	319,802.93					
IT-6	Infrastructure Services	246,747.19					
IT-7	Networking Support	95,157.37					
IT-8	IS Energy Management Systems (EMS)	44,761.40					
IT-9	Security Services	8,891.95					
	Estimate	-					
		\$ 1,595,375.67	74,069.04	\$ 1,669,444.71	\$ 2,817,000.00	\$ (1,147,555.29)	-41%
		\$ 5,520,733.55	\$ 356,506.41	\$ 5,877,239.96	\$ 15,696,000.00	\$ (9,818,760.04)	-63%

Capital Charges Included in above actual bills

IT-1	Business Application Services	231,783.00			-		
		231,783.00	-	\$ 231,783.00	-	\$ 231,783.00	

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

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

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

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: October 31, 2013

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

	Transition Service	(S)	(T)	(U)	(V)	(W)	(AE)
		Cost					
		(actual) Jul-13	(actual) Aug-13	(actual) Sep-13	(estimated) Oct-13	(estimated) Nov-13	Total Actual & Est.
	Security						
Security-1	Site Security Services			-	-	-	30,120.42
Security-2	Security Consulting			-	-	-	353.84
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	30,474.26
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management			-	-	-	76.43
Supply-2	Materials Management System Support			-	-	-	319.78
Supply-3	Supplier Contracts			-	-	-	-
Supply-4	Access to Seller Warehouses			-	-	-	173,298.11
Supply-5	Fleet Services			-	-	-	18,537.65
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	192,231.97
	Customer Services Support						
Customer Svc-1	Call Center Operations	75,746.96	27,812.05	15,805.93	115,256.54	-	1,107,345.86
Customer Svc-2	Meter Reading, Billing and Payment Processing	203,067.35	22,877.96	35,686.23	34,049.88	-	848,549.35
Customer Svc-3	Collections Process Support	(1.35)	3.46	0.55	-	-	5,692.13
Customer Svc-4	New Business Administration	114.09	106.22	97.61	104.37	-	16,854.61
Customer Svc-5	Revenue Protection/Diversion & Investigation			-	-	-	-
Customer Svc-6	Customer Data Migration			-	-	-	-
	Estimate	-	-	-	-	-	-
		278,927.05	50,799.69	51,590.32	149,410.79	-	1,978,441.95
	Regulatory Support						
Reg-1	Regulatory Support - General	1,259.73	24.99	868.90	5,986.05	5,986.05	154,951.48
Reg-2	Regulatory Reporting	(8,999.14)	13,239.52	(13,053.37)	2,436.28	2,436.28	96,034.30
	Estimate	-	-	-	-	-	-
		(7,739.41)	13,264.51	(12,184.47)	8,422.33	8,422.33	250,985.78
	Records Management						
Records-1	Identification of Books and Records			-	-	-	-
Records-2	Separation and Transfer of Books and Records			-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	IT Transition Services						
IT-1	Business Application Services	(2,174.13)	178,892.39	107,431.88	44,254.56	-	794,832.34
IT-2	Collaboration Services (E-Mail)			-	-	-	0.08
IT-3	Data Centers	58,050.78		7,164.05	-	-	85,915.19
IT-4	Client Services			-	-	-	43,521.79
IT-5	Contracts and Licenses	45,587.80	23,586.12	22,717.71	-	-	319,802.93
IT-6	Infrastructure Services	(65,549.87)	(8,561.09)	(3,541.04)	5,732.23	5,732.23	276,561.66
IT-7	Networking Support	11,900.29		4,533.46	-	-	95,157.37
IT-8	IS Energy Management Systems (EMS)	1,820.56		922.69	-	-	44,761.40
IT-9	Security Services			-	-	-	8,891.95
	Estimate	-	-	-	-	-	-
		\$ 49,635.43	\$ 193,917.42	\$ 139,228.75	\$ 49,986.79	\$ 5,732.23	\$ 1,669,444.71
		\$ 332,278.00	\$ 318,583.54	\$ 222,073.67	\$ 216,249.84	\$ 21,129.79	\$ 5,877,239.96

Capital Charges Included in above actual bills

IT-1	Business Application Services		81,071.00				231,783.00
							-
		-	81,071.00	-	-	-	231,783.00

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

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

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

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

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

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

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

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

CHECK

Please remit payments to the following:

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

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

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

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

¹Energy Procurement

²Operations

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

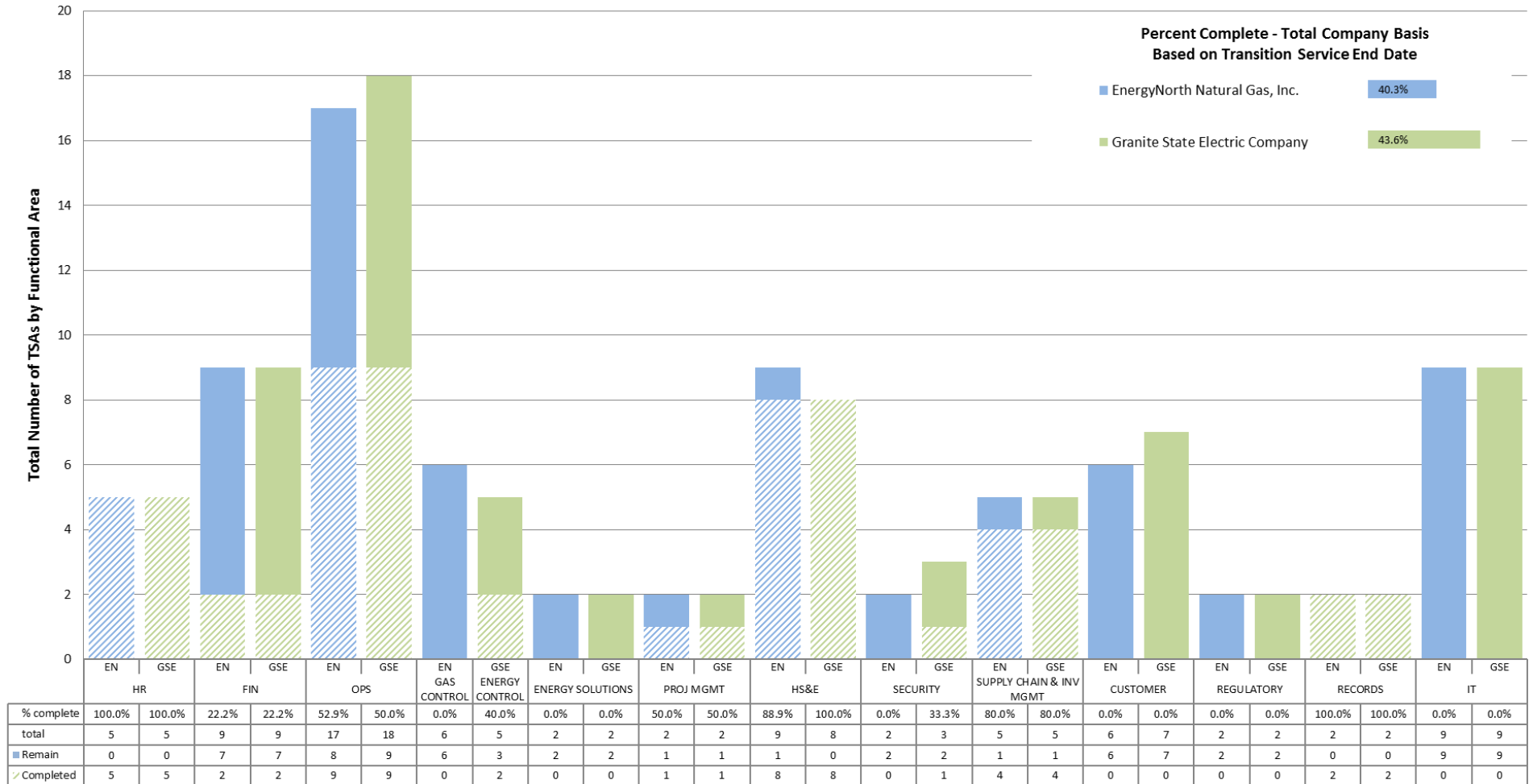
EnergyNorth Natural Gas				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	07/14
Operations	03/13	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency			12/13	06/14
Energy Control and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

¹Energy Procurement

²Operations

Attachment A.3 – Monthly Transition Progress

Percent TSAs Completed by Function



ATTACHMENT B

IT STATUS REPORTS

Please see the following attachments:

Attachment B.1 – IT Monthly Overall Status Information





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

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





Granite State and EnergyNorth Governance Update

October 23, 2013





Meter-to-Cash Project Electric

Overall Project Health		Project progressing well.
Category Health	  	Timelines - see above Resources - no issues Scope - Requirements still need to be confirmed
Transition Update	1. 2.	Requirements for all projects to be finalized by end Nov. CSM first data conversion to be complete by end Oct, reconciliation by Nov 4.






Work Management Project





Overall Project Health		Overall Health changed to Green. Cost issue to be reviewed as part of 2014 budget process.
Category Health	  	<p>Timelines - Completed September 2013 gas deployment (with some minor deferred scope) -On target for May 2014 electric deployment.</p> <p>Resources - Resources working on completing deferred scope, and on planning for Electric activities.</p> <p>Scope - Requirements to be finalized next month</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 	<p>CA and NH electric WennSoft requirements are being developed together in Nov.</p> <p>Quadra implementation is planned earlier (to work with Grid's Storms system initially, then with WennSoft.</p>

Engineering & Operations Project Gas & Electric





Overall Project Health		Vendor commitment to schedule and resources not yet complete Business Team concerned with timing of deliverables.
Category Health	  	<p>Timelines - OASyS Gas: December Go Live will not happen due to delays in resolving commercial issues. - ArcFM Electric: Additional time & effort required for conversion from Smallworld to ESRI format.</p> <p>Resources - Liberty: The project is fully staffed with technical resources. Additional Project Management support has been added .</p> <p>Scope - Additional Gas OASyS modules. Additional conversion tasks are required for ArcFM Electric data migration.</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 	<p>E&O category manager in place; dedicated OMS PM in place Schneider scope clarified and all necessary SOWs/task orders signed Requirements gathering workshops scheduled for Designer and Responder</p>

Gastar Project





Overall Project Health	 	Gastar project remains behind schedule. A new Release is being tested Energy Procurement is currently operating on the contingency plan.
Category Health	  	Timelines - project is still behind schedule Resources - conflicts between running the business and testing Scope - minor issues
Transition Update	1. 2. 3.	Testing update (as of October 16): New Hampshire: There are 9 open defects for New Hampshire as of October 16th - 5 low, 2 Medium, 2 high. Release version 3.10.0.11 was received on October 15 and promoted to Liberty QC. - release was to fix a decimal jump issue on the Gas Control scheduling screen - the test of the fix produced 4 issues in regards to measured volumes - ENSYTE has sent them to their development team. Release version 3.10.0.12 was received on October 16 and promoted to Liberty QC. - updated EBB release to coexist with new tables in release 3.10.0.11 - currently running into the same issue that the new release was to fix. ENSYTE has ruled out the issue being part of code base as this issue is only on Liberty's QC.

Overall Project Health		Project progressing well.
Category Health	  	Timelines - no issues Resources - no issues Scope - no issues
Transition Update	1. 2.	Vendor offerings being reviewed. Targeting a decision by end of October Vendor needs to be on board by mid-November to develop Cogsdale interface



Electric Load Settlement (NH) Project

Overall Project Health		Project progressing well.
Category Health	  	Timelines - no issues Resources - no issues Scope - no issues
Transition Update	1. 2. 3. 4.	Allan Boucher and Akil Anand had a conference call with National Grid regarding MV90 meter reading and ISO Meter Domain Allan Boucher reviewed the NEP/GSECO site agreement to clarify distribution system points of demarcation (and wholesale metering) MSA and SOW are being reviewed by Legal Vendor needs to be on board by mid-November

Liberty IT Infrastructure

Overall Project Health		All activities progressing as planned.
Category Health	  	Timelines - no issues Resources - no issues Scope - no issues
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 	<p>Project Plan is updated with completed items for Gas and remaining tasks.</p> <p>Electric plan to be updated with tasks to align dates with applications , service and operations centers, storm management locations.</p> <p>Completed Londonderry , additional workstations for electric customer service for Gas RTU/Scada/Telecom.</p> <p>Completed turn ups of RTU circuits in NH.</p> <p>MPLS drops at take stations Londonderry (3) , Hudson, Windham, Concord , Allenstown , Berlin , Manchester are completed for Gas RTU/Scada/Telecom.</p> <p>All testing of wireless devices has been completed in Lab Oakville and confirmed method of connection for Gas RTU/Scada/Telecom.</p> <p>Will Continue to use the Alpha Paging system where available and Sensus wireless metering system for Electric RTU/Scada/Telecom.</p> <p>Two vendor proposals were reviewed and further review underway on other vendors in New Hampshire for radios.</p> <p>AMAG project plan created by Security Project Team in NH. Infrastructure requirements defined and orders placed. Londonderry underway to Liberty Secure 9000 system.</p> <p>BCM Contact Manager – Completed and historical Onyx information now available in reporting system.</p>
11/25/2013		

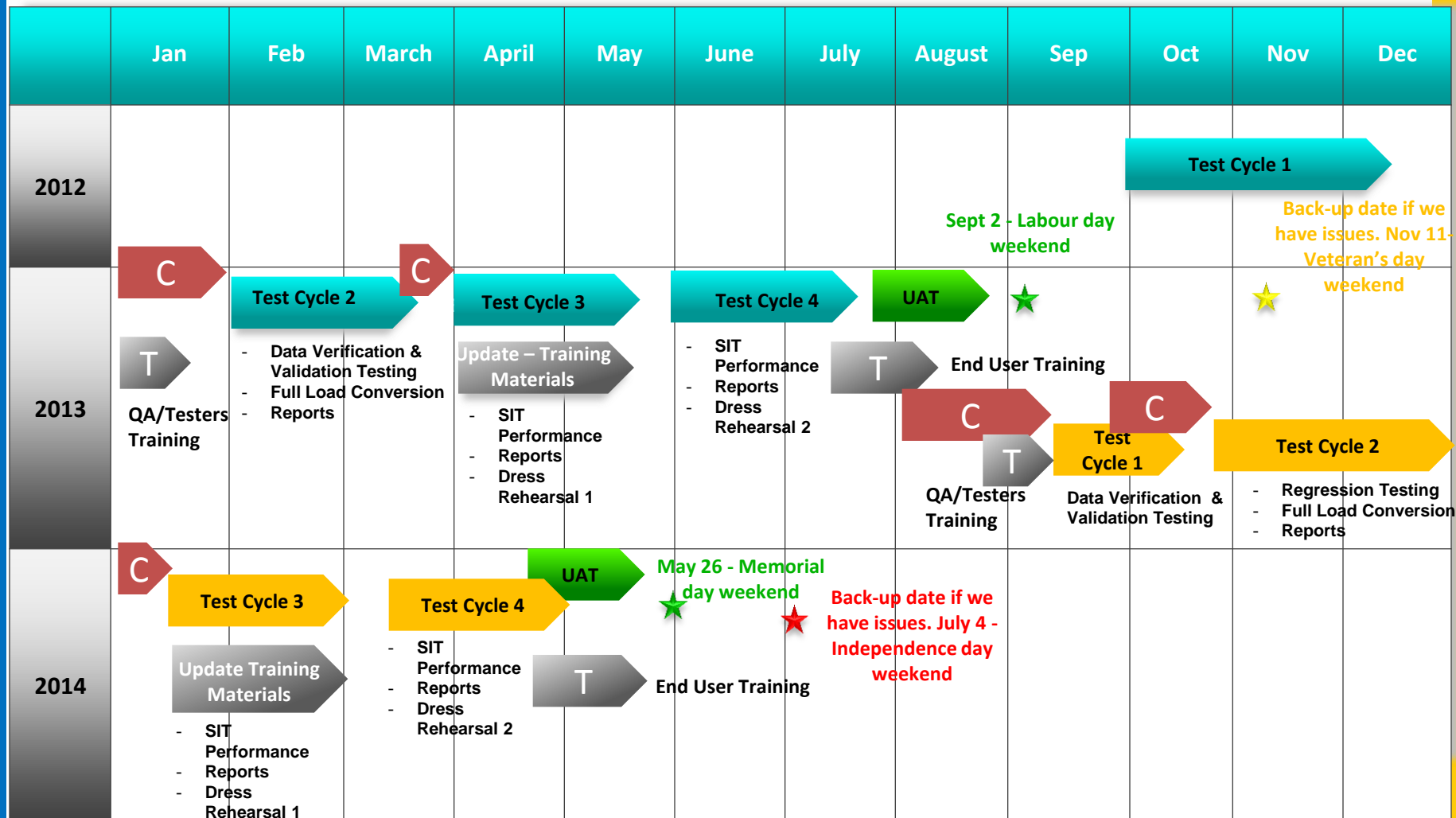
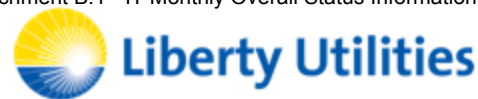
NG Team Status

Overall Project Health		Items held out of Day 2 transition scheduled for October. Looking forward, project schedules are compressed and will need to be tightly managed.
Category Health		Timelines - IT timelines are being revisited for future releases to ensure alignment with Liberty. Resources - no issues Cost - NG IT costs have exceeded risk allotment for Day 1. Day 2 NG IT costs are on track. Scope - Minor work to implement some items held out of Day 2 are being managed.
Transition Update	<ol style="list-style-type: none"> 1. Due to the shortage of ruggedized PC's with the National Grid specific requirements in the marketplace, National Grid has asked Liberty if they would be willing to transfer 50 devices back to NGRID now that they have installed new mobile PC's and no longer have a need for the older National Grid devices. A bill of sale drafted by National Grid Legal was delivered to Liberty on October 3rd for their review. Liberty Legal has reviewed and marked up the bill of sale as of October 18th. NGRID Legal will now engage Liberty Legal to produce a final bill of sale for the devices. 2. Meetings between NGRID and Liberty engineering continue regarding the EMS SCADA RTU strategy. Liberty IS and Engineering is meeting on Friday October 18th to ensure that they are in sync with respect to the RTU strategy at each substation and with respect to the ordering and implementation of circuits. To date Liberty's final RTU/circuit strategy has not been locked down. 3. Continue participation in weekly AMAG transition meetings with LU Business and Infrastructure teams. The Londonderry office will be the initial site where Liberty tests it's new badging system. 4. Reviewed Day N transition project plans from Liberty for Meter 2 Cash, Work Management & Engineering & Operations streams to validate alignment across work streams and National Grid plans. 5. Delivered AMAG master data for Liberty facilities to support AMAG to C-Cure 9000 transition. 6. Provided business/IS SME support on Customer Choice Electric EDI discovery phase and delivered EBT sample transactions. 7. Delivered full volume data for initial set of core tables from CSS system to support Liberty's test cycle 1 conversion. 8. Reviewed completeness of Energy North AutoCAD files transition to Liberty along with NGRID drafting staff. 9. Reviewed list of application in use by NH Electric Work Management teams and provided application background / data source details for each of the work management application involved. 	

Appendix

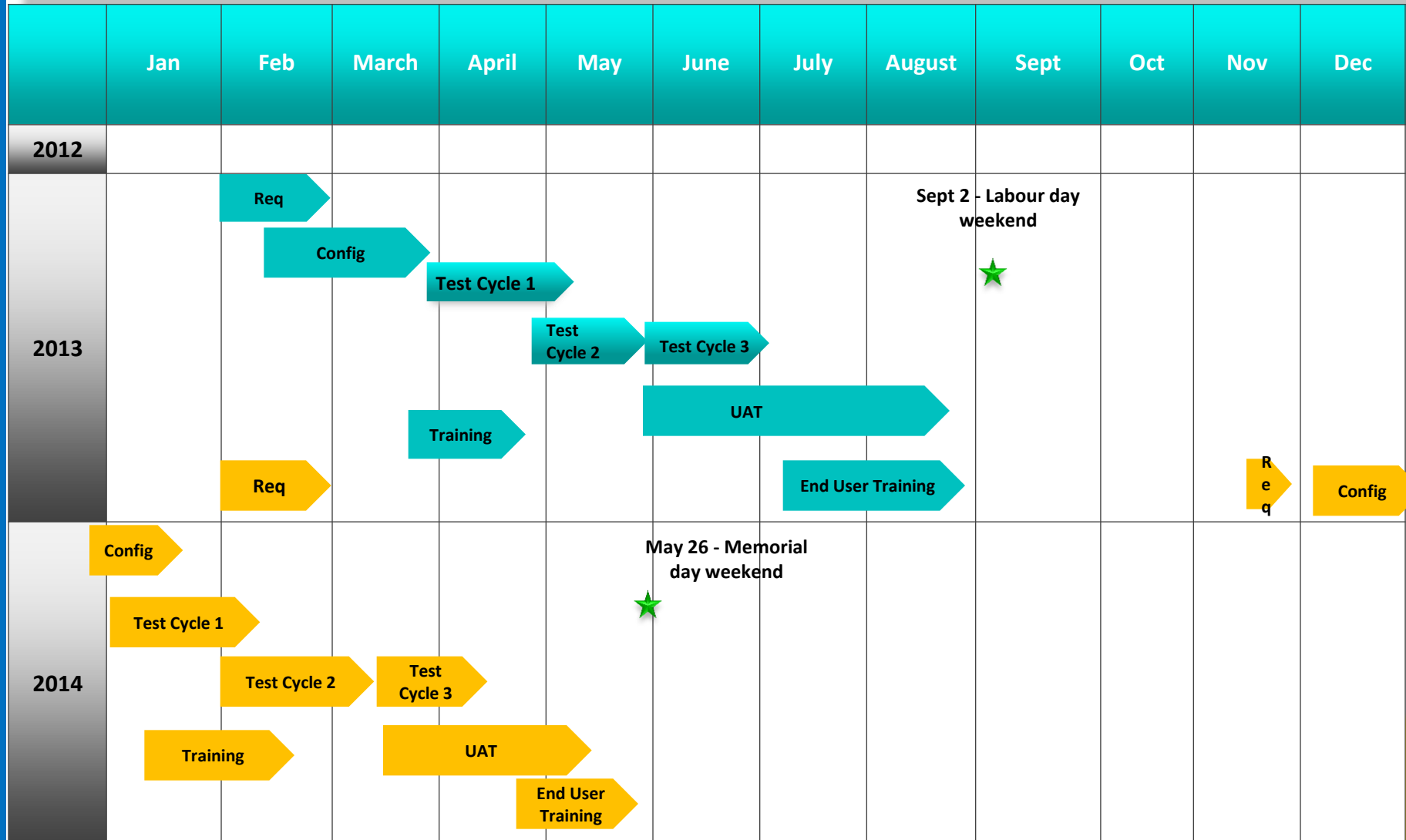
PROJECT MILESTONES

NH - GAS & ELECTRIC - Meter to Cash – PROJECT TIMELINES




Back-up date if we have issues. Nov 11- Veteran's day weekend

Back-up date if we have issues. July 4 - Independence day weekend

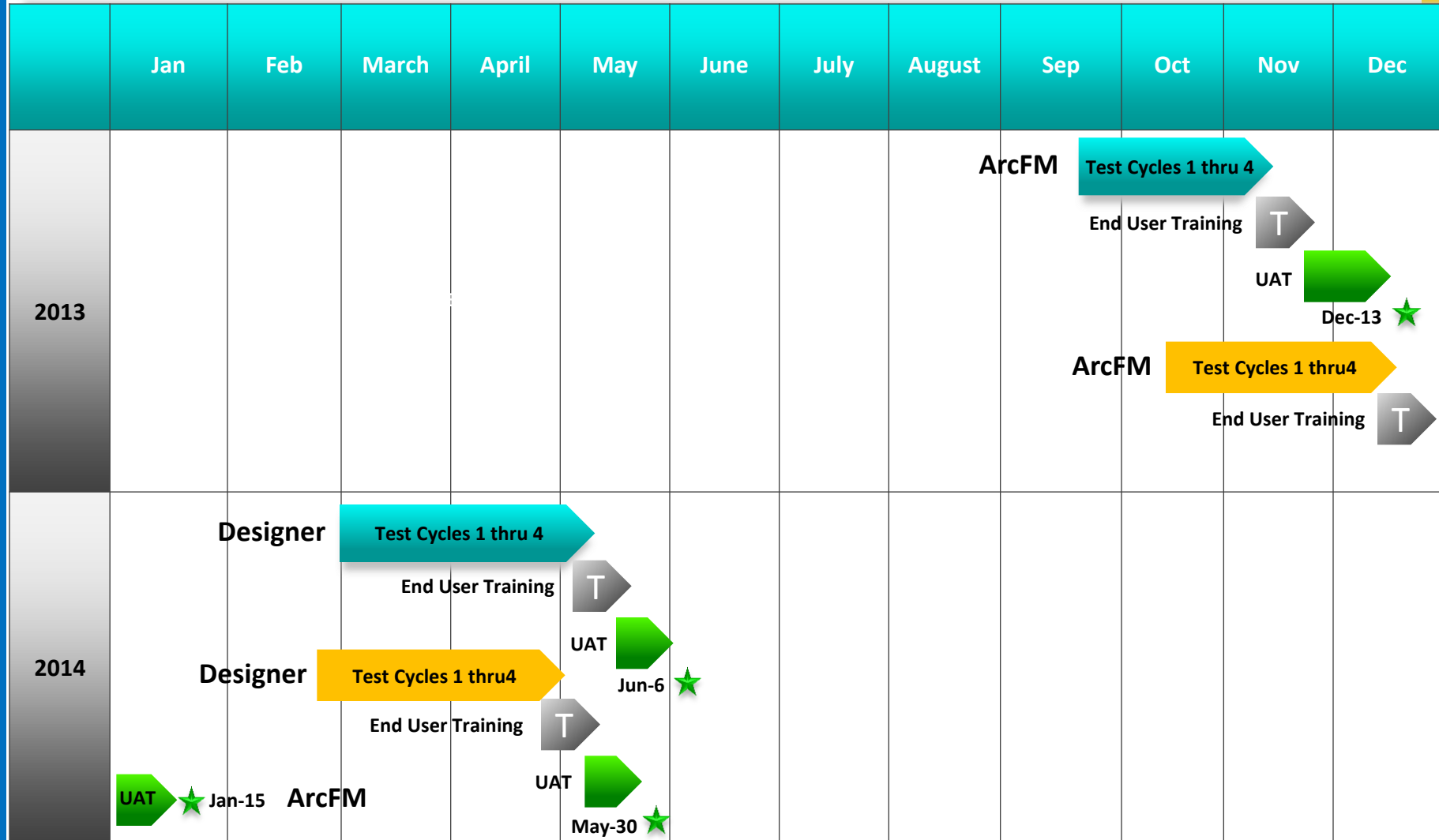


★ Go Live

 Gas

 Electric

**NH – GAS & ELECTRIC GIS (ArcFM & Designer) –
PROJECT TIMELINES**



★ Go Live

■ Training

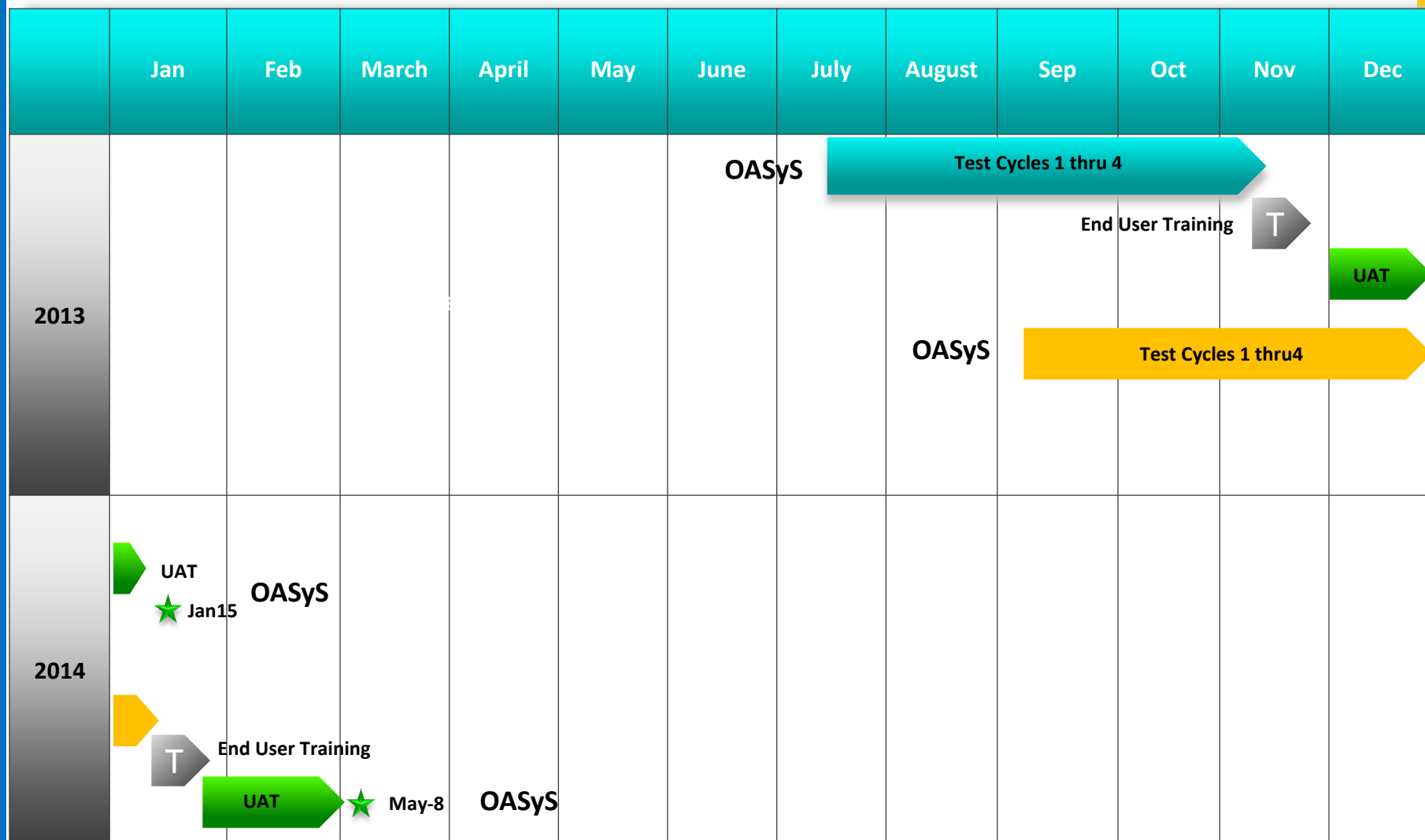
■ UAT


■ Gas

■ Electric



NH –GAS & ELECTRIC SCADA (OASyS) - PROJECT TIMELINES




 Go Live

Training

 UAT

 Gas

 Electric

**NH – ELECTRIC Outage Management (Responder) -
PROJECT TIMELINES**



	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec
2013												
2014	Responder	Test Cycles 1 thru4			End User Training	UAT	★ May-26					

★ Go Live

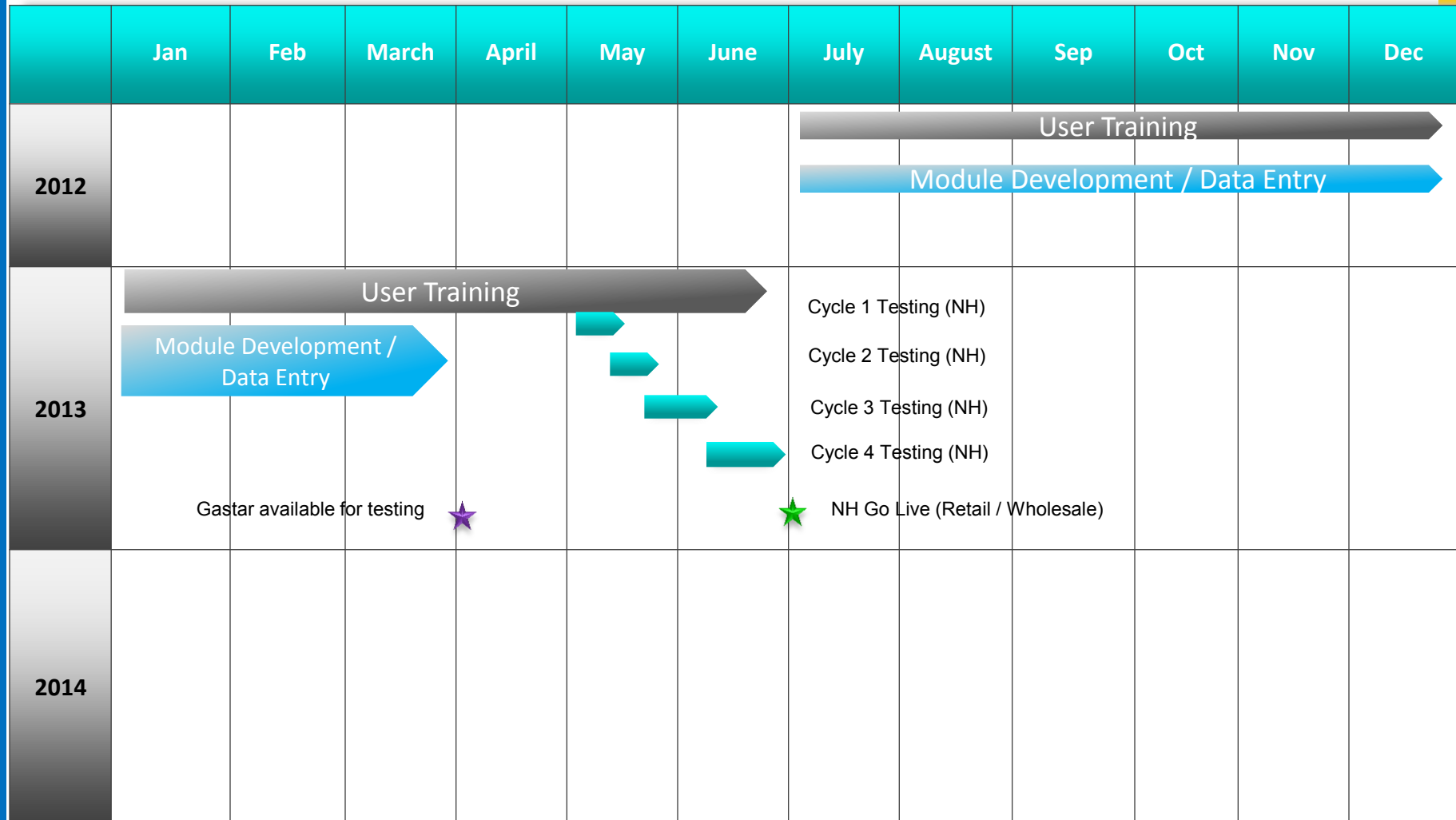
Training

UAT

Gas

Electric

**NH – GASTAR -
PROJECT TIMELINES**



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

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

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

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



 Information Systems

Project Change Request Form

Project/System Information

Date:	October 8, 2013
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Subproject:	GASTAR - New Hampshire	Project/System Name:	
Client Name:		Date Prepared:	October 8, 2013
Prepared By:	Scott Campbell	Delivering Organization:	
Project Manager:	Scott Campbell	Date Delivered to Project Manager:	
Description of Requested Change and Business Justification: Brief Description of QA Test Plan: Summary of Changes: ■			

Cause of Change Request

<input checked="" type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input type="checkbox"/> Other	Description/Comments: GASTAR New Hampshire Wholesale was to be put into Production on July 1, 2013. GASTAR New Hampshire Retail was to be put into Production on September 2, 2013. A new release was just received on October 7, 2013 affecting New Hampshire Retail. Due to the number of releases received over September and October, we will restart all testing. Based on the results of the testing, Liberty Utilities will work on a new implementation date for both Wholesale and Retail. Currently we are operating the day-to-day work using an Access database. This change request is related to the GASTAR Project Plan submitted January 30, 2013, task number 239.
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Description of Recommendation

Proposed Next Steps:

- Testing for Wholesale and Retail will begin - all tests to be signed off by the user
- Manual entry of data is needed from September 2nd - will be entered as part of the testing
- Business owner will be required to signoff on test results before going to production
- Change Advisory Board will be required to approve promotion to production
- There will be no additional costs attributed to the vendor.

Attachment B.3 - IT Change Requests

Effort Required to Make Requested Change

<p>Impact on:</p> <p><input checked="" type="checkbox"/> Time</p> <p><input type="checkbox"/> Resources</p> <p><input type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p>	<p>Additional x weeks duration added to project timeline.</p> <p>Original project duration:</p> <p>Original end date: July 1, 2013 for Wholesale September 2, 2013 for Retail/EBB</p> <p>Proposed project duration:</p> <p>Proposed end date: TBD</p> <p>Revised Estimates for Resource Effort (FTE) and Cost:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>July</th> <th>Aug</th> <th>Sept</th> <th>Oct</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr style="background-color: #003366; color: white;"> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Estimated Additional Cost: \$</p> <table border="1"> <thead> <tr> <th></th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td></td> <td></td> </tr> <tr> <td>Phase 1</td> <td></td> <td></td> </tr> <tr> <td>Expenses</td> <td></td> <td></td> </tr> <tr> <td>Total Project Budget</td> <td></td> <td></td> </tr> </tbody> </table>	Role	July	Aug	Sept	Oct	Total Cost																																																														Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			<p>Request Disposition:</p> <p><input checked="" type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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Authorizations

Title	Name	Date
Program/Project Manager	Scott Campbell	October 9, 2013
TMO	John Lowson	October 9, 2013

Project Change Request Form

Project/System Information

Date:	November 11, 2013
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Subproject:	OASyS (SCADA) Gas	Project/System Name:	OASyS (SCADA) Gas
Client Name:	Liberty New Hampshire	Date Prepared:	November 11, 2013
Prepared By:	Chris Harding	Delivering Organization:	Liberty Utilities
Project Manager:	Chris Harding	Date Delivered to Project Manager:	November 11, 2013

Description of Requested Change and Business Justification:

National Grid's, Schneider Technical Support Team was used for OASyS data extract and application migration tasks. When they were performing this work they discovered additional modules which weren't uncovered by Liberty's Schneider team during the discovery phase of the project. The modules are critical to Liberty's Gas Control operations and need to be included with this implementation. There would be a significant degradation of functionality without these modules.

Brief Description of QA Test Plan:

Schneider will incorporate these modules in their test plans and Liberty Utilities will include additional QA/QC procedures as required.

Summary of Changes:

- This change adds cost and scope to the OASyS Gas project. It also impacts the schedules for both the Electric & Gas OASyS projects.
- Initially Schneider proposed to deliver the additional modules for approximately \$390,000. Liberty disputed this on the basis that Schneider should have uncovered these requirements during the discovery phase of the project. After negotiating with Schneider the additional costs were reduced to \$35,000.
- Schneider and Liberty spent August and September negotiating this significant issue and as such the schedules needed adjusting. Liberty NH does not want to commission the Gas SCADA during heating season so the Electric & Gas schedules were altered so the Electric SCADA will be completed first. The Gas SCADA schedule was prolonged to permit a cutover after heating season. Liberty is using the same resources on both these projects so the systems cannot be commissioned at the same time.
- The Gas SCADA schedule was also extended due to the addition of scope to implement the additional modules

Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input checked="" type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input type="checkbox"/> Other	Description/Comments: Liberty's Schneider team should have uncovered the requirements during the discovery phase of this project. They were given full access to information, as well as National Grid and Liberty people to determine the requirements. Better internal communications should've uncovered the requirement for the additional modules since National Grid is a current Schneider client using OASyS SCADA for Gas Control. There are Schneider databases storing this type of information for existing clients. As such, Schneider made concessions to significantly reduce the cost of this change to the fixed price contract.
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Attachment B.3 - IT Change Requests

Description of Recommendation

Proposed Next Steps:

- The schedules and scope have been altered to incorporate the necessary changes and implement a Gas SCADA to meet Liberty’s requirements

Effort Required to Make Requested Change

<p>Impact on:</p> <p><input checked="" type="checkbox"/> Time</p> <p><input type="checkbox"/> Resources</p> <p><input checked="" type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p> <p>A Schneider Electric change order is attached.</p>	<p>➤ The amount of the Schneider change order is \$35,000</p> <p>Revised Estimates for Resource Effort (FTE) and Cost:</p> <table><thead><tr><th>Role</th><th>June</th><th>July</th><th>April</th><th>May</th><th>Total Cost</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> <p>Estimated Additional Cost: \$</p> <table><thead><tr><th></th><th>Original</th><th>Proposed</th></tr></thead><tbody><tr><td>Project Pre-work</td><td></td><td></td></tr><tr><td>Phase 1</td><td></td><td></td></tr><tr><td>Expenses</td><td></td><td></td></tr><tr><td>Total Project Budget</td><td></td><td></td></tr></tbody></table>	Role	June	July	April	May	Total Cost																																																																				Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			<p>Request Disposition:</p> <p><input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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Authorizations

Title	Name	Date
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Attachment C – Updated Structural Organizational Charts

There are no changes to report this month.