

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

**MONTHLY REPORT OF TRANSITION PROGRESS**

**For the Month of November 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 November 2013)*
- A.3 GSE and ENNG Monthly Transition Progress

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: December 30, 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
<b>Human Resources</b>							
HR-1	Payroll Services	51,910.97					
HR-2	Employee Benefits	263,142.61					
HR-3	Pension Administration	31,991.66					
HR-4	Labor Relations Support	14,925.31					
HR-5	Staffing Support Estimate	2.55					
		361,973.10	-	361,973.10	59,000.00	302,973.10	514%
<b>Financial Services</b>							
Fin-1	Financial Reporting	397.87					
Fin-2	Accounting Consulting	73,932.86					
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 Estimate	731.39					
		94,167.65	19,524.35	113,692.00	163,000.00	(49,308.00)	-30%
<b>Operations</b>							
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	80,191.03					
Elec Ops-5	Resource and Workload Planning	34,223.65					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	109,268.42					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,736,732.03					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	5,848.52					
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	16,498.79					
Elec Ops-14	Relay and Protection	48,327.66					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	158,266.14					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous Estimate	712,364.40					
		3,228,386.21	676,566.42	3,904,952.63	3,952,000.00	(47,047.37)	-1%
<b>Energy Solutions Delivery &amp; Efficiency</b>							
ESD&E-1	Energy Efficiency Programs	48,009.19					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		49,024.81	2,039.26	51,064.07	-	51,064.07	0%
<b>Energy Control &amp; Supply</b>							
Energy Supply-1	Electric Network Control	192,998.02					
Energy Supply-2	Electric Load Forecasting	5,097.47					
Energy Supply-3	Energy Procurement Services	11,451.86					
Energy Supply-4	Energy Procurement Consulting	6,477.63					
Energy Supply-5	Distributed Generation Services	742.09					
	Estimate	-					
		216,767.07	18,241.70	235,008.77	130,000.00	105,008.77	81%
<b>Project Management</b>							
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%
<b>Health, Safety &amp; Environment (HS&amp;E)</b>							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,402.56					
HS&E-2	Health and Safety Field Support	5.22					
HS&E-3	Technical Training	0.00					
HS&E-4	Environmental Compliance	-					
HS&E-5	Environmental Field Support	841.87					
HS&E-6	Spill Control/Response	-					
HS&E-7	Environmental Regulatory Support & Consultation	-					
HS&E-8	Licenses, Permits and Orders	-					
	Estimate	-					
		3,249.65	-	3,249.65	50,000.00	(46,750.35)	-94%

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: December 30, 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)	
	Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent	
<b>Security</b>							
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%
<b>Supply Chain and Inventory Management</b>							
Supply-1	Supply Chain Management	62.93					
Supply-2	Materials Management System Support	-					
Supply-3	Supplier Contracts	9,927.84					
Supply-4	Access to Seller Warehouses	-					
Supply-5	Fleet Services	71,040.97					
	Estimate	-					
		81,031.74	-	81,031.74	15,000.00	66,031.74	440%
<b>Customer Services Support</b>							
Customer Svc-1	Call Center Operations	417,942.95					
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,099,120.11					
Customer Svc-3	Collections Process Support	39,142.89					
Customer Svc-4	New Business Administration	202,543.88					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	80,242.40					
	Estimate	-					
		1,839,596.96	941,522.82	2,781,119.78	3,939,000.00	(1,157,880.22)	-29%
<b>Regulatory Support</b>							
Reg-1	Regulatory Support - General	53,919.92					
Reg-2	Regulatory Reporting	22,031.73					
	Estimate	-					
		75,951.65	45,327.71	121,279.36	45,000.00	76,279.36	170%
<b>Records Management</b>							
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	-	-	0%
<b>IT Transition Services</b>							
IT-1	Business Application Services	409,157.39					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	88,652.75					
IT-4	Client Services	92,837.12					
IT-5	Contracts and Licenses	224,492.97					
IT-6	Infrastructure Services	288,557.76					
IT-7	Networking Support	102,663.29					
IT-8	IS Energy Management Systems (EMS)	80,010.87					
IT-9	Security Services	345.32					
	Estimate	-					
		\$ 1,286,717.50	770,076.41	\$ 2,056,793.91	\$ 1,409,000.00	\$ 647,793.91	46%
		\$ 7,246,211.03	\$ 2,473,298.67	\$ 9,719,509.69	\$ 9,762,000.00	\$ (42,490.31)	0%

### Capital Charges Included in above actual bills

Transition Service	(A)	(B)	(C)	(D)	(E)	(F)
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,082,155.70	171,004.31			
		1,082,155.70	171,004.31	\$ 1,253,160.01	\$ -	\$ 1,253,160.01

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: December 30, 2013

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

	Transition Service	(T)	(U)	(V)	(W)	(X)	(AE)
		Cost					
		(actual) Aug-13	(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(estimated) Dec-13	Total Actual & Est.
<b>Human Resources</b>							
HR-1	Payroll Services		-	-	-	-	51,910.97
HR-2	Employee Benefits		-	-	-	-	263,142.61
HR-3	Pension Administration		-	-	-	-	31,991.66
HR-4	Labor Relations Support		-	-	-	-	14,925.31
HR-5	Staffing Support		-	-	-	-	2.55
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	361,973.10
<b>Financial Services</b>							
Fin-1	Financial Reporting		-	-	-	-	397.87
Fin-2	Accounting Consulting	2,667.48	2,928.45	1,565.99	827.71	2,789.19	93,457.21
Fin-3	Financial Training Service		-	-	-	-	-
Fin-4	Accounts Payable Processes		-	-	-	-	-
Fin-5	Accounts Payable Consulting		-	-	-	-	-
Fin-6	Cash Management		-	-	-	-	-
Fin-7	Tax Consulting Services	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	-	-	-	-	-	-
		4,243.50	6,139.76	1,565.99	827.71	2,789.19	113,692.00
<b>Operations</b>							
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	2,384.82	945.42	-	-	-	4,535.63
Elec Ops-4	Electric Engineering and Design		-	23,753.06	(16,837.89)	9,625.88	147,572.17
Elec Ops-5	Resource and Workload Planning	383.46	849.02	8.44	744.30	1,368.06	43,800.07
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	11.78	3,615.11	15,982.18	(11,771.24)	-	109,268.42
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	9,852.81	7,788.24	50,074.43	122,197.48	61,094.90	2,164,396.31
Elec Ops-8	Vegetation Management		-	-	-	-	468.05
Elec Ops-9	Customer Meter Support		-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	16.35	25.88	741.10	1,095.73	62.68	6,287.30
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	289.46	82.80	288.30	-	727.15	20,861.69
Elec Ops-14	Relay and Protection	4,785.26	2,038.63	3,153.40	3,612.72	-	48,327.66
Elec Ops-15	Codes and Standards		-	-	-	-	1,715.22
Elec Ops-16	Mutual Assistance	(1,523.55)	-	5,503.71	299.86	14,035.07	242,476.56
Elec Ops-17	Business Continuity Support and Emergency Logistics		-	-	-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	19,274.31	26,997.99	28,977.04	33,963.60	82,932.48	795,296.88
	Estimate	-	-	-	-	-	-
		35,474.70	42,343.09	128,481.66	133,304.56	169,846.22	3,904,952.63
<b>Energy Solutions Delivery &amp; Efficiency</b>							
ESD&E-1	Energy Efficiency Programs	2,511.63	8,792.62	(7,285.69)	691.64	339.88	50,048.45
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		-	-	-	-	1,015.62
	Estimate	-	-	-	-	-	-
		2,511.63	8,792.62	(7,285.69)	691.64	339.88	51,064.07
<b>Energy Control &amp; Supply</b>							
Energy Supply-1	Electric Network Control	16,383.03	14,129.19	18,995.84	16,198.33	3,040.28	211,239.72
Energy Supply-2	Electric Load Forecasting	(10,882.71)	-	143.68	317.03	-	5,097.47
Energy Supply-3	Energy Procurement Services		-	-	-	-	11,451.86
Energy Supply-4	Energy Procurement Consulting		-	-	-	-	6,477.63
Energy Supply-5	Distributed Generation Services		-	-	-	-	742.09
	Estimate	-	-	-	-	-	-
		5,500.32	14,129.19	19,139.52	16,515.36	3,040.28	235,008.77
<b>Project Management</b>							
Project Mgt-1	Project Management Services		-	-	-	-	9,339.14
Project Mgt-2	Cost Management Access		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	9,339.14
<b>Health, Safety &amp; Environment (HS&amp;E)</b>							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		-	-	-	-	2,402.56
HS&E-2	Health and Safety Field Support		-	-	-	-	5.22
HS&E-3	Technical Training		-	-	-	-	0.00
HS&E-4	Environmental Compliance		-	-	-	-	-
HS&E-5	Environmental Field Support		-	-	-	-	841.87
HS&E-6	Spill Control/Response		-	-	-	-	-
HS&E-7	Environmental Regulatory Support & Consultation		-	-	-	-	-
HS&E-8	Licenses, Permits and Orders		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	3,249.65

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: December 30, 2013

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

	Transition Service	(T)	(U)	(V)	(W)	(X)	(AE)
		Cost					
		(actual) Aug-13	(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(estimated) Dec-13	Total Actual & Est.
<b>Security</b>							
Security-1	Site Security Services		-	-	-	-	5.53
Security-2	Security Consulting		-	-	-	-	-
Security-3	NERC/NPCC- Reliability Compliance		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	5.53
<b>Supply Chain and Inventory Management</b>							
Supply-1	Supply Chain Management		-	-	-	-	62.93
Supply-2	Materials Management System Support		-	-	-	-	-
Supply-3	Supplier Contracts		-	-	-	-	9,927.84
Supply-4	Access to Seller Warehouses		-	-	-	-	-
Supply-5	Fleet Services		-	-	-	-	71,040.97
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	81,031.74
<b>Customer Services Support</b>							
Customer Svc-1	Call Center Operations	35,390.19	22,497.40	39,925.14	51,161.88	18,305.66	546,082.54
Customer Svc-2	Meter Reading, Billing and Payment Processing	227,375.59	36,774.94	53,191.78	109,052.89	90,244.93	1,730,834.64
Customer Svc-3	Collections Process Support	3.31	0.53	677.42	(34.63)	5,817.90	79,868.21
Customer Svc-4	New Business Administration	10,664.21	(4,880.17)	16,845.92	2,786.46	11,079.06	280,097.30
Customer Svc-5	Revenue Protection/Diversion & Investigation		-	-	-	-	-
Customer Svc-6	Customer Data Migration		-	-	-	-	604.74
Customer Svc-7	Meter Data Services Support	4,797.82	10,670.27	(1,599.54)	6,626.82	9,055.71	143,632.35
	Estimate	-	-	-	-	-	-
		278,231.12	65,062.97	109,040.72	169,593.42	134,503.26	2,781,119.78
<b>Regulatory Support</b>							
Reg-1	Regulatory Support - General	2,316.66	146.13	675.11	233.73	6,390.30	98,652.04
Reg-2	Regulatory Reporting	(658.00)	1,181.11	2,114.36	-	85.08	22,627.32
	Estimate	-	-	-	-	-	-
		1,658.66	1,327.24	2,789.47	233.73	6,475.39	121,279.36
<b>Records Management</b>							
Records-1	Identification of Books and Records		-	-	-	-	-
Records-2	Separation and Transfer of Books and Records		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
<b>IT Transition Services</b>							
IT-1	Business Application Services	7,589.58	16,119.98	11,304.70	6,191.60	17,847.11	534,087.12
IT-2	Collaboration Services (E-Mail)		-	-	-	-	0.03
IT-3	Data Centers		2,628.91	3,685.26	6,777.15	-	88,652.75
IT-4	Client Services		7,895.18	5,097.11	33,151.65	-	92,837.12
IT-5	Contracts and Licenses	(3,095.37)	28,275.87	6,364.88	54,947.26	-	224,492.97
IT-6	Infrastructure Services	38,737.56	(7,739.29)	7,188.53	(1,492.98)	91,786.76	931,065.11
IT-7	Networking Support		(520.56)	1,721.71	1,605.00	-	102,663.29
IT-8	IS Energy Management Systems (EMS)		8,705.04	11,196.73	5,941.35	377.05	82,650.19
IT-9	Security Services		-	-	-	-	345.32
	Estimate	-	-	-	-	-	-
		\$ 43,231.77	\$ 55,365.13	\$ 46,558.92	\$ 107,121.03	\$ 110,010.92	\$ 2,056,793.91
		\$ 370,851.70	\$ 193,160.00	\$ 300,290.59	\$ 428,287.45	\$ 427,005.14	\$ 9,719,509.69

### Capital Charges Included in above actual bills

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

\*Estimated November capitalization

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: December 30, 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
	<b>Human Resources</b>						
HR-1	Payroll Services	14,691.64					
HR-2	Employee Benefits	95,625.38					
HR-3	Pension Administration	34,303.83					
HR-4	Labor Relations Support	3,629.16					
HR-5	Staffing Support	0.46					
	Estimate	-					
		148,250.47	-	148,250.47	68,000.00	80,250.47	118%
	<b>Financial Services</b>						
Fin-1	Financial Reporting	37,981.63					
Fin-2	Accounting Consulting	53,616.44					
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	-					
		101,257.76	19,524.35	120,782.12	294,000.00	(173,217.88)	-59%
	<b>Operations</b>						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	36,646.72					
Gas Ops-2	Operations Regulatory Support	5,516.88					
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	49,670.61					
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	8.65					
Gas Ops-5	Mandated Programs, including Leak Survey Support	13,871.73					
Gas Ops-6	Maps & Records	183,099.10					
Gas Ops-7	LNG Compliance and Training	-					
Gas Ops-8	Gas Engineering and Design	70,944.37					
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	14,272.61					
Gas Ops-10	Gas Support Services/Workload Planning	19,685.14					
Gas Ops-11	Gas Meter Operations/Meter Shop	127,916.68					
Gas Ops-12	Customer Meter Support	15,081.42					
Gas Ops-13	Gas Reliability Planning	10,417.98					
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	336,321.23					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	10,308.61					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		905,424.67	21,628.21	927,052.88	5,376,000.00	(4,448,947.12)	-83%
	<b>Energy Solutions Delivery &amp; Efficiency</b>						
ESD&E-1	Energy Efficiency Programs	41,410.52					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		112,362.56	150.89	112,513.45	77,000.00	35,513.45	46%
	<b>Gas Control &amp; Procurement</b>						
Gas Supply-1	Gas Control	290,120.55					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,220.78)					
Gas Supply-4	Gas Load Forecasting	43,194.66					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		460,080.25	516.98	460,597.23	0.00	460,597.23	46059722804%
	<b>Project Management</b>						
Project Mgt-1	Project Management Services	5,488.17					
Project Mgt-2	Cost Management Access	2,979.29					
	Estimate	-					
		8,467.46	-	8,467.46	0.00	8,467.45	846745499%
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,153.73					
HS&E-2	Health and Safety Field Support	495.18					
HS&E-3	Technical Training	-					
HS&E-4	Environmental Compliance	22.50					
HS&E-5	Site Investigation and Remediation	21,575.28					
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	-					
		24,399.19	-	24,399.19	215,000.00	(190,600.81)	-89%

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: December 30, 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
<b>Security</b>						
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%
<b>Supply Chain and Inventory Management</b>						
Supply-1	Supply Chain Management	76.43				
Supply-2	Materials Management System Support	319.78				
Supply-3	Supplier Contracts	-				
Supply-4	Access to Seller Warehouses	173,298.11				
Supply-5	Fleet Services	18,537.65				
	Estimate	-				
		192,231.97	-	192,231.97	75,000.00	117,231.97
						156%
<b>Customer Services Support</b>						
Customer Svc-1	Call Center Operations	986,876.57				
Customer Svc-2	Meter Reading, Billing and Payment Processing	845,211.11				
Customer Svc-3	Collections Process Support	5,657.80				
Customer Svc-4	New Business Administration	16,378.62				
Customer Svc-5	Revenue Protection/Diversion & Investigation	-				
Customer Svc-6	Customer Data Migration	-				
	Estimate	-				
		1,854,124.11	-	1,854,124.11	6,570,000.00	(4,715,875.89)
						-72%
<b>Regulatory Support</b>						
Reg-1	Regulatory Support - General	94,530.86				
Reg-2	Regulatory Reporting	74,478.65				
	Estimate	-				
		169,009.51	58,956.33	227,965.85	156,000.00	71,965.85
						46%
<b>Records Management</b>						
Records-1	Identification of Books and Records	-				
Records-2	Separation and Transfer of Books and Records	-				
	Estimate	-				
		-	-	-	48,000.00	(48,000.00)
						-100%
<b>IT Transition Services</b>						
IT-1	Business Application Services	961,354.42				
IT-2	Collaboration Services (E-Mail)	0.08				
IT-3	Data Centers	50,713.29				
IT-4	Client Services	43,521.79				
IT-5	Contracts and Licenses	353,436.92				
IT-6	Infrastructure Services	242,106.68				
IT-7	Networking Support	89,549.97				
IT-8	IS Energy Management Systems (EMS)	47,841.95				
IT-9	Security Services	9,005.77				
	Estimate	-				
		\$ 1,797,530.86	18,350.02	\$ 1,815,880.88	\$ 2,817,000.00	\$ (1,001,119.12)
		\$ 5,803,613.08	\$ 119,126.78	\$ 5,922,739.86	\$ 15,696,000.00	\$ (9,773,260.14)
						-36%
						-62%

**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: December 30, 2013

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

	Transition Service	(T)	(U)	(V)	(W)	(X)	(AE)
		Cost					
		(actual) Aug-13	(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(estimated) Dec-13	Total Actual & Est.
	<b>Human Resources</b>						
HR-1	Payroll Services		-	-	-	-	14,691.64
HR-2	Employee Benefits		-	-	-	-	95,625.38
HR-3	Pension Administration		-	-	-	-	34,303.83
HR-4	Labor Relations Support		-	-	-	-	3,629.16
HR-5	Staffing Support		-	-	-	-	0.46
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	148,250.47
	<b>Financial Services</b>						
Fin-1	Financial Reporting		978.67	-	-	-	37,981.63
Fin-2	Accounting Consulting	2,535.28	1,496.24	1,432.57	827.71	2,789.19	73,140.80
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	-	-	-	-	-	-
		2,535.28	2,474.91	1,432.57	827.71	2,789.19	120,782.12
	<b>Operations</b>						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance		-	-	-	-	36,646.72
Gas Ops-2	Operations Regulatory Support		-	-	-	-	5,516.88
Gas Ops-3	Emergency Maintenance Engineering & Technical Services		-	-	-	-	49,670.61
Gas Ops-4	Gas Field Crew Dispatching and Scheduling		-	-	-	-	8.65
Gas Ops-5	Mandated Programs, including Leak Survey Support		-	-	-	-	13,871.73
Gas Ops-6	Maps & Records	19,114.57	3,750.07	17,846.38	9,608.37	3,526.28	204,256.76
Gas Ops-7	LNG Compliance and Training		-	-	-	-	-
Gas Ops-8	Gas Engineering and Design		-	-	-	117.64	71,414.92
Gas Ops-9	Quality Assurance/Analysis & Process Improvement		-	-	-	-	14,272.61
Gas Ops-10	Gas Support Services/Workload Planning	462.07	(65.74)	261.11	55.46	-	19,685.14
Gas Ops-11	Gas Meter Operations/Meter Shop	5,279.98	841.34	474.85	298.36	-	127,916.68
Gas Ops-12	Customer Meter Support		-	-	-	-	15,081.42
Gas Ops-13	Gas Reliability Planning		-	-	-	-	10,417.98
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control		2,003.76	2,666.24	695.68	-	336,321.23
Gas Ops-15	Codes and Standards		-	-	-	-	11,662.95
Gas Ops-16	Ops Misc	9,021.40	43.71	(1,144.00)	(1,996.39)	-	10,308.61
Gas Ops-17	Mutual Assistance - Gas Emergencies		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		33,878.02	6,573.14	20,104.58	8,661.48	3,643.91	927,052.88
	<b>Energy Solutions Delivery &amp; Efficiency</b>						
ESD&E-1	Energy Efficiency Programs	1,073.67	15,524.10	(15,385.33)	-	25.15	41,561.41
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		-	-	-	-	70,952.05
	Estimate	-	-	-	-	-	-
		1,073.67	15,524.10	(15,385.33)	-	25.15	112,513.45
	<b>Gas Control &amp; Procurement</b>						
Gas Supply-1	Gas Control	18,680.42	16,946.64	18,007.96	17,227.98	-	290,120.55
Gas Supply-2	Gas Procurement Services - General		-	-	-	-	390,985.82
Gas Supply-3	Energy Transactions		-	(142.32)	(7.68)	-	(264,220.78)
Gas Supply-4	Gas Load Forecasting	3,187.17	1,163.89	8,422.00	2,456.41	516.98	43,711.64
Gas Supply-5	Gas Procurement Consulting		-	-	-	-	-
Gas Supply-6	Gas Procurement Miscellaneous		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		21,867.59	18,110.53	26,287.64	19,676.71	516.98	460,597.23
	<b>Project Management</b>						
Project Mgt-1	Project Management Services		-	-	-	-	5,488.17
Project Mgt-2	Cost Management Access		-	-	-	-	2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		-	-	-	-	2,153.73
HS&E-2	Health and Safety Field Support		-	-	-	-	495.18
HS&E-3	Technical Training		-	-	-	-	-
HS&E-4	Environmental Compliance		-	-	-	-	22.50
HS&E-5	Site Investigation and Remediation	1,247.36	756.39	-	201.30	-	21,575.28
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	-	-	-	-	-	-
		1,247.36	756.39	-	201.30	-	24,399.19

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: December 30, 2013

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

	Transition Service	(T)	(U)	(V)	(W)	(X)	(AE)
		Cost					
		(actual) Aug-13	(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(estimated) Dec-13	Total Actual & Est.
	<b>Security</b>						
Security-1	Site Security Services		-	-	-	-	30,120.42
Security-2	Security Consulting		-	-	-	-	353.84
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	30,474.26
	<b>Supply Chain and Inventory Management</b>						
Supply-1	Supply Chain Management		-	-	-	-	76.43
Supply-2	Materials Management System Support		-	-	-	-	319.78
Supply-3	Supplier Contracts		-	-	-	-	-
Supply-4	Access to Seller Warehouses		-	-	-	-	173,298.11
Supply-5	Fleet Services		-	-	-	-	18,537.65
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	192,231.97
	<b>Customer Services Support</b>						
Customer Svc-1	Call Center Operations	27,812.05	15,805.93	(5,826.12)	613.37	-	986,876.57
Customer Svc-2	Meter Reading, Billing and Payment Processing	22,877.96	35,686.23	28,152.68	2,558.97	-	845,211.11
Customer Svc-3	Collections Process Support	3.46	0.55	1.95	(36.28)	-	5,657.80
Customer Svc-4	New Business Administration	106.22	97.61	(451.54)	79.92	-	16,378.62
Customer Svc-5	Revenue Protection/Diversion & Investigation		-	-	-	-	-
Customer Svc-6	Customer Data Migration		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		50,799.69	51,590.32	21,876.97	3,215.98	-	1,854,124.11
	<b>Regulatory Support</b>						
Reg-1	Regulatory Support - General	24.99	868.90	(6,546.17)	-	5,986.05	136,433.21
Reg-2	Regulatory Reporting	13,239.52	(13,053.37)	148.37	222.53	2,436.28	91,532.63
	Estimate	-	-	-	-	-	-
		13,264.51	(12,184.47)	(6,397.80)	222.53	8,422.33	227,965.85
	<b>Records Management</b>						
Records-1	Identification of Books and Records		-	-	-	-	-
Records-2	Separation and Transfer of Books and Records		-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	<b>IT Transition Services</b>						
IT-1	Business Application Services	178,892.39	107,431.88	238,480.82	(27,704.18)	-	961,354.42
IT-2	Collaboration Services (E-Mail)		-	-	-	-	0.08
IT-3	Data Centers		7,164.05	(62,768.45)	27,566.55	-	50,713.29
IT-4	Client Services		-	29,375.00	(29,375.00)	-	43,521.79
IT-5	Contracts and Licenses	23,586.12	22,717.71	33,340.41	293.58	-	353,436.92
IT-6	Infrastructure Services	(8,561.09)	(3,541.04)	54,345.74	(58,986.25)	5,732.23	260,456.70
IT-7	Networking Support		4,533.46	(10,160.42)	4,553.02	-	89,549.97
IT-8	IS Energy Management Systems (EMS)		922.69	2,169.97	910.58	-	47,841.95
IT-9	Security Services		-	-	113.82	-	9,005.77
	Estimate	-	-	-	-	-	-
		\$ 193,917.42	\$ 139,228.75	\$ 284,783.07	\$ (82,627.88)	\$ 5,732.23	\$ 1,815,880.88
		\$ 318,583.54	\$ 222,073.67	\$ 332,701.70	\$ (49,822.17)	\$ 21,129.79	\$ 5,922,739.86

**Capital Charges Included in above actual bills**

IT-1	Business Application Services	81,071.00		209,327.00			441,110.00
							-
		81,071.00	-	209,327.00	-	-	441,110.00

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

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 12/23/2013  
Invoice #: 800056028  
Terms: Net 20

Initial Billing for Transition Services Activity: November 2013  
Final Billing for Transition Services Activity: October 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	-	-	-	-	-	-	-
<b>Human Resources</b>	-	-	-	-	-	-	-
Financial Reporting	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	827.71	827.71	1,655.42	1,655.42
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
<b>Finance</b>	-	-	-	<b>827.71</b>	<b>827.71</b>	<b>1,655.42</b>	<b>1,655.42</b>
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	(16,837.89)	-	(16,837.89)	(16,837.89)
Resource & Workload Planning	-	-	-	744.30	-	744.30	744.30
Electric Fdr Sub T and Sub Asset Planning	-	-	-	(11,771.24)	-	(11,771.24)	(11,771.24)
Sub Mtnc Programs /Engineering	-	-	-	122,197.48	-	122,197.48	122,197.48
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	1,095.73	-	1,095.73	1,095.73
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	-	9,608.37	9,608.37	9,608.37
Relay & Protection	-	-	-	3,612.72	-	3,612.72	3,612.72
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	299.86	-	299.86	299.86
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	33,963.60	-	33,963.60	33,963.60
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	-	-	-	-	55.46	55.46	55.46
Meter Ops/Meter Shop	-	-	-	-	298.36	298.36	298.36
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	695.68	695.68	695.68
Ops Misc	-	-	-	-	(1,996.39)	(1,996.39)	(1,996.39)
<b>Operations</b>	-	-	-	<b>133,304.56</b>	<b>8,661.48</b>	<b>141,966.04</b>	<b>141,966.04</b>
Energy Efficiency	-	-	-	691.64	-	691.64	691.64
C&I Sales/Support	-	-	-	-	-	-	-
<b>Energy Solutions Delivery &amp; Efficiency</b>	-	-	-	<b>691.64</b>	-	<b>691.64</b>	<b>691.64</b>
Network Control	-	-	-	16,198.33	-	16,198.33	16,198.33
Load Forecasting	-	-	-	317.03	-	317.03	317.03
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	17,227.98	17,227.98	17,227.98
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	(7.68)	(7.68)	(7.68)
Gas Load Forecasting	-	-	-	-	2,456.41	2,456.41	2,456.41
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
<b>Energy Control &amp; Supply</b>	-	-	-	<b>16,515.36</b>	<b>19,676.71</b>	<b>36,192.07</b>	<b>36,192.07</b>
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
<b>Project Management</b>	-	-	-	-	-	-	-
HS&E Monitoring Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmetal Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	201.30	201.30	201.30
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
<b>Health, Safety &amp; Environment</b>	-	-	-	-	<b>201.30</b>	<b>201.30</b>	<b>201.30</b>
Site Services	-	-	-	-	-	-	-
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
<b>Security</b>	-	-	-	-	-	-	-
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-
<b>Supply Chain &amp; Inventory</b>	-	-	-	-	-	-	-
Call Center Ops	-	-	-	51,161.88	613.37	51,775.25	51,775.25

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

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 12/23/2013  
Invoice #: 800056028  
Terms: Net 20

Initial Billing for Transition Services Activity: November 2013  
Final Billing for Transition Services Activity: October 2013

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Meter Rdg, Billing & Payment Processing	-	-	-	109,052.89	2,558.97	111,611.86	111,611.86
Collections Support	-	-	-	(34.63)	(36.28)	(70.91)	(70.91)
New Business Admin	-	-	-	2,786.46	79.92	2,866.38	2,866.38
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	6,626.82	-	6,626.82	6,626.82
<b>Customer Service</b>	-	-	-	<b>169,593.42</b>	<b>3,215.98</b>	<b>172,809.40</b>	<b>172,809.40</b>
General	-	-	-	233.73	-	233.73	233.73
Regulatory Reporting	-	-	-	-	222.53	222.53	222.53
<b>Regulatory Support</b>	-	-	-	<b>233.73</b>	<b>222.53</b>	<b>456.26</b>	<b>456.26</b>
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
<b>Records Management</b>	-	-	-	-	-	-	-
Business Applications	4,549.76	(32,284.75)	(27,734.99)	1,641.84	4,580.57	6,222.41	(21,512.58)
Collaboration Services	-	-	-	-	-	-	-
Data Centers	6,777.15	27,566.55	34,343.70	-	-	-	34,343.70
Client services	33,151.65	(29,375.00)	3,776.65	-	-	-	3,776.65
Contracts & Licenses	47,572.55	(30,044.66)	17,527.89	7,374.71	30,338.24	37,712.95	55,240.84
Infrastructure Services	(41,004.33)	(64,099.89)	(105,104.22)	39,511.35	5,113.64	44,624.99	(60,479.23)
Networking Support	1,605.00	4,553.02	6,158.02	-	-	-	6,158.02
EMS/SCADA	2,244.39	910.58	3,154.97	3,696.96	-	3,696.96	6,851.93
Security Services	-	-	-	-	113.82	113.82	113.82
<b>IT</b>	<b>54,896.17</b>	<b>(122,774.15)</b>	<b>(67,877.98)</b>	<b>52,224.86</b>	<b>40,146.27</b>	<b>92,371.13</b>	<b>24,493.15</b>
<b>TOTAL</b>	<b>54,896.17</b>	<b>(122,774.15)</b>	<b>(67,877.98)</b>	<b>373,391.28</b>	<b>72,951.98</b>	<b>446,343.26</b>	<b>378,465.28</b>

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**

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

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

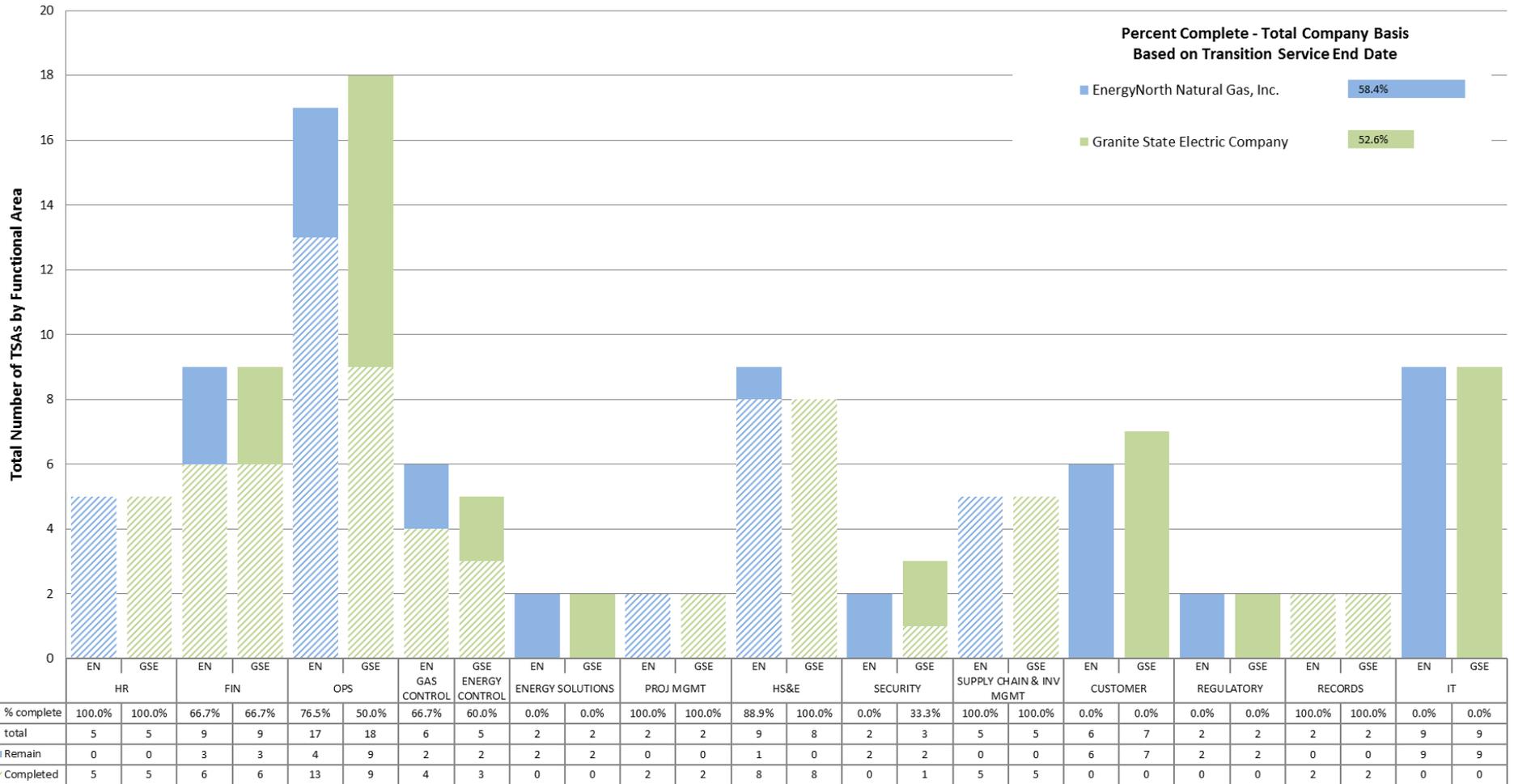
**Attachment A.3 – Monthly Transition Progress**  
**EnergyNorth Natural Gas, Inc.**

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

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

**Attachment A.3 – Monthly Transition Progress**  
**Percent TSAs Completed by Function**



**ATTACHMENT B**

**IT STATUS REPORTS**

Please see the following attachments:

Attachment B.1 – IT Monthly Overall Status Information

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

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

# Granite State and Energy North Transition Governance Update

November 21, 2013

# Highlights

- Overall the program status is green with the following exceptions:
  - Operations and Engineering is yellow trending green now that all resources have been procured and are engaged
  - Meter to Cash are very close to having contracts in place with the Settlement and EDI vendors but have slipped from planned dates
- All teams have been extremely focused on requirements definition, including interface requirements.
  - The requirements will be used to develop detailed technical specifications the vendors will use to modify \ develop the functionality we need to support business processing.
- Recent key accomplishment include:
  - All key external vendors have been selected, and contract negotiation well underway for last two.
  - The Schneider \Telvent team is full staffed and has made good progress advancing the GIS,SCADA,OMS and Designer initiatives forward.
  - Factory acceptance testing of Electrical SCADA taking place this week.
  - Cycle one of CIS data conversion completed,3 more cycles planned.

## Highlights continued:

- Validation of Electrical WM requirements well underway.
- NGrid and Liberty have agreed on telecommunication approach {re- use existing with limited new circuits} for SCADA that reduces project complexity and risk.
- With all teams having completed or are nearing completion of establishing the business requirements the program focus will be transitioning to the design \ build stage over the coming weeks.
- In addition Business readiness assurance will become a key element for the program over the coming months.
  
- G3 and PUC Update: Bob:
  
- National Grid update: Madalyn
  
- Round table Q&A- All

# Appendix

## PROJECT MILESTONES AND DETAILED TEAM STATUS REPORTS

\* NOTE: SETTLEMENT AND EDI TIMELINE WILL BE PROVIDED ONCE THE CONTRACTS ARE SIGNED.

<b>Overall Project Health</b>		Green Closely watching contract negotiations for potential schedule impact.
<b>Category Health</b>	  	<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - Yellow till scope is nailed down.
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13.</li> <li>14.</li> <li>15.</li> <li>16.</li> <li>17.</li> <li>18.</li> </ol>	<p>Cycle 1 started Nov 4th with Data conversion walkthrough the first week – 29 low level defects identified relating to data mapping that will be addressed prior to cycle 2 conversion.</p> <p>OMS/CIS interface requirements received and provided to Cogsdale.</p> <p>IVR requirements finalized – Nov 15<sup>th</sup>.</p> <p>Cycle 2 data extracts delivered by Ngrid.</p> <p>TOU and Net Metering Requirements gathering completed with Liberty and Cogsdale.</p> <p>Completed MV90 system and data requirements.</p> <p><b>Key Planned Accomplishments (Milestones):</b></p> <p>Finalize control totals definition by Nov 25<sup>th</sup>.</p> <p>Customer Choice detail requirement specification sessions.</p> <p>Determine/finalize requirements for CIS-GIS integration and provide to vendors.</p> <p>Finalize EDI file format requirements – Meeting scheduled for Nov 19<sup>th</sup>.</p> <p>Finalize Electric Settlement file format requirements – Kick off meeting Dec 2<sup>nd</sup>.</p> <p>Finalize requirements for two separate bank accounts with payment vendor – Meeting scheduled for Nov 18<sup>th</sup>.</p> <p>IVR - Requirements sign off from Region/LU – Nov 18<sup>th</sup>.</p> <p>IVR - Requirements to be submitted to vendor for quote – Nov 22<sup>nd</sup>.</p> <p>IVR - Receive vendor quote - Sign of Dec 6<sup>th</sup>.</p> <p>IVR - LU sign off of vendor quote –Dec 15<sup>th</sup>.</p> <p>MV90 - Process review sessions/ workshop with NG – Nov 21<sup>st</sup>.</p> <p>MV90 - Purchase hardware modems and port server – Dec 15<sup>th</sup>.</p>

<b>Overall Project Health</b>		Overall Health changed to Green.
<b>Category Health</b>		<p><b>Timelines</b> - Completed September 2013 gas deployment (with some minor deferred scope) -On target for May 2014 electric deployment.</p> <p><b>Resources</b> - Resources working on completing deferred scope, and on planning for Electric activities.</p> <p><b>Scope</b> - No change, but DigSafe and PCS conversion deferred to address conversion issues found in August.</p>
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> </ol>	<p>Data loaded to Production for PCS on weekend of November 9<sup>th</sup>.</p> <p>QA team testing DigSafe integration code, no defects reported to date.</p> <p>4 day workshop conducted with WM representatives from NH and CA, to review requirements and align on design for Electric.</p> <p>Grid STORMS extract changes for Quadra identified and communicated to Grid IT team for review and quotation.</p> <p><b>Key Planned Accomplishments:</b></p> <p>Initiate DigSafe UAT testing.</p> <p>Determine and schedule DigSafe code deployment date.</p> <p>Test planning and Training planning meetings with Quadra team, in preparation for UAT first week of December.</p> <p>Follow up meetings on Grid applications with Grid SME resources, as required.</p>



<p>Overall Project Health</p>	 	<p>Gastar project remains behind schedule. Liberty Utilities' Energy Procurement team has been using their contingency plan successfully.</p>
<p>Category Health</p>	  	<p>Timelines - project is still behind schedule</p> <p>Resources - conflicts between running the business and testing</p> <p>Scope - minor issues</p>
<p>Transition Update</p>	<p>1.</p>	<p>It was agreed at our IT Transition Meeting that GASTAR would not have to be reported on going forward. The reason for this decision is that Liberty has been successful with the contingency plan and will have or be exiting from the TSAs related to GASTAR. Therefore we would like to stop reporting at the Governance Meeting if everyone is in agreement.</p>

Overall Project Health		Project progressing well.
Category Health	  	<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	<p>Vendor contract has been reviewed by Liberty Legal and reviewed with David Carleton, John Warshaw, Allan Boucher and Scott Campbell.</p> <p><b>Key Planned Accomplishments (Milestones):</b></p> <p>Week of October 14<sup>th</sup> - pricing and services from 3<sup>rd</sup> vendors – completed.</p> <p>Week of October 28<sup>th</sup> - recommendation to Senior Management – completed.</p> <p>Week of November 11<sup>th</sup> - review of contract completed by Liberty Legal – completed.</p> <p>Week of November 25<sup>th</sup> - signed contract.</p>

## Electric Load Settlement (NH) Project

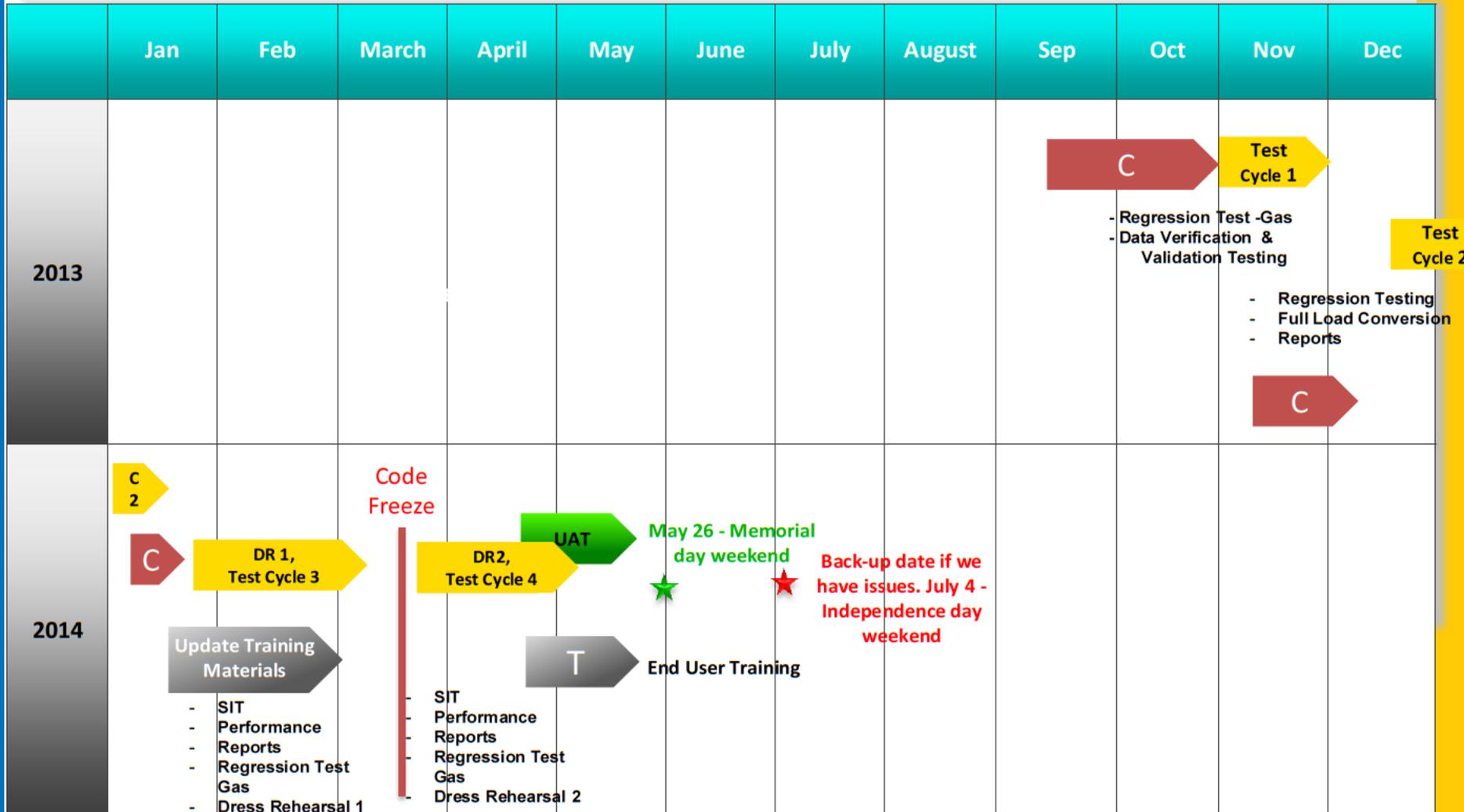
Overall Project Health		Yellow till the contract is signed.
Category Health	  	<b>Timelines</b> - Yellow till contract is signed. <b>Resources</b> - no issues <b>Scope</b> - no issues
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> </ol>	<p>Liberty received the Master Service Agreement (MSA) with CGI's comments on Friday, November 15<sup>th</sup>.</p> <p>Jessie Wooster and Allan Boucher will be in Syracuse on November 20<sup>th</sup> and 21<sup>st</sup> to discuss the following agenda items with National Grid.</p> <p><b>Key Planned Accomplishments (Milestones):</b></p> <p>Vendor to prepare Statement of Work for Services and Implementation and submit them to Liberty along with the Master Services Agreement and costs. - Complete</p> <p>Liberty Legal will review contract the week of October 21<sup>st</sup> - Complete</p> <p>Project plan to be developed week of October 28<sup>th</sup> - changed to the week of December 2<sup>nd</sup>.</p> <p>Contract signed by October 31<sup>st</sup> - changed to November 30<sup>th</sup>.</p> <p>Kick off and Requirements meeting would be planned for the week of November 4<sup>th</sup> - changed to December 2<sup>nd</sup>.</p>

Overall Project Health		All activities progressing as planned.
Category Health	  	<p><b>Timelines</b> - no issues</p> <p><b>Resources</b> - no issues</p> <p><b>Scope</b> - no issues</p>
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> </ol>	<p>Project Plan updated with Electric cutover dates, to align dates with applications , service and operations centers , storm management locations. A meeting with operations on Nov.15 to review plans.</p> <p>Completed turn ups of Gas RTU circuits in NH , 1 final connections for Verizon backhaul to connect mpls to wireless network due end of November. Completed Toronto and Londonderry this week. Servers and Systems prepared and ready for Telvent to configure, started on base windows system config installs.</p> <p>Electric substation communication design is to reuse the existing circuits and the 9 Lowel Rd. Hub setup. A site survey at 9 Lowel and other substations occurred this week. Further to reuse of existing circuits , Liberty continues to evaluate bringing in new modern circuits. Century Link and Fairpoint working on cost and install dates for sites that can bring in MPLS.</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 , security team working on Manchester cutover.</p> <p><b>Key Planned Accomplishments :</b></p> <p>Toronto Data Center – continue build of servers for scada and other apps</p> <p>New Jersey data center - continue build of servers</p> <p>Electric SCADA meetings review 9 Lowel Rd. Hub conversion , follow up on mpls drops at substations.</p> <p>Continue to work with Project managers on QA and testing for Electric .</p>

## 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		<p><b>Timelines</b> - IT timelines are being revisited for future releases to ensure alignment with Liberty.</p> <p><b>Resources</b> - no issues</p> <p><b>Cost</b> - NG IT costs have exceeded risk allotment for Day 1. Day 2 NG IT costs are on track.</p> <p><b>Scope</b> - Minor work to implement some items held out of Day 2 are being managed.</p>
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>	<p>Delivered CSS full volume data (277/365 tables) associated with Liberty test cycle 2 conversion and working on delivering remaining tables by 11/22.</p> <p>Provided business/IS SME support for NH Electric data mapping sessions associated with customer billing/financials.</p> <p>Reviewed CSS reports to be used for AR control totals and participated in finalizing pending non financial control totals for conversion.</p> <p>Presented NG recommended approach for decommission of Energy North customer data to Liberty IS. Liberty IS had no objections to approach and would socialize approach to Liberty Legal and Business for their feedback.</p> <p>Meetings between NGRID and Liberty engineering continue regarding the EMS SCADA RTU strategy. A joint infrastructure project plan is being developed and members from the EMS, Telecomm, and PTO team are contributing key milestones and deliverables. Following meetings with National Grid's PTO team, Liberty has finalized it's field circuit strategy for the RTU's. NGRID engineering is working with Liberty to provide a spare RTU to conduct testing in some of the field sites.</p> <p>Continue participation in weekly AMAG transition meetings with LU Business and Infrastructure teams.</p>

**NH - ELECTRIC - Meter to Cash –  
PROJECT TIMELINES**



Go Live



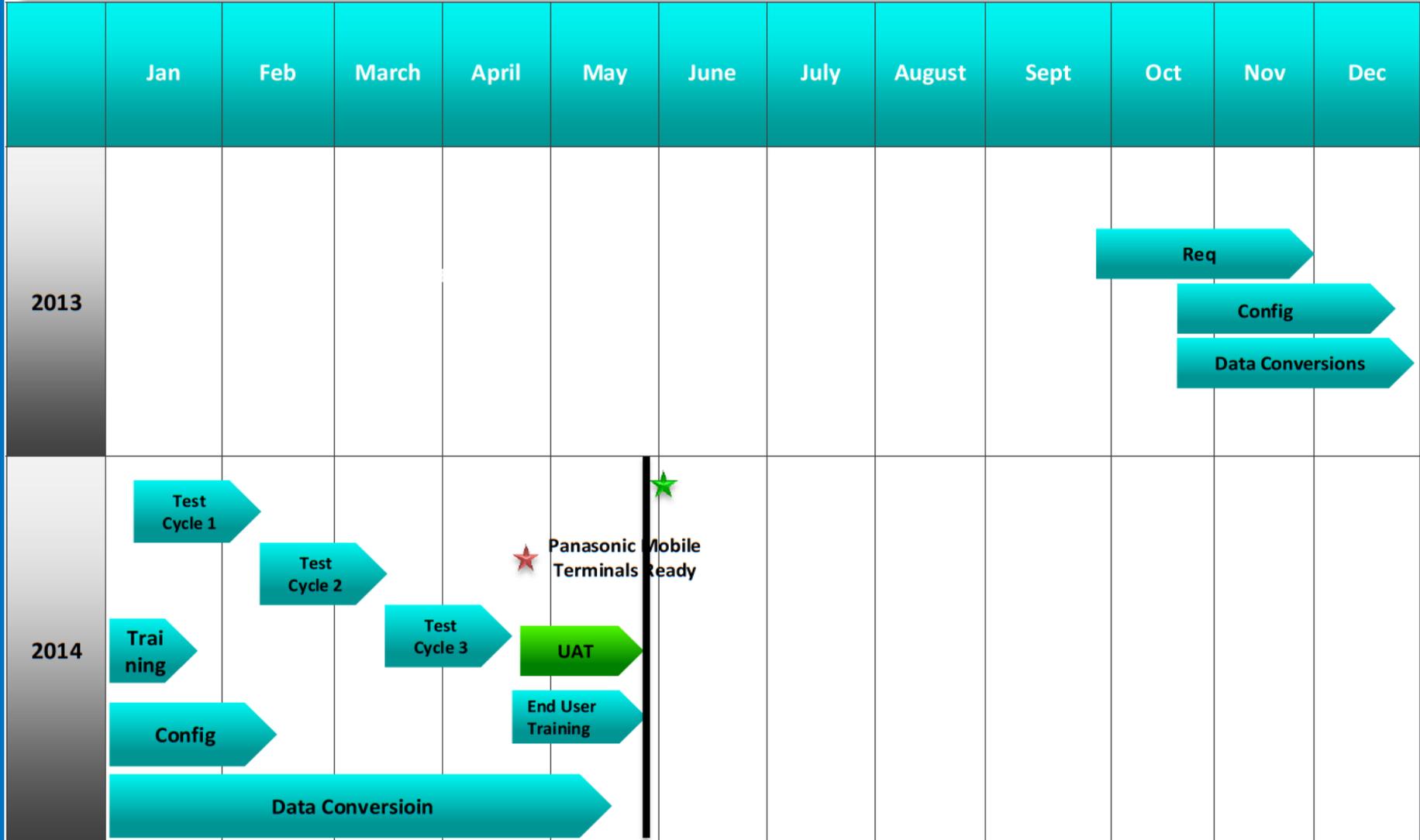
Training

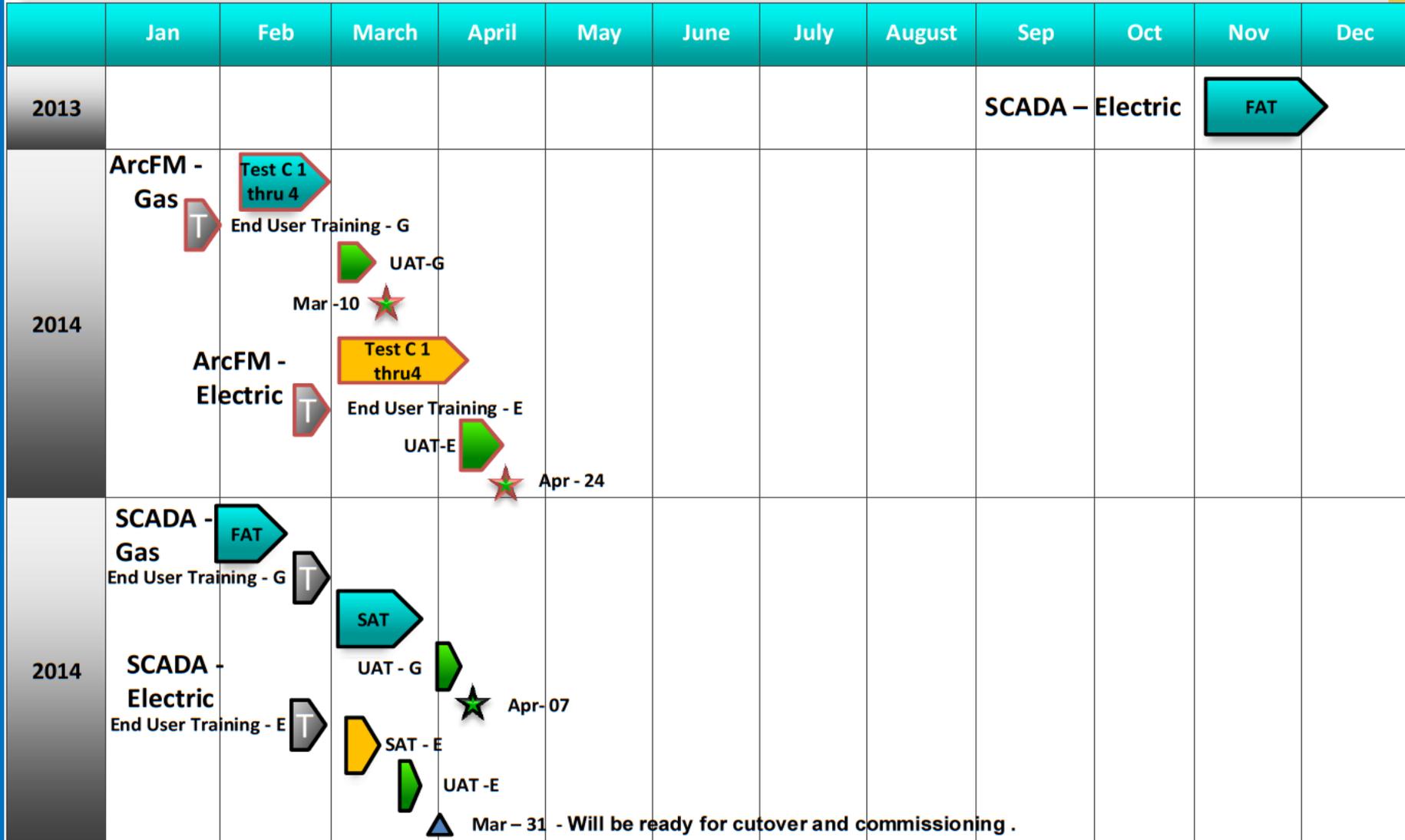


UAT



Build Data conversion





Mar - 31 - Will be ready for cutover and commissioning .

Apr - 07

Apr - 24

Mar - 10



	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec
2014			<b>Responder</b> End User Training		UAT	★ MAY - 26						
2014			<b>Desinger</b> End User Training - E		UAT	★ Apr - 24						

★ Go Live

Training

UAT

Responder

Desinger

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

<b>Granite State Electric Company</b>							
		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	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**

<b>Energy North Natural Gas</b>							
		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	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

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

*There are no changes to report this month.*

**Attachment C – Updated Structural Organizational Charts**

*There are no changes to report this month.*