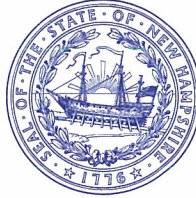


THE STATE OF NEW HAMPSHIRE

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EXECUTIVE DIRECTOR
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May 5, 2014

Re: DG 11-040, Liberty Utilities (EnergyNorth Natural Gas) Corp. and Liberty Utilities
(Granite State Electric) Corp., d/b/a Liberty Utilities
Status Conference Regarding Information Technology Conversion Issues

To the Parties:

On April 16, 2014, Commission Staff filed a memorandum report regarding issues raised by the conversion of Liberty Utilities' (Liberty's) natural gas customer accounts from National Grid's systems to Liberty's systems and Liberty's compliance with the terms and conditions of the Settlement Agreement approved by the Commission in this docket (Settlement Agreement). On April 24, 2014, Liberty filed a written response to Staff's memorandum.

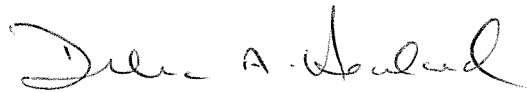
The Commission has reviewed Staff's memorandum and Liberty's response and acknowledges Liberty's commitment to defer the conversion of its electric customer accounts from National Grid's systems to Liberty's systems until the weekend of July 3-6, 2014.

The Commission has asked that a status conference be held before the Commission on May 27, 2014, at 10:00 a.m. At the status conference, Liberty shall be prepared to provide a detailed description of its progress in resolving, and its future plans to resolve, the billing, customer service, and network security assessment issues raised in Staff's memorandum, as well as other issues relevant to the status of Liberty's information technology transition and its conversion of customer accounts, including the timing of such conversion. Liberty shall also provide a timeline for the resolution of the issues raised by Staff, which includes issue identification and root cause analysis, testing, implementation, and post-implementation monitoring.

The status conference will not be conducted as an adjudicative proceeding. There will be no sworn testimony or cross-examination of witnesses, although a record transcription of the conference will be taken. The Commission will expect to hear from Liberty executives, managerial personnel, and other subject matter experts regarding relevant transition matters. Liberty should be prepared to respond to questions from Commissioners, Staff, and the Office of the Consumer Advocate during the course of the status conference. Parties to this proceeding and other interested persons also may make statements at the status conference regarding Liberty transition matters.

The Commission will determine subsequently whether further actions or additional procedural steps are appropriate, including whether an adjudicative hearing should be conducted, and whether further postponement of Liberty's conversion of its electric customer accounts is warranted.

Sincerely,

A handwritten signature in black ink, appearing to read "Debra A. Howland". The signature is fluid and cursive, with the first name "Debra" being more prominent.

Debra A. Howland
Executive Director

cc: Docket File
Service List (Electronically)

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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Docket #: 11-040-1 Printed: May 05, 2014

FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:
- DEBRA A HOWLAND
EXEC DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.
- c) Serve a written copy on each person on the service list not able to receive electronic mail.