

Attachment A 5003 Transition Services Monthly Status Report
 Granite State Electric Company
 Date: July 2012
 Settlement Agreement, page 16 C.1.b.

Schedule A	Service	i Updated timetables	ii Costs incurred	iii Estimated Costs remainder (\$000)	iv % TSA completed
	General Protocol				
	Correspondence, Invoices, Notices and other Communication	on track			
					0.00%
	Human Resources				
HR-1	Payroll Services	on track	25,106.71		
HR-2	Employee Benefits	on track	69,005.15		
HR-3	Pension Administration	on track			
HR-4	Labor Relations Support	on track	4,016.09		
HR-5	Staffing Support	on track			
			\$ 98,127.95	-\$39,127.95	166.32%
	Financial Services				
Fin-1	Financial Reporting	on track	38.77		
Fin-2	Accounting Consulting	on track			
Fin-3	Financial Training Service	on track			
Fin-4	Accounts Payable Processes	on track			
Fin-5	Accounts Payable Consulting	on track			
Fin-6	Cash Management	on track			
Fin-7	Tax Consulting Services	on track			
Fin-8	Property Tax Services	on track	2,534.60		
Fin-9	Claims Handling/Investigation	on track			
			\$ 2,573.37	\$160,426.63	1.58%
	Operations				
Elec Ops-1	Planned Major Maintenance & Capital Construction	on track	1,258.72		
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	on track	592.46		
Elec Ops-3	Field Crew Dispatching and Scheduling	on track			
Elec Ops-4	Electric Engineering and Design	on track	1,054.25		
Elec Ops-5	Resource and Workload Planning	on track	2,489.79		
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	on track	3,223.48		
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	on track	2,226.59		
Elec Ops-8	Vegetation Management	on track	106.03		
Elec Ops-9	Customer Meter Support	on track	1,531.42		
Elec Ops-10	Electric Meter Shop	on track			
Elec Ops-11	Electric Lab (testing&calibration of tools, equipment and PPE)	on track	272.33		
Elec Ops-12	Infrared (IR) Testing	on track			
Elec Ops-13	Mapping & Records	on track	2,212.03		
Elec Ops-14	Relay and Protection	on track	444.33		
Elec Ops-15	Codes and Standards	on track	148.43		
Elec Ops-16	Mutual Assistance	on track	57.24		
Elec Ops-17	Business Continuity Support and Emergency Logistics	on track	174,561.44		
Elec Ops-18	Electric Operations Miscellaneous				
			\$ 190,178.54	\$3,761,821.46	4.81%
	Energy Solutions Delivery & Efficiency				
ESD&E-1	Energy Efficiency Programs	on track	1,893.21		
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	on track	38.45		
			\$ 1,931.66	-\$1,931.66	0.00%
	Energy Control & Supply				
Energy Supply-1	Electric Network Control	on track			
Energy Supply-2	Electric Load Forecasting	on track			
Energy Supply-3	Energy Procurement Services	on track			
Energy Supply-4	Energy Procurement Consulting	on track	6,477.63		
Energy Supply-5	Distributed Generation Services	on track			
			\$ 6,477.63	\$123,522.37	4.98%
	Project Management				
Project Mgt-1	Project Management Services	on track	2,240.89		

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Project Mgt-2	Cost Management Access	on track			
			\$ 2,240.89	-\$2,240.89	0.00%
	Health, Safety & Environment (HS&E)				
	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	on track	303.60		
HS&E-1	Health and Safety Field Support	on track			
HS&E-2	Technical Training	on track	7,307.57		
HS&E-3	Environmental Compliance	on track			
HS&E-4	Environmental Field Support	on track			
HS&E-5	Spill Control/Response	on track			
HS&E-6	Environmental Regulatory Support & Consultation	on track			
HS&E-7	Licenses, Permits and Orders	on track			
HS&E-8			\$ 7,611.17	\$42,388.83	15.22%
	Security				
Security-1	Site Security Services	on track			
Security-2	Security Consulting	on track			
Security-3	NERC/NPCC- Reliability Compliance	on track			
				\$0.00	0.00%
	Supply Chain and Inventory Management				
Supply-1	Supply Chain Management	on track			
Supply-2	Materials Management System Support	on track			
Supply-3	Supplier Contracts	on track			
Supply-4	Access to Seller Warehouses	on track			
Supply-5	Fleet Services	on track			
				\$15,000.00	0.00%
	Customer Services Support				
Customer Svc-1	Call Center Operations	on track	5,865.81		
Customer Svc-2	Meter Reading, Billing and Payment Processing	on track	5,230.70		
Customer Svc-3	Collections Process Support	on track			
Customer Svc-4	New Business Administration	on track			
Customer Svc-5	Revenue Protection/Diversion & Investigation	on track			
Customer Svc-6	Customer Data Migration	on track			
Customer Svc-7	Meter Data Services Support				
			\$ 11,096.51	\$3,927,903.49	0.28%
	Regulatory Support				
Reg-1	Regulatory Support - General	on track	2,539.42		
Reg-2	Regulatory Reporting	on track	1,434.23		
			\$ 3,973.65	\$41,026.35	8.83%
	Records Management				
Records-1	Identification of Books and Records	on track			
Records-2	Separation and Transfer of Books and Records	on track			
				\$0.00	
	IT Transition Services				
IT-1	Business Application Services	on track	6,082.92		
IT-2	Collaboration Services (E-Mail)	on track			
IT-3	Data Centers	on track			
IT-4	Client Services	on track			
IT-5	Contracts and Licenses	on track			
IT-6	Infrastructure Services	on track	65,485.32		
IT-7	Networking Support	on track			
IT-8	IS Energy Management Systems (EMS)	on track	911.86		
IT-9	Security Services	on track			
			\$ 72,480.10	\$1,336,519.90	5.14%
			\$ 396,691.47	\$9,365,308.53	4.06%

5003 Transition Services Monthly Status Report
EnergyNorth Natural Gas, Inc.
Date: July 2012
Settlement Agreement, page 16 C.1.b.

Schedule A	Service	i Updated timetables	ii Costs incurred	iii Estimated Costs remainder (\$000)	iv % TSA completed
	General Protocol				
	Correspondence, Invoices, Notices and other Communication	on track			
	Human Resources				
HR-1	Payroll Services	on track			
HR-2	Employee Benefits	on track			
HR-3	Pension Administration	on track			
HR-4	Labor Relations Support	on track			
HR-5	Staffing Support	on track			
				\$68,000.00	0.00%
	Financial Services				
Fin-1	Financial Reporting	on track			
Fin-2	Accounting Consulting	on track			
Fin-3	Financial Training Service	on track			
Fin-4	Accounts Payable Processes	on track			
Fin-5	Accounts Payable Consulting	on track			
Fin-6	Cash Management	on track			
Fin-7	Tax Consulting Services	on track			
Fin-8	Property Tax Services	on track	\$ 1,988.77		
Fin-9	Claims Handling/Investigation	on track			
			\$ 1,988.77	\$292,011.23	0.68%
	Operations				
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	on track	\$ 46,252.25		
Gas Ops-2	Operations Regulatory Support	on track			
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	on track	\$ 3,448.69		
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	on track			
Gas Ops-5	Mandated Programs, including Leak Survey Support	on track	\$ 1,812.71		
Gas Ops-6	Maps & Records	on track	\$ 2,323.43		
Gas Ops-7	LNG Compliance and Training	on track			
Gas Ops-8	Gas Engineering and Design	on track			
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	on track			
Gas Ops-10	Gas Support Services/Workload Planning	on track	\$ 755.95		
Gas Ops-11	Gas Meter Operations/Meter Shop	on track			
Gas Ops-12	Customer Meter Support	on track			
Gas Ops-13	Gas Reliability Planning	on track			
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	on track	\$ 255,977.37		
Gas Ops-15	Codes and Standards	on track			
Gas Ops-16	Ops Misc	on track	\$ 164,326.34		
Gas Ops-17	Mutual Assistance - Gas Emergencies	on track			
			\$ 474,896.74	\$4,901,103.26	8.83%
	Gas Control & Procurement				
Gas Supply-1	Gas Control	on track	\$ 10,835.34		
Gas Supply-2	Gas Procurement Services - General	on track			
Gas Supply-3	Energy Transactions	on track	\$ 970.83		
Gas Supply-4	Gas Load Forecasting	on track			
Gas Supply-5	Gas Procurement Consulting	on track			
Gas Supply-6	Gas Procurement Miscellaneous	on track			
			\$ 11,806.17	-\$11,806.17	0.00%
	Energy Solutions Delivery & Efficiency				
ESD&E-1	Energy Efficiency Programs	on track			
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	on track			
				\$77,000.00	0.00%
	Project Management				
Project Mgt-1	Project Management Services	on track			
Project Mgt-2	Cost Management Access	on track			
					0.00%
	Health, Safety & Environment (HS&E)				
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	on track			
HS&E-2	Health and Safety Field Support	on track			

5003 Transition Services Monthly Status Report
 EnergyNorth Natural Gas, Inc.
 Date: July 2012
 Settlement Agreement, page 16 C.1.b.

Schedule A	Service	i Updated timetables	ii Costs incurred	iii Estimated Costs remainder (\$000)	iv % TSA completed
HS&E-3	Technical Training	on track			
HS&E-4	Environmental Compliance	on track			
HS&E-5	Site Investigation and Remediation	on track	\$ 745.52		
HS&E-6	Environmental Field Support	on track			
HS&E-7	Spill Control/Response	on track			
HS&E-8	Environmental Regulatory Support & Consultation	on track			
HS&E-9	Licenses, Permits and Orders	on track			
			\$ 745.52	\$214,254.48	0.35%
	Security				
Security-1	Site Security Services	on track			
Security-2	Security Consulting	on track			
					0.00%
	Supply Chain and Inventory Management				
Supply-1	Supply Chain Management	on track			
Supply-2	Materials Management System Support	on track			
Supply-3	Supplier Contracts	on track			
Supply-4	Access to Seller Warehouses	on track	\$ 25,347.42		
Supply-5	Fleet Services	on track			
			\$ 25,347.42	\$49,652.58	33.80%
	Customer Services Support				
Customer Svc-1	Call Center Operations	on track	\$ 27,129.07		
Customer Svc-2	Meter Reading, Billing and Payment Processing	on track	\$ 191,904.82		
Customer Svc-3	Collections Process Support	on track			
Customer Svc-4	New Business Administration	on track	\$ 1,484.60		
Customer Svc-5	Revenue Protection/Diversion & Investigation	on track			
Customer Svc-6	Customer Data Migration	on track			
			\$ 220,518.49	\$6,349,481.51	3.36%
	Regulatory Support				
Reg-1	Regulatory Support - General	on track			
Reg-2	Regulatory Reporting	on track	\$ 3,626.21		
			\$ 3,626.21		2.32%
	Records Management				
Records-1	Identification of Books and Records	on track			
Records-2	Separation and Transfer of Books and Records	on track			
					0.00%
	IT Transition Services				
IT-1	Business Application Services	on track	\$ 132.31		
IT-2	Collaboration Services (E-Mail)	on track			
IT-3	Data Centers	on track			
IT-4	Client Services	on track			
IT-5	Contracts and Licenses	on track			
IT-6	Infrastructure Services	on track	\$ 82,339.87		
IT-7	Networking Support	on track			
IT-8	IS Energy Management Systems (EMS)	on track			
IT-9	Security Services	on track			
			\$ 82,472.18	\$2,734,527.82	2.93%
			\$ 821,401.50	\$14,874,598.50	5.23%

IT Status Report for the IT Migration Plan

September 1, 2012

Reference

- Filed pursuant to Section v (C) (1)(b) (v) of Settlement Agreement
- Color Representation:
 - GREEN represents the project is scheduled to complete on time
 - YELLOW represents corrective action has been identified and is in process
 - RED represents the project has major issues

Engineering & Operations Project

Overall Project Health	○	Project is targeting to success
Category Health	○○○○	Timelines - Timelines are tracking to project plan Resources - Resources are being managed Cost - Costs are tracking to the plan Scope - Scope is being tightly managed
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>Verifying requirements, gaps, configuration, customizations, integrations and interfaces to ensure scope is correct</p> <p>Updated project plan for inclusion into the IT Migration Plan</p> <p>Reviewed the Gas Application Inventory with the National Grid Team</p> <p>Acquired GIS data from National Grid</p>
Comments	<ol style="list-style-type: none"> 1 2 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>

Gastar Project

Overall Project Health	○	Project is targeting to success
Category Health	○ ○ ○ ○	<p>Timelines - Timelines are tracking to the project plan</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to the plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>Met with Liberty Business team and software provider to finalize deliverables for paralleling wholesale transactions with National Grid system</p> <p>Draft of data conversion plan completed</p> <p>Updated project plan for inclusion into the IT Migration Plan</p> <p>Completed specs for Production and Test infrastructure environment</p>
Comments	<ol style="list-style-type: none"> 1. 2. 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>

Meter-to-Cash Project

Overall Project Health		Project is targeting to success
Category Health	   	<p>Timelines - Timelines are tracking to the project plan</p> <p>Resources - Vendor resource is unavailable for a short term, but a solution is being worked on</p> <p>Cost - Costs are tracking to the plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>Updated project plan for inclusion into the IT Migration Plan</p> <p>CRS application data conversion session (week 2) completed</p> <p>Liberty is reviewing the CIS requirements walkthrough document</p> <p>National Grid (NG) Electricity detail walkthrough session (week 2) completed</p>
Comments	<ol style="list-style-type: none"> 1. 2. 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>

Financial System (Phase 1)

Overall Project Health		Project is complete and successful
Category Health		<p>Timelines - Project met the required timelines</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	1.	Project has been completed and system is in use
Comments	1	Phase 1 is now closed

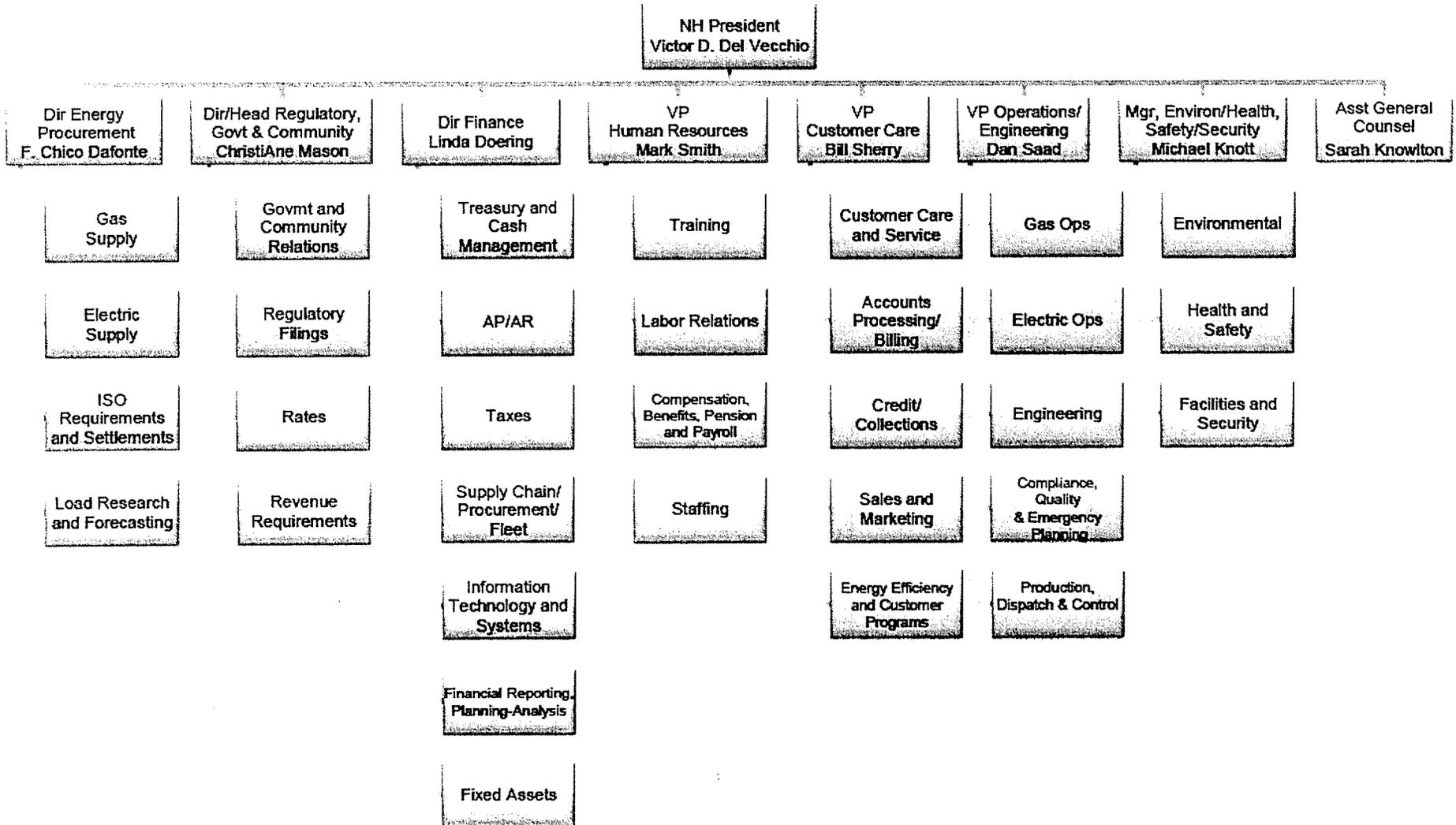
Work Management Project (Phase 2)

Overall Project Health	○	Project is targeting to success
Category Health	○ ○ ○ ○	Timelines - Timelines are tracking to the project plan Resources - Resources are being managed Cost - Costs are tracking to plan Scope - Scope is being tightly managed
Transition Update	1. 2.	Updated project plan for inclusion into the IT Migration Plan Initial meeting with Quadra to discuss requirements
Comments	1. 2.	IT Migration plan was updated August 1, 2012 and submitted to PUC No issues or risks identified

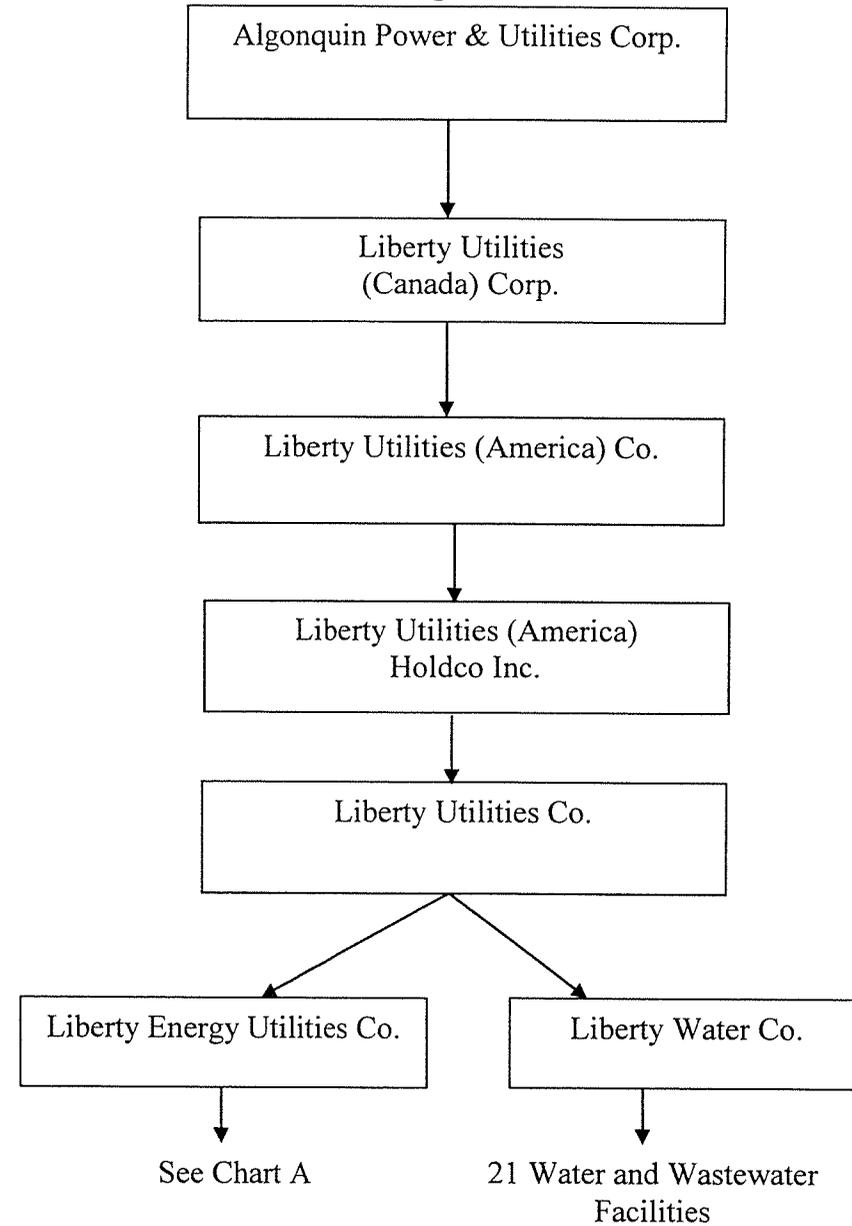
Network and Infrastructure

Overall Project Health	○	Project is targeting to success
Category Health	○ ○ ○ ○	Timelines - Timelines are tracking to the project plan Resources - Resources are being managed Cost - Costs are tracking to plan Scope - Scope is being tightly managed
Transition Update	1. 2. 3.	Preparing cutover strategy for New Hampshire offices IP Telephony Servers configured Review file transfers from National Grid Maximo to Liberty Wennsoft Review project plans and timelines for Liberty application integrations
Comments	1. 2.	IT Migration plan was updated August 1, 2012 and submitted to PUC No issues or risks identified

Liberty Energy Utilities (New Hampshire) Corp

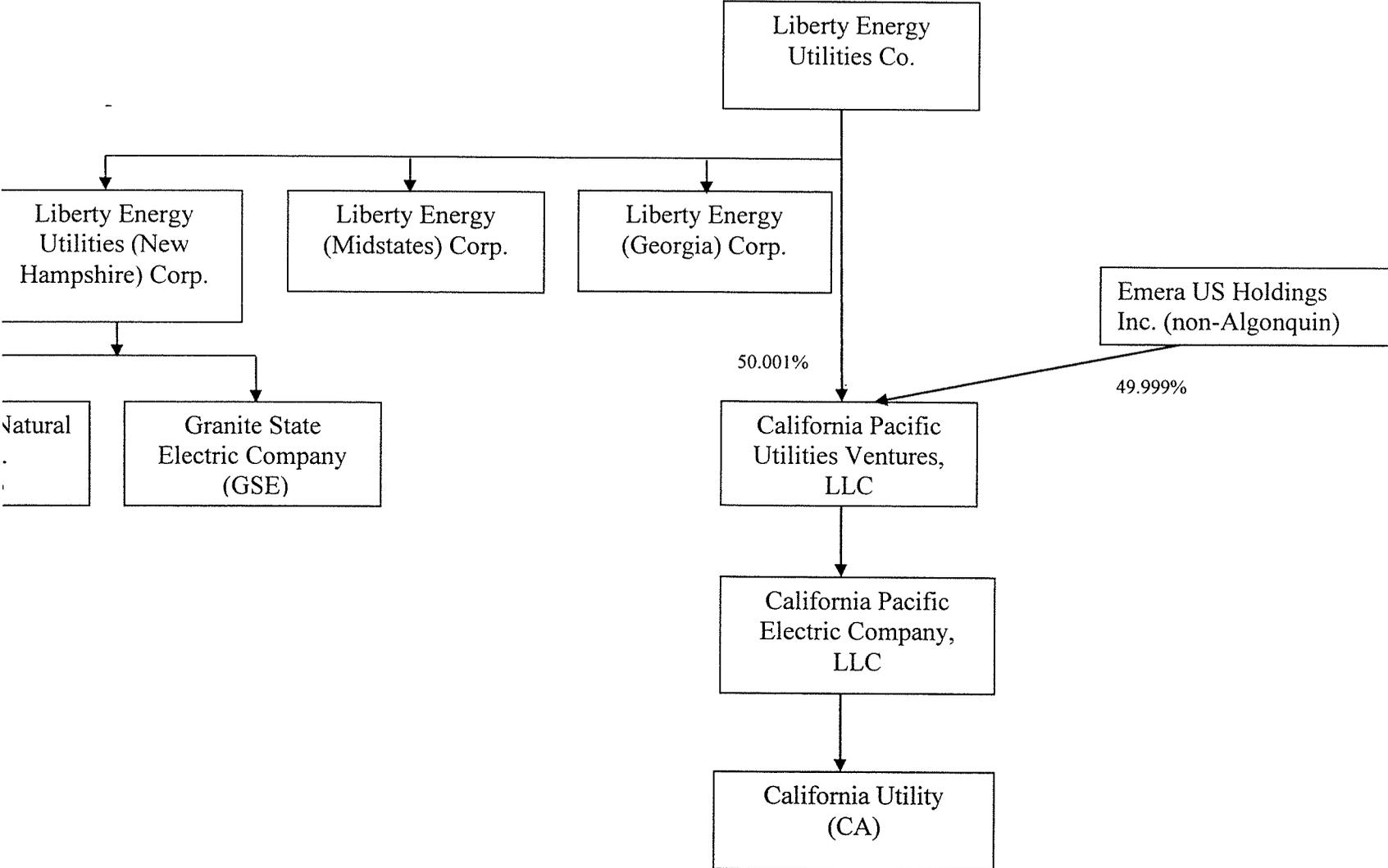


**LIBERTY UTILITIES
ORGANIZATION CHART
As of August 31, 2012**



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**Chart A
LIBERTY ENERGY UTILITIES CO.**



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