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Schedule A	Service	i Updated timetables	ii Total Costs incurred to Date	iii Estimated Costs remainder (\$000)	% TSA completed
<b>General Protocol</b>					
	Correspondence, Invoices, Notices and other Communication	on track			0.00%
<b>Human Resources</b>					
HR-1	Payroll Services	on track	51,910.97		
HR-2	Employee Benefits	on track	122,096.25		
HR-3	Pension Administration	on track	428.82		
HR-4	Labor Relations Support	on track	5,193.11		
HR-5	Staffing Support	on track	1.77		
			\$ 179,630.92	\$ (120,630.92)	304.46%
<b>Financial Services</b>					
Fin-1	Financial Reporting	on track	38.77		
Fin-2	Accounting Consulting	on track	4,612.43		
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	3,301.99		
Fin-9	Claims Handling/Investigation	on track	-		
			\$ 7,953.19	\$ 155,046.81	4.88%
<b>Operations</b>					
Elec Ops-1	Planned Major Maintenance & Capital Construction	on track	16,165.72		
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	on track	592.46		
Elec Ops-3	Field Crew Dispatching and Scheduling	on track	11.64		
Elec Ops-4	Electric Engineering and Design	on track	5,198.99		
Elec Ops-5	Resource and Workload Planning	on track	7,239.49		
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	on track	13,938.49		
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	on track	3,071.78		
Elec Ops-8	Vegetation Management	on track	121.16		
Elec Ops-9	Customer Meter Support	on track	2,995.65		
Elec Ops-10	Electric Meter Shop	on track	2,253.49		
Elec Ops-11	Electric Lab (testing&calibration of tools, equipment and PPE)	on track	1,136.22		
Elec Ops-12	Infrared (IR) Testing	on track	-		
Elec Ops-13	Mapping & Records	on track	3,863.07		
Elec Ops-14	Relay and Protection	on track	444.33		
Elec Ops-15	Codes and Standards	on track	507.00		
Elec Ops-16	Mutual Assistance	on track	3,147.58		
Elec Ops-17	Business Continuity Support and Emergency Logistics	on track	174,561.44		
Elec Ops-18	Electric Operations Miscellaneous	on track	88,711.15		
			\$ 323,959.66	\$ 3,628,040.34	8.20%
<b>Energy Solutions Delivery &amp; Efficiency</b>					
ESD&E-1	Energy Efficiency Programs	on track	6,751.08		
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	on track	88.36		
			\$ 6,839.44	\$ (6,839.44)	0.00%
<b>Energy Control &amp; Supply</b>					
Energy Supply-1	Electric Network Control	on track	992.60		
Energy Supply-2	Electric Load Forecasting	on track	-		
Energy Supply-3	Energy Procurement Services	on track	5,570.17		
Energy Supply-4	Energy Procurement Consulting	on track	6,477.63		
Energy Supply-5	Distributed Generation Services	on track	-		
			\$ 13,040.40	\$ 116,959.60	10.03%
<b>Project Management</b>					
Project Mgt-1	Project Management Services	on track	5,093.20		
Project Mgt-2	Cost Management Access	on track	-		
			\$ 5,093.20	\$ (5,093.20)	0.00%
<b>Health, Safety &amp; Environment (HS&amp;E)</b>					
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	on track	1,434.34		
HS&E-2	Health and Safety Field Support	on track	-		
HS&E-3	Technical Training	on track	16,304.11		
HS&E-4	Environmental Compliance	on track	-		
HS&E-5	Environmental Field Support	on track	-		
HS&E-6	Spill Control/Response	on track	-		
HS&E-7	Environmental Regulatory Support & Consultation	on track	-		
HS&E-8	Licenses, Permits and Orders	on track	-		
			\$ 17,738.45	\$ 32,261.55	35.48%

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<b>Security</b>					
Security-1	Site Security Services	on track	-		
Security-2	Security Consulting	on track	-		
Security-3	NERC/NPCC- Reliability Compliance	on track	-		
			-	\$ -	0.00%
<b>Supply Chain and Inventory Management</b>					
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	3.76		
			\$ 3.76	\$ 14,996.24	0.03%
<b>Customer Services Support</b>					
Customer Svc-1	Call Center Operations	on track	22,175.23		
Customer Svc-2	Meter Reading, Billing and Payment Processing	on track	51,884.59		
Customer Svc-3	Collections Process Support	on track	986.33		
Customer Svc-4	New Business Administration	on track	8,977.22		
Customer Svc-5	Revenue Protection/Diversion & Investigation	on track	-		
Customer Svc-6	Customer Data Migration	on track	-		
Customer Svc-7	Meter Data Services Support	on track	-		
			\$ 84,023.37	\$ 3,854,976.63	2.13%
<b>Regulatory Support</b>					
Reg-1	Regulatory Support - General	on track	1,874.89		
Reg-2	Regulatory Reporting	on track	3,995.00		
			\$ 5,869.89	\$ 39,130.11	13.04%
<b>Records Management</b>					
Records-1	Identification of Books and Records	on track	-		
Records-2	Separation and Transfer of Books and Records	on track	-		
			\$ -	\$ -	0.00%
<b>IT Transition Services</b>					
IT-1	Business Application Services	on track	11,398.44		
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	78,513.50		
IT-7	Networking Support	on track	-		
IT-8	IS Energy Management Systems (EMS)	on track	1,179.79		
IT-9	Security Services	on track	-		
			\$ 91,091.73	\$ 1,317,908.27	6.46%
			\$ 735,244.01	\$ 9,026,755.99	7.53%

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Estimated Costs  
remainder  
(\$000)

Schedule A	Service	Updated timetables	Total Costs incurred to Date	Estimated Costs remainder (\$000)	% TSA completed
	<b>General Protocol</b>				
	Correspondence, Invoices, Notices and other Communication	on track			0.00%
	<b>Human Resources</b>				
HR-1	Payroll Services	on track	4,327.80		
HR-2	Employee Benefits	on track	60,575.33		
HR-3	Pension Administration	on track	1,000.60		
HR-4	Labor Relations Support	on track	-		
HR-5	Staffing Support	on track	-		
			\$ 65,903.73	\$ 2,096.27	96.92%
	<b>Financial Services</b>				
Fin-1	Financial Reporting	on track	-		
Fin-2	Accounting Consulting	on track	4,562.67		
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	3,101.20		
Fin-9	Claims Handling/Investigation	on track	-		
			\$ 7,663.87	\$ 286,336.13	2.61%
	<b>Operations</b>				
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	on track	34,410.17		
Gas Ops-2	Operations Regulatory Support	on track	1,635.13		
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	on track	49,727.49		
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	on track	8.65		
Gas Ops-5	Mandated Programs, including Leak Survey Support	on track	3,356.52		
Gas Ops-6	Maps & Records	on track	38,389.78		
Gas Ops-7	LNG Compliance and Training	on track	-		
Gas Ops-8	Gas Engineering and Design	on track	30,558.19		
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	on track	2,121.73		
Gas Ops-10	Gas Support Services/Workload Planning	on track	4,036.25		
Gas Ops-11	Gas Meter Operations/Meter Shop	on track	23,971.96		
Gas Ops-12	Customer Meter Support	on track	4,281.49		
Gas Ops-13	Gas Reliability Planning	on track	-		
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	on track	278,375.08		
Gas Ops-15	Codes and Standards	on track	4,350.47		
Gas Ops-16	Ops Misc	on track	(64,994.64)		
Gas Ops-17	Mutual Assistance - Gas Emergencies	on track	-		
			\$ 410,228.27	\$ 4,965,771.73	7.63%
	<b>Gas Control &amp; Procurement</b>				
Gas Supply-1	Gas Control	on track	43,221.28		
Gas Supply-2	Gas Procurement Services - General	on track	365,565.56		
Gas Supply-3	Energy Transactions	on track	970.83		
Gas Supply-4	Gas Load Forecasting	on track	5,548.63		
Gas Supply-5	Gas Procurement Consulting	on track	-		
Gas Supply-6	Gas Procurement Miscellaneous	on track	-		
			\$ 415,306.30	\$ (415,306.30)	0.00%
	<b>Energy Solutions Delivery &amp; Efficiency</b>				
ESD&E-1	Energy Efficiency Programs	on track	(52,922.31)		
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	on track	20,583.96		
			\$ (32,338.35)	\$ 109,338.35	-42.00%
	<b>Project Management</b>				
Project Mgt-1	Project Management Services	on track	(348.58)		
Project Mgt-2	Cost Management Access	on track	1,567.36		
			\$ 1,218.78	\$ (1,218.78)	0.00%
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>				
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	on track	381.01		
HS&E-2	Health and Safety Field Support	on track	5.62		
HS&E-3	Technical Training	on track	19.99		
HS&E-4	Environmental Compliance	on track	5.52		
HS&E-5	Site Investigation and Remediation	on track	6,440.73		
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	-		
			\$ 6,852.87	\$ 208,147.13	3.19%

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Estimated Costs  
 remainder

% TSA completed

Schedule A	Service	Updated timetables	Total Costs incurred to Date	Estimated Costs remainder (\$000)	% TSA completed
<b>Security</b>					
Security-1	Site Security Services	on track	6,860.12		
Security-2	Security Consulting	on track	-		
			\$ 6,860.12	\$ (6,860.12)	0.00%
<b>Supply Chain and Inventory Management</b>					
Supply-1	Supply Chain Management	on track	8.18		
Supply-2	Materials Management System Support	on track	-		
Supply-3	Supplier Contracts	on track	-		
Supply-4	Access to Seller Warehouses	on track	93,815.92		
Supply-5	Fleet Services	on track	5,362.30		
			\$ 99,186.40	\$ (24,186.40)	132.25%
<b>Customer Services Support</b>					
Customer Svc-1	Call Center Operations	on track	78,666.38		
Customer Svc-2	Meter Reading, Billing and Payment Processing	on track	242,882.23		
Customer Svc-3	Collections Process Support	on track	957.39		
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	-		
			\$ 323,990.60	\$ 6,246,009.40	4.93%
<b>Regulatory Support</b>					
Reg-1	Regulatory Support - General	on track	22,923.92		
Reg-2	Regulatory Reporting	on track	23,028.23		
			\$ 45,952.15	\$ 110,047.85	29.46%
<b>Records Management</b>					
Records-1	Identification of Books and Records	on track	-		
Records-2	Separation and Transfer of Books and Records	on track	-		
			\$ -	\$ 48,000.00	0.00%
<b>IT Transition Services</b>					
IT-1	Business Application Services	on track	17,056.55		
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	159,367.36		
IT-7	Networking Support	on track	-		
IT-8	IS Energy Management Systems (EMS)	on track	-		
IT-9	Security Services	on track	2,250.09		
			\$ 178,674.00	\$ 2,638,326.00	6.34%
			\$ 1,529,498.74	\$ 14,166,501.26	9.74%

national**grid**

THE POWER OF ACTION



Liberty Utilities

# IT Status Report for the IT Migration Plan

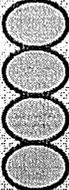
October 1, 2012

Attach B  
IT Status  
For the Month August 2012

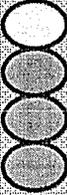
## Meter-to-Cash Project

<b>Overall Project Health</b>		Delay in project has been caused by Cogsdale resource constraint and an issue with the CRS application data extract file. Team is investigating what the potential delay will be and how to mitigate it.
<b>Category Health</b>		<p>Timelines - CRS data extract file format is not acceptable to Liberty</p> <p>Resources - need to identify an energy efficiency resource</p> <p>Cost - on budget as of August 31st</p> <p>Scope - no issues</p>
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> </ol>	<p>Cogsdale data conversion lead will be dedicated as of October 1<sup>st</sup></p> <p>New CRS data extract file expected on October 5<sup>th</sup></p> <p>Nancy Cianflone will provide CRS SMEs – dates need to be firmed up</p> <p>Successful compatibility test of Metretek (Gas interval meter reads) with MV90 system</p>

## Engineering & Operations Project

<b>Overall Project Health</b>		Project is targeting to success
<b>Category Health</b>		<p>Timelines - approvals required for multiple Statement of Work</p> <p>Resources - fully staffed</p> <p>Cost - on budget as of August 31st</p> <p>Scope - no issues</p>
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>	<p>Telvent agreements and Statement of Work are near completion</p> <p>ArcFM (GIS) and OASyA (SCADA) will kick off immediately after all agreements and statement of work have been signed</p> <p>No issues to report</p>

## Gastar Project

<p><b>Overall Project Health</b></p>		<p>The project is slightly behind on the data conversion tasks as well as the infrastructure build. The infrastructure procurement is underway and should not impact the schedule. Vendor resource constraints will likely delay the Oct. 31<sup>st</sup> deliverables by 2 weeks (two vendors resources have been added to project)</p>
<p><b>Category Health</b></p>		<p>Timelines - potential two week delay due to vendor resource constraint Resources - vendor has added two resources to project Cost - on budget as of August 31st Scope - no issues</p>
<p><b>Transition Update</b></p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>	<p>Infrastructure build and setup – Impact is small – Infrastructure setup has started Acquiring full set of NG data – impact is small at this point – met with ENSYTE and NG to communicate specs. NG to communicate dates for data delivery of BMS, CRIS and Metretek data Data conversion plan complete</p>



## Work Management Project

<p><b>Overall Project Health</b></p>		<p>Project is still in its early phases as implementation is not expected to June 2013 (gas) and August 2013 (electric)</p>
<p><b>Category Health</b></p>		<p>Timelines - no issues                  Resources - no issues                  Cost - project is on budget as of August 31<sup>st</sup>                  Scope - no issues</p>
<p><b>Transition Update</b></p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>	<p>Requirements gathering underway for Equipment &amp; Service Management for both gas and electric; delayed in starting due to Liberty Corporate resource availability; overall requirements still planned to complete for early November; additional resources have been allocated</p> <p>Continued requirements discussion and data files provided; task extended by 2 weeks as result of resource availability; overall impact to project delay of 2 week go live on work estimating</p> <p>No issues to report</p>

## Infrastructure Project

<p><b>Overall Project Health</b></p>		<p>National Grid has raised a concern over Liberty having the appropriate resource to successfully lead the infrastructure/ network project. NG has recommended that Liberty procure short term resource to assist. Liberty has responded to the concerns to help alleviate them.</p>
<p><b>Category Health</b></p>		<p>Timelines - no issues Resources - no issues Cost - no issues Scope - no issues</p>
<p><b>Transition Update</b></p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>	<p>Liberty communication plan has been completed and will be presented to management on September 28</p> <p>Charlestown scheduled cutover begins October 1</p> <p>Aligned each individual New Hampshire site cutover time line to a common 'template' of detailed implementation tasks covering the LAN/WAN, Telephony, Network attached devices (printers/scanners/faxes/copiers), CITRIX application access, and fallback strategy</p>

