

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

MONTHLY REPORT OF TRANSITION PROGRESS

For the Month of MARCH 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*
- A.3 GSE and ENNG Monthly Transition Progress

[illegible]

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Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 4/12/2013
Invoice #: 800018215
Terms: Net 20

Initial Billing for Transition Services Activity:
Final Billing for Transition Services Activity:

March 2013
N/A

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Payroll	-	-	-	-	-	-	-
Employee Benefits	-	-	-	-	-	-	-
Pension Administration	-	-	-	4,782.00	-	4,782.00	4,782.00
Labor Relations	-	-	-	-	-	-	-
Staffing Support	-	-	-	-	-	-	-
Human Resources	-	-	-	4,782.00	-	4,782.00	4,782.00
Financial Reporting	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	3,611.44	3,611.44	7,222.88	7,222.88
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
Finance	-	-	-	3,611.44	3,611.44	7,222.88	7,222.88
Planned Major Mtnc	-	-	-	1,745.43	-	1,745.43	1,745.43
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	30.17	-	30.17	30.17
Electric Eng & Design	-	-	-	25,438.89	-	25,438.89	25,438.89
Resource & Workload Planning	-	-	-	1,632.87	-	1,632.87	1,632.87
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	(3,200.96)	-	(3,200.96)	(3,200.96)
Sub Mtnc Programs /Engineering	-	-	-	54,458.53	-	54,458.53	54,458.53
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	59.60	-	59.60	59.60
Electric Lab	-	-	-	1,460.28	-	1,460.28	1,460.28
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	474.95	3,033.28	3,508.23	3,508.23
Relay & Protection	-	-	-	1,190.03	-	1,190.03	1,190.03
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	8,111.87	-	8,111.87	8,111.87
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	60,484.77	-	60,484.77	60,484.77
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	-	-	-	-	(621.08)	(621.08)	(621.08)
Gas Support/Workload Planning	-	-	-	-	161.32	161.32	161.32
Meter Ops/Meter Shop	-	-	-	-	2,719.36	2,719.36	2,719.36
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	(2,235.93)	(2,235.93)	(2,235.93)
Operations	-	-	-	151,886.43	3,056.95	154,943.38	154,943.38
Energy Efficiency	-	-	-	2,116.46	-	2,116.46	2,116.46
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	2,116.46	-	2,116.46	2,116.46
Network Control	-	-	-	(55,324.78)	-	(55,324.78)	(55,324.78)
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	899.93	-	899.93	899.93
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	40.62	-	40.62	40.62
Gas Control	-	-	-	-	16,353.02	16,353.02	16,353.02
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	(850.36)	(850.36)	(850.36)
Gas Load Forecasting	-	-	-	-	1,550.93	1,550.93	1,550.93
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	-	-	-	(54,384.23)	17,053.59	(37,330.64)	(37,330.64)
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
Project Management	-	-	-	-	-	-	-
HS&E Monitoring,Reporting Compliance & Training	-	-	-	166.98	-	166.98	166.98
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmental Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	1,434.95	1,434.95	1,434.95
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	-	-	-	166.98	1,434.95	1,601.93	1,601.93
Site Services	-	-	-	-	24,095.83	24,095.83	24,095.83
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
Security	-	-	-	-	24,095.83	24,095.83	24,095.83
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 4/12/2013
Invoice #: 800018215
Terms: Net 20

Initial Billing for Transition Services Activity:
Final Billing for Transition Services Activity:

March 2013
N/A

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Supply Chain & Inventory	-	-	-	-	-	-	-
Call Center Ops	-	-	-	13,172.24	61,753.75	74,925.99	74,925.99
Meter Rdg, Billing & Payment Processing	-	-	-	66,189.51	42,894.40	109,083.91	109,083.91
Collections Support	-	-	-	11,631.17	-	11,631.17	11,631.17
New Business Admin	-	-	-	12,003.64	82.48	12,086.12	12,086.12
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	(1,506.39)	-	(1,506.39)	(1,506.39)
Customer Service	-	-	-	101,490.17	104,730.63	206,220.80	206,220.80
General	-	-	-	8,703.43	7,540.13	16,243.56	16,243.56
Regulatory Reporting	-	-	-	-	(1,961.18)	(1,961.18)	(1,961.18)
Regulatory Support	-	-	-	8,703.43	5,578.95	14,282.38	14,282.38
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	-	-	-	38,416.94	43,316.41	81,733.35	81,733.35
Collaboration Services	-	-	-	-	-	-	-
Data Centers	-	-	-	-	-	-	-
Client services	-	-	-	-	-	-	-
Contracts & Licenses	-	-	-	3,118.33	5,791.18	8,909.51	8,909.51
Infrastructure Services	-	-	-	93,343.09	20,219.40	113,562.49	113,562.49
Networking Support	-	-	-	-	-	-	-
EMS/SCADA	-	-	-	1,131.14	-	1,131.14	1,131.14
Security Services	-	-	-	-	-	-	-
IT	-	-	-	136,009.50	69,326.99	205,336.49	205,336.49
TOTAL	-	-	-	354,382.18	228,889.33	583,271.51	583,271.51

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			01/14
Operations	03/13 ¹ 06/13 ²	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	01/14	07/14
Project Management	06/13	11/13	01/14	7/3/14
Health Safety and Environment				11/12
Security		05/13	08/13	01/14
Supply Chain and Inventory Management				07/14
Customer Services Support				06/14
Regulatory Support				01/14
Records Management				07/13
IT Transition Services				01/14

¹Energy Procurement

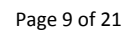
²Operations

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			01/14
Operations	03/13 ²	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency				01/14
Energy Control and Supply	03/13	07/13 ¹ 07/13 ²	09/13 ¹ 01/14 ²	07/14
Project Management				03/13-D
Health Safety and Environment			11/12	07/14
Security			08/13	01/14
Supply Chain and Inventory Management		12/12		07/14
Customer Services Support				01/14
Regulatory Support	05/13	06/13	10/13	01/14
Records Management				07/13
IT Transition Services				01/14

¹Energy Procurement

²Operations



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

March 27, 2013

Meter-to-Cash Project

Overall Project Health		Project status has been changed to YELLOW – critical billing quotes need to be delivered by April 21 st to allow testing of billing functions
Category Health		Timelines - timelines could be implicated if billing quotes not signed Resources - leads from Central project moving to East project Cost - costs are estimated to exceed budget Scope - no issues
Transition Update	1. 2. 3. 4. 5.	Project plan was updated and submitted to the IT Transition Committee Customer Choice to be delivered March 31st Energy Efficiency has delivered 4 reports for Phase 1

Engineering & Operations Project

Overall Project Health		Project is on target for success
Category Health		Timelines - no issues Resources - no issues Cost - no issues Scope - no issues
Transition Update	1. 2. 3. 4.	Kickoff meeting for SCADA is scheduled for April 15th Kurt Demmer and Chris Brouillard are the leads on the RTU strategy Project plan was updated and submitted to the IT Transition Committee

Gastar Project

Overall Project Health		The project has been put into YELLOW status as a result of the delay in the implementation for our Central region. Our timelines are still manageable, but we need to monitor the implementation of our East region very carefully.
Category Health		Timelines - delays in the project for Central could impact East Resources - Vendor resources are limited Cost - are estimated to exceed budget Scope - no issues
Transition Update	1. 2. 3.	Project plan was updated and submitted to the IT Transition Committee Cutover meeting scheduled May 27 with National Grid, Liberty and vendor

Work Management Project

Overall Project Health		Timelines were being reviewed to ensure it could meet the timelines as the team was short of resources. We have hired resources and the testing timeline had additional time built into the plan to allow for any shortage of staff.
Category Health		Timelines - timelines are being reviewed to make up lost time Resources - currently searching for a PM Cost - strong potential to exceed budget Scope - no issues
Transition Update	1. 2. 3.	2 team members have been hired – data and application conversion Project plan has been updated and submitted to IT Transition Committee for review

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	
			MMYY	MMYY	MMYY	MMYY	MMYY	MMYY	
Meter to Cash	Cogsdale		06/12	09/12	06/13	09/13	12/13	05/15	
		Itron	Currently in place	N/A	12/13	01/14	12/13	05/15	
		IVR	Currently in place	N/A	12/13	01/14	12/13	05/15	
		FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	12/13	05/15	
Gastar	Gastar		NA	NA	NA	NA	NA	NA	
Engineering and Operations	GIS – ArcFM		0713	0713	0813	1013	0913	0114	
	Designer		1213	NA	0114	0314	0214	0514	
	Responder (Outage Mgmt. System)		0114	Pending	1113	0214	1213	0514	
	Fortis (Document Mgmt. System)		Pending	Pending	Pending	Pending	Pending	Pending	
Work Management	SCADA		0613	0613	0718	0913	0813	0514	
	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	

5003 / 5004
Monthly Report of Transition Progress
Attachment B – IT Status Reports
(per Settlement V.C.1.b. (v))
For the Month of March 2013

	Job Cost	02/14	02/14	02/14	02/14	02/14	02/14	05/14
	Work Estimating (Quadra)	06/13	N/A	05/13	05/13	06/13	07/13	

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		
		MMYY	MMYY	MMYY	MMYY	MMYY	MMYY		
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	07/13 Wholesale 09/13 Retail		
Engineering and Operations	GIS – ArcFM	0713	0713	0813	0913	0913	1213		
	Designer	1213	NA	0114	0228	0214	0614		
	Responder (Outage Mgmt. System)	NA	NA	NA	NA	NA	NA		
	Fortis (Document Mgmt. System)	Pending	Pending	Pending	Pending	Pending	Pending		
Work Management	SCADA	0513	0513	0713	0813	0813	1013		
	Equipment Management	05/13	06/13	05/13	05/13	08/13	09/13		
	Service Management	05/13	06/13	05/13	05/13	08/13	09/13		
	Mobile Tech	05/13	06/13	05/13	05/13	08/13	09/13		

5003 / 5004
Monthly Report of Transition Progress
Attachment B – IT Status Reports
(per Settlement V.C.1.b. (v))
For the Month of March 2013

	Job Cost	05/13	06/13	05/13	05/13	08/13	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 change requests for this month.

ATTACHMENT C

UPDATED STRUCTURAL ORGANIZATIONAL CHARTS

There are no changes to report for this month.