

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

MONTHLY REPORT OF TRANSITION PROGRESS

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

Granite State Electric Company
File Date: July 15, 2013
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
	Transition Service	(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
Human Resources							
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	1,000.00	362,973.10	59,000.00	303,973.10	515%
Financial Services							
Fin-1	Financial Reporting	397.87					
Fin-2	Accounting Consulting	60,284.23					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	776.21					
Fin-8	Property Tax Services	13,591.19					
Fin-9	Claims Handling/Investigation	41.44					
	Estimate	-					
		75,090.94	26,000.00	101,090.94	163,000.00	(61,909.06)	-38%
Operations							
Elec Ops-1	Planned Major Maintenance & Capital Construction	117,042.87					
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	592.46					
Elec Ops-3	Field Crew Dispatching and Scheduling	1,205.39					
Elec Ops-4	Electric Engineering and Design	67,397.39					
Elec Ops-5	Resource and Workload Planning	31,117.77					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	105,394.08					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,371,987.13					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	3,925.90					
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	5,091.28					
Elec Ops-12	Infrared (IR) Testing	-					
Elec Ops-13	Mapping & Records	15,831.29					
Elec Ops-14	Relay and Protection	33,045.65					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	152,289.18					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous	534,682.06					
	Estimate	-					
		2,642,037.29	388,750.00	3,030,787.29	3,952,000.00	(921,212.71)	-23%
Energy Solutions Delivery & Efficiency							
ESD&E-1	Energy Efficiency Programs	46,284.60					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		47,300.22	-	47,300.22	-	47,300.22	0%
Energy Control & Supply							
Energy Supply-1	Electric Network Control	99,813.98					
Energy Supply-2	Electric Load Forecasting	1,418.70					
Energy Supply-3	Energy Procurement Services	11,451.86					
Energy Supply-4	Energy Procurement Consulting	6,477.63					
Energy Supply-5	Distributed Generation Services	85.95					
	Estimate	-					
		119,248.12	28,000.00	147,248.12	130,000.00	17,248.12	13%
Project Management							
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%
Health, Safety & Environment (HS&E)							
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%

		(A)	(B)	(C)	(D)	(E)	(F)
	Transition Service	(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
	Security						
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%
	Supply Chain and Inventory Management						
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%
	Customer Services Support						
Customer Svc-1	Call Center Operations	199,824.81					
Customer Svc-2	Meter Reading, Billing and Payment Processing	455,961.12					
Customer Svc-3	Collections Process Support	47,101.63					
Customer Svc-4	New Business Administration	130,702.75					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	51,847.21					
	Estimate	-					
		886,042.25	1,788,000.00	2,674,042.25	3,939,000.00	(1,264,957.75)	-32%
	Regulatory Support						
Reg-1	Regulatory Support - General	48,003.03					
Reg-2	Regulatory Reporting	14,774.41					
	Estimate	-					
		62,777.44	5,390.24	68,167.69	45,000.00	23,167.69	51%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	4,000.00	4,000.00	-	4,000.00	0%
	IT Transition Services						
IT-1	Business Application Services	343,016.81					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	64,860.88					
IT-4	Client Services	30,861.71					
IT-5	Contracts and Licenses	105,526.46					
IT-6	Infrastructure Services	234,547.23					
IT-7	Networking Support	107,379.97					
IT-8	IS Energy Management Systems (EMS)	37,274.60					
IT-9	Security Services	345.32					
	Estimate	-					
		\$ 923,813.01	221,000.00	\$ 1,144,813.01	\$ 1,409,000.00	\$ (264,186.99)	-19%
		\$ 5,211,908.44	\$ 2,462,140.24	\$ 7,674,048.69	\$ 9,762,000.00	\$ (2,087,951.31)	-21%

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering						
		-	-	-	-	-	-

Granite State Electric Company
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Settlement Agreement, p. 16 C.1.b. & Attachment F

		(N)	(O)	(P)	(Q)	(R)	(S)	(AE)
	Transition Service	Cost						
		(actual) Feb-13	(actual) Mar-13	(actual) Apr-13	(actual) May-13	(estimated) Jun-13	(estimated) Jul-13	Total Actual & Est.
	Human Resources							
HR-1	Payroll Services	-	-	-				51,910.97
HR-2	Employee Benefits	-	-	-				263,142.61
HR-3	Pension Administration	2,728.50	4,782.00	662.02				31,991.66
HR-4	Labor Relations Support	-	-	-				14,925.31
HR-5	Staffing Support	-	-	-				2.55
	Estimate			-	-	1,000.00	-	1,000.00
		2,728.50	4,782.00	662.02	-	1,000.00	-	362,973.10
	Financial Services							
Fin-1	Financial Reporting	-	-	-				397.87
Fin-2	Accounting Consulting	2,434.50	3,611.44	2,966.54	3,869.40			60,284.23
Fin-3	Financial Training Service	-	-	-				-
Fin-4	Accounts Payable Processes	-	-	-				-
Fin-5	Accounts Payable Consulting	-	-	-				-
Fin-6	Cash Management	-	-	-				-
Fin-7	Tax Consulting Services	-	-	-				776.21
Fin-8	Property Tax Services	-	-	-	2,736.34			13,591.19
Fin-9	Claims Handling/Investigation	-	-	-				41.44
	Estimate			-	-	5,000.00	3,000.00	26,000.00
		2,434.50	3,611.44	2,966.54	6,605.74	5,000.00	3,000.00	101,090.94
	Operations							
Elec Ops-1	Planned Major Maintenance & Capital Construction	-	1,745.43	32,687.94	57,957.14			117,042.87
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	-	-					592.46
Elec Ops-3	Field Crew Dispatching and Scheduling	619.01	30.17	(1,195.47)				1,205.39
Elec Ops-4	Electric Engineering and Design	695.72	25,438.89		9,754.01			67,397.39
Elec Ops-5	Resource and Workload Planning	1,418.25	1,632.87	3,016.05	868.14			31,117.77
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	(70.41)	(3,200.96)	6,065.81	15,332.46			105,394.08
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	51,596.17	54,458.53	614,160.45	431,203.71			1,371,987.13
Elec Ops-8	Vegetation Management	-	-					468.05
Elec Ops-9	Customer Meter Support	-	-	-				25,197.46
Elec Ops-10	Electric Meter Shop	45.44	59.60		24.42			3,925.90
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	279.78	1,460.28	1,807.39				5,091.28
Elec Ops-12	Infrared (IR) Testing	-	-					-
Elec Ops-13	Mapping & Records	387.29	474.95	1,356.20	660.31			15,831.29
Elec Ops-14	Relay and Protection	10,947.36	1,190.03	1,727.50	824.67			33,045.65
Elec Ops-15	Codes and Standards	-	-					1,715.22
Elec Ops-16	Mutual Assistance	22,614.80	8,111.87	(11,012.44)				152,289.18
Elec Ops-17	Business Continuity Support and Emergency Logistics	-	-					175,054.11
Elec Ops-18	Electric Operations Miscellaneous	91,395.32	60,484.77	(84,271.08)	20,212.74			534,682.06
	Estimate			-	-	82,500.00	69,250.00	388,750.00
		179,928.73	151,886.43	564,342.35	536,837.60	82,500.00	69,250.00	3,030,787.29
	Energy Solutions Delivery & Efficiency							
ESD&E-1	Energy Efficiency Programs	(5,720.59)	2,116.46	2,281.92	12,367.28			46,284.60
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-				1,015.62
	Estimate		-	-	-	-	-	-
		(5,720.59)	2,116.46	2,281.92	12,367.28	-	-	47,300.22
	Energy Control & Supply							
Energy Supply-1	Electric Network Control	39,015.09	(55,324.78)	12,470.80	15,205.71			99,813.98
Energy Supply-2	Electric Load Forecasting	-	-	426.83	454.17			1,418.70
Energy Supply-3	Energy Procurement Services	1,529.91	899.93	(5,000.00)				11,451.86
Energy Supply-4	Energy Procurement Consulting	-	-					6,477.63
Energy Supply-5	Distributed Generation Services	45.33	40.62					85.95
	Estimate			-	-	8,000.00	8,000.00	28,000.00
		40,590.33	(54,384.23)	7,897.63	15,659.88	8,000.00	8,000.00	147,248.12
	Project Management							
Project Mgt-1	Project Management Services	-	-					9,339.14
Project Mgt-2	Cost Management Access	-	-					-
	Estimate	-	-	-	-	-	-	-
		-	-	-	-	-	-	9,339.14
	Health, Safety & Environment (HS&E)							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	-	166.98					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	-	-	-	-	-	-	-
		-	166.98	-	-	-	-	3,249.65

		(N)	(O)	(P)	(Q)	(R)	(S)	(AE)
	Transition Service	Cost						
		(actual) Feb-13	(actual) Mar-13	(actual) Apr-13	(actual) May-13	(estimated) Jun-13	(estimated) Jul-13	Total Actual & Est.
	Security							
Security-1	Site Security Services	-	-					5.53
Security-2	Security Consulting	-	-	-				-
Security-3	NERC/NPCC- Reliability Compliance	-	-					-
	Estimate			-	-	-	-	-
		-	-	-	-	-	-	5.53
	Supply Chain and Inventory Management							
Supply-1	Supply Chain Management	-	-					62.93
Supply-2	Materials Management System Support	-	-	-				-
Supply-3	Supplier Contracts	9,927.84	-					9,927.84
Supply-4	Access to Seller Warehouses	-	-					-
Supply-5	Fleet Services	-	-					71,040.97
	Estimate			-	-	-	-	-
		9,927.84	-	-	-	-	-	81,031.74
	Customer Services Support							
Customer Svc-1	Call Center Operations	23,429.48	13,172.24	29,085.54	23,533.80			199,824.81
Customer Svc-2	Meter Reading, Billing and Payment Processing	109,058.17	66,189.51	(76,922.79)	55,878.86			455,961.12
Customer Svc-3	Collections Process Support	5,432.32	11,631.17	6,635.43	775.90			47,101.63
Customer Svc-4	New Business Administration	10,466.98	12,003.64	12,184.27	10,737.09			130,702.75
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-					-
Customer Svc-6	Customer Data Migration	-	-	604.74				604.74
Customer Svc-7	Meter Data Services Support	20,440.46	(1,506.39)	6,104.22	8,067.05			51,847.21
	Estimate			-	-	210,000.00	210,000.00	1,788,000.00
		168,827.41	101,490.17	(22,308.59)	98,992.70	210,000.00	210,000.00	2,674,042.25
	Regulatory Support							
Reg-1	Regulatory Support - General	(168.14)	8,703.43	(3,021.06)	3,860.09			48,003.03
Reg-2	Regulatory Reporting	1,518.52	-		1,322.02			14,774.41
	Estimate			-	-	1,463.41	1,463.41	5,390.24
		1,350.38	8,703.43	(3,021.06)	5,182.11	1,463.41	1,463.41	68,167.69
	Records Management							
Records-1	Identification of Books and Records	-	-					-
Records-2	Separation and Transfer of Books and Records	-	-					-
	Estimate			-	-	4,000.00	-	4,000.00
		-	-	-	-	4,000.00	-	4,000.00
	IT Transition Services							
IT-1	Business Application Services	23,816.38	38,416.94	144,845.72	11,413.29			343,016.81
IT-2	Collaboration Services (E-Mail)	-	-					0.03
IT-3	Data Centers	-	-	50,713.24	(537.31)			64,860.88
IT-4	Client Services	-	-	13,007.09	(805.97)			30,861.71
IT-5	Contracts and Licenses	6,692.84	3,118.33	15,710.46	36,688.40			105,526.46
IT-6	Infrastructure Services	117,329.96	93,343.09	(136,285.79)	(42,416.76)			234,547.23
IT-7	Networking Support	-	-	43,110.52	46,278.28			107,379.97
IT-8	IS Energy Management Systems (EMS)	-	1,131.14	20,282.35	11,876.76			37,274.60
IT-9	Security Services	-	-	-				345.32
	Estimate			-	-	17,000.00	17,000.00	221,000.00
		\$ 147,839.18	\$ 136,009.50	\$ 151,383.59	\$ 62,496.69	\$ 17,000.00	\$ 17,000.00	\$ 1,144,813.01
		\$ 547,906.28	\$ 354,382.18	\$ 704,204.40	\$ 738,142.00	\$ 328,963.41	\$ 308,713.41	\$ 7,674,048.69

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering			614,160.45	429,943.95			1,044,104.40
		-	-	614,160.45	429,943.95	-	-	1,044,104.40

EnergyNorth Natural Gas, Inc.

File Date: July 15, 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
	Human Resources						
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	1,000.00	149,250.47	68,000.00	81,250.47	119%
	Financial Services						
Fin-1	Financial Reporting	36,144.76					
Fin-2	Accounting Consulting	41,665.65					
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	-					
		87,470.10	29,000.00	116,470.10	294,000.00	(177,529.90)	-60%
	Operations						
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	101,825.42					
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	15,417.62					
Gas Ops-10	Gas Support Services/Workload Planning	18,982.60					
Gas Ops-11	Gas Meter Operations/Meter Shop	113,129.86					
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	327,687.33					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	(20,865.88)					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		769,998.25	677,750.00	1,447,748.25	5,376,000.00	(3,928,251.75)	-73%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	39,248.28					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		110,200.32	-	110,200.32	77,000.00	33,200.32	43%
	Gas Control & Procurement						
Gas Supply-1	Gas Control	190,672.85					
Gas Supply-2	Gas Procurement Services - General	389,503.11					
Gas Supply-3	Energy Transactions	(238,853.98)					
Gas Supply-4	Gas Load Forecasting	25,033.77					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		366,355.75	-	366,355.75	0.00	366,355.75	36635575137%
	Project Management						
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%
	Health, Safety & Environment (HS&E)						
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	17,763.43					
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	-					
		20,587.34	53,000.00	73,587.34	215,000.00	(141,412.66)	-66%
	Security						

		(A)	(B)	(C)	(D)	(E)	(F)
	Transition Service	(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
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%
	Supply Chain and Inventory Management						
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%
	Customer Services Support						
Customer Svc-1	Call Center Operations	869,644.50					
Customer Svc-2	Meter Reading, Billing and Payment Processing	526,747.18					
Customer Svc-3	Collections Process Support	5,684.65					
Customer Svc-4	New Business Administration	16,349.84					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,418,426.18	1,936,000.00	3,354,426.18	6,570,000.00	(3,215,573.82)	-49%
	Regulatory Support						
Reg-1	Regulatory Support - General	98,397.33					
Reg-2	Regulatory Reporting	70,044.75					
	Estimate	-					
		168,442.08	20,000.00	188,442.08	156,000.00	32,442.08	21%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	4,000.00	4,000.00	48,000.00	(44,000.00)	-92%
	IT Transition Services						
IT-1	Business Application Services	454,653.86					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	17,649.58					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	199,319.58					
IT-6	Infrastructure Services	298,449.90					
IT-7	Networking Support	73,253.28					
IT-8	IS Energy Management Systems (EMS)	44,743.85					
IT-9	Security Services	8,891.95					
	Estimate	-					
		\$ 1,140,483.86	\$ 442,000.00	\$ 1,582,483.86	\$ 2,817,000.00	\$ (1,234,516.14)	-44%
		\$ 4,461,388.05	\$ 3,162,750.00	\$ 7,624,138.05	\$ 15,696,000.00	\$ (8,071,861.95)	-51%

Capital Charges Included in above actual bills

IT-1	Business Application Services						
		-	-	-	-	-	-

EnergyNorth Natural Gas, Inc.

File Date: July 15, 2013

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

	Transition Service	(O)	(P)	(Q)	(R)	(S)	(AE)
		Cost					
		(actual) Mar-13	(actual) Apr-13	(actual) May-13	(estimated) Jun-13	(estimated) Jul-13	Total Actual & Est.
	Human Resources						
HR-1	Payroll Services	-					14,691.64
HR-2	Employee Benefits	-					95,625.38
HR-3	Pension Administration	-	2,481.82				34,303.83
HR-4	Labor Relations Support	-					3,629.16
HR-5	Staffing Support	-					0.46
	Estimate		-	-	1,000.00	-	1,000.00
		-	2,481.82	-	1,000.00	-	149,250.47
	Financial Services						
Fin-1	Financial Reporting	-					36,144.76
Fin-2	Accounting Consulting	3,611.44	2,966.54	3,869.40			41,665.65
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	-		1,824.22			9,508.54
Fin-9	Claims Handling/Investigation	-					10.55
	Estimate		-	-	15,000.00	7,000.00	29,000.00
		3,611.44	2,966.54	5,693.62	15,000.00	7,000.00	116,470.10
	Operations						
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	3,033.28	6,356.33	8,335.97			101,825.42
Gas Ops-7	LNG Compliance and Training						-
Gas Ops-8	Gas Engineering and Design	-		226.14			70,944.37
Gas Ops-9	Quality Assurance/Analysis & Process Improvement		(2,170.35)	(334.36)			15,417.62
Gas Ops-10	Gas Support Services/Workload Planning	-	146.13	108.21			18,982.60
Gas Ops-11	Gas Meter Operations/Meter Shop	2,719.36	7,782.65	7,397.25			113,129.86
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			17,445.88			327,687.33
Gas Ops-15	Codes and Standards						11,662.95
Gas Ops-16	Ops Misc	(2,695.69)	21,133.73	37,141.71			(20,865.88)
Gas Ops-17	Mutual Assistance - Gas Emergencies						-
	Estimate		-	-	124,750.00	108,000.00	677,750.00
		3,056.95	33,248.49	70,320.80	124,750.00	108,000.00	1,447,748.25
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	-	239.72				39,248.28
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-					70,952.05
	Estimate		-	-	-	-	-
		-	239.72	-	-	-	110,200.32
	Gas Control & Procurement						
Gas Supply-1	Gas Control	16,353.02	17,480.68	15,586.53			190,672.85
Gas Supply-2	Gas Procurement Services - General	-	142.50	21.38			389,503.11
Gas Supply-3	Energy Transactions	(850.36)	17,731.20	(2,206.68)			(238,853.98)
Gas Supply-4	Gas Load Forecasting	1,550.93	881.23	1,781.69			25,033.77
Gas Supply-5	Gas Procurement Consulting						-
Gas Supply-6	Gas Procurement Miscellaneous						-
	Estimate		-	-	-	-	-
		17,053.59	36,235.61	15,182.92	-	-	366,355.75
	Project Management						
Project Mgt-1	Project Management Services	-					5,488.17
Project Mgt-2	Cost Management Access	-					2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	Health, Safety & Environment (HS&E)						
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	1,434.95	885.35	187.35			17,763.43
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		-	-	5,000.00	5,000.00	53,000.00
		1,434.95	885.35	187.35	5,000.00	5,000.00	73,587.34
	Security						

		(O)	(P)	(Q)	(R)	(S)	(AE)
	Transition Service	Cost					
		(actual) Mar-13	(actual) Apr-13	(actual) May-13	(estimated) Jun-13	(estimated) Jul-13	Total Actual & Est.
Security-1	Site Security Services	24,095.83	(24,095.83)				30,120.42
Security-2	Security Consulting						353.84
	Estimate		-	-	-	-	-
		24,095.83	(24,095.83)	-	-	-	30,474.26
	Supply Chain and Inventory Management						
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
	Customer Services Support						
Customer Svc-1	Call Center Operations	61,753.75	57,332.22	35,609.37			869,644.50
Customer Svc-2	Meter Reading, Billing and Payment Processing	42,894.40	69,920.34	30,305.32			526,747.18
Customer Svc-3	Collections Process Support	-	4.15	(0.80)			5,684.65
Customer Svc-4	New Business Administration	82.48	73.80	109.48			16,349.84
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					-
Customer Svc-6	Customer Data Migration	-					-
	Estimate		-	-	352,000.00	352,000.00	1,936,000.00
		104,730.63	127,330.51	66,023.37	352,000.00	352,000.00	3,354,426.18
	Regulatory Support						
Reg-1	Regulatory Support - General	7,540.13	1,224.26	833.03			98,397.33
Reg-2	Regulatory Reporting	(1,961.18)	14,937.35	(11,870.66)			70,044.75
	Estimate		-	-	5,000.00	5,000.00	20,000.00
		5,578.95	16,161.61	(11,037.63)	5,000.00	5,000.00	188,442.08
	Records Management						
Records-1	Identification of Books and Records						-
Records-2	Separation and Transfer of Books and Records						-
	Estimate		-	-	4,000.00	-	4,000.00
		-	-	-	4,000.00	-	4,000.00
	IT Transition Services						
IT-1	Business Application Services	43,316.41	37,139.09	168,740.17			454,653.86
IT-2	Collaboration Services (E-Mail)	-					0.08
IT-3	Data Centers	-	6,101.55				17,649.58
IT-4	Client Services	-					43,521.79
IT-5	Contracts and Licenses	5,791.18	13,404.96	32,827.80			199,319.58
IT-6	Infrastructure Services	20,219.40	(23,650.37)	38,326.26			298,449.90
IT-7	Networking Support	-	14,739.22	6,791.53			73,253.28
IT-8	IS Energy Management Systems (EMS)	-	7,508.63	2,213.14			44,743.85
IT-9	Security Services	-					8,891.95
	Estimate		-	-	34,000.00	34,000.00	442,000.00
		\$ 69,326.99	\$ 55,243.08	\$ 248,898.90	\$ 34,000.00	\$ 34,000.00	\$ 1,582,483.86
		\$ 228,889.33	\$ 250,696.90	\$ 395,269.33	\$ 540,750.00	\$ 511,000.00	\$ 7,624,138.05

Capital Charges Included in above actual bills

IT-1	Business Application Services		-	150,712.00			150,712.00
							-
		-	-	150,712.00	-	-	150,712.00

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 06/28/2013
Invoice #: 800029596
Terms: Net 20

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

May 2013
March 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			-	-	-	-	-
Human Resources	-	-	-	-	-	-	-
Financial Reporting			-	-	-	-	-
Accounting Consulting			-	3,869.40	3,869.40	7,738.80	7,738.80
Financial Training Service			-	-	-	-	-
Accounts Payable Processing			-	-	-	-	-
Accounts Payable Consulting			-	-	-	-	-
Cash Management			-	-	-	-	-
Tax Consulting			-	-	-	-	-
Property Tax Services			-	2,736.34	1,824.22	4,560.56	4,560.56
Claims Handling /Investigation			-	-	-	-	-
Finance	-	-	-	6,605.74	5,693.62	12,299.36	12,299.36
Planned Major Mtnc			-	57,957.14	-	57,957.14	57,957.14
Emergency Mtnc & Tech Svcs			-	-	-	-	-
Field Crew Dispatch & Scheduling			-	-	-	-	-
Electric Eng & Design			-	9,754.01	-	9,754.01	9,754.01
Resource & Workload Planning			-	868.14	-	868.14	868.14
Electric Fdr ,Sub T and Sub Asset Planning			-	15,332.46	-	15,332.46	15,332.46
Sub Mtnc Programs /Engineering			-	431,203.71	-	431,203.71	431,203.71
Vegetation Management			-	-	-	-	-
Customer Meter Support			-	-	-	-	-
Electric Meter Shop			-	24.42	-	24.42	24.42
Electric Lab			-	-	-	-	-
Infrared Testing			-	-	-	-	-
Mapping & Records			-	660.31	8,335.97	8,996.28	8,996.28
Relay & Protection			-	824.67	-	824.67	824.67
Codes & Standards			-	-	-	-	-
Mutual Assistance	-		-	-	-	-	-
Business Continuity & Emergency Logistics			-	-	-	-	-
Ops Miscellaneous	-		-	20,212.74	-	20,212.74	20,212.74
Network Strategy & Planned Major Mtnc			-	-	-	-	-
Operations Regulatory Support			-	-	-	-	-
Emergency Mtnc Engineering & Technical Svcs			-	-	-	-	-
Mandated Programs, inc Leak Surveys			-	-	-	-	-
LNG Compliance & Training			-	-	-	-	-
Gas Engineering & Design			-	-	226.14	226.14	226.14
QA/Analysis & Process Improvement			-	-	(334.36)	(334.36)	(334.36)
Gas Support/Workload Planning			-	-	108.21	108.21	108.21
Meter Ops/Meter Shop			-	-	7,397.25	7,397.25	7,397.25
Reliability Planning			-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control			-	-	17,445.88	17,445.88	17,445.88
Ops Misc			-	-	37,141.71	37,141.71	37,141.71
Operations	-	-	-	536,837.60	70,320.80	607,158.40	607,158.40
Energy Efficiency			-	12,367.28	-	12,367.28	12,367.28
C&I Sales/Support			-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	12,367.28	-	12,367.28	12,367.28
Network Control			-	15,205.71	-	15,205.71	15,205.71
Load Forecasting			-	454.17	-	454.17	454.17
Energy Procurement			-	-	-	-	-
Energy Procurement Consulting			-	-	-	-	-
Distributed Generation Svcs			-	-	-	-	-
Gas Control			-	-	15,586.53	15,586.53	15,586.53
Procurement Svcs General			-	-	21.38	21.38	21.38
Energy Transactions			-	-	(2,206.68)	(2,206.68)	(2,206.68)
Gas Load Forecasting			-	-	1,781.69	1,781.69	1,781.69
Procurement Consulting			-	-	-	-	-
Procurement Svcs Misc			-	-	-	-	-
Energy Control & Supply	-	-	-	15,659.88	15,182.92	30,842.80	30,842.80
Project Mgmt Svcs			-	-	-	-	-
Cost Mgmt			-	-	-	-	-
Project Management	-	-	-	-	-	-	-
HS&E Monitoring,Reporting Compliance & Training			-	-	-	-	-
Health & Safety Fld Support			-	-	-	-	-
Technical Training			-	-	-	-	-
Environmental Compliance			-	-	-	-	-
Environmetal Field Support			-	-	-	-	-
SIR			-	-	187.35	187.35	187.35
Spill Control Response			-	-	-	-	-
Environmental Reg Support & Consultation			-	-	-	-	-
Licenses, Permits & Orders			-	-	-	-	-
Health, Safety & Environment	-	-	-	-	187.35	187.35	187.35
Site Services			-	-	-	-	-
Security Consulting			-	-	-	-	-
NERC/NPCC Reg Compliance			-	-	-	-	-
Security	-	-	-	-	-	-	-
Supply Chain Mgmt			-	-	-	-	-
Mat Mgmt System Support			-	-	-	-	-
Supplier Contracts			-	-	-	-	-
Warehouse Access			-	-	-	-	-
Fleet Services			-	-	-	-	-
Supply Chain & Inventory	-	-	-	-	-	-	-
Call Center Ops			-	23,533.80	35,609.37	59,143.17	59,143.17

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 06/28/2013
Invoice #: 800029596
Terms: Net 20

Initial Billing for Transition Services Activity: May 2013
Final Billing for Transition Services Activity: March 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			-	55,878.86	30,305.32	86,184.18	86,184.18
Collections Support			-	775.90	(0.80)	775.10	775.10
New Business Admin			-	10,737.09	109.48	10,846.57	10,846.57
Revenue Protection			-	-	-	-	-
Customer Data Migration			-	-	-	-	-
Meter Data Services - Support			-	8,067.05	-	8,067.05	8,067.05
Customer Service	-	-	-	98,992.70	66,023.37	165,016.07	165,016.07
General			-	3,860.09	833.03	4,693.12	4,693.12
Regulatory Reporting			-	1,322.02	(11,870.66)	(10,548.64)	(10,548.64)
Regulatory Support	-	-	-	5,182.11	(11,037.63)	(5,855.52)	(5,855.52)
Identification of Books & Records			-	-	-	-	-
Seperation & Transfer of Books & Records			-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	8,281.67	(1,305.64)	6,976.03	3,131.62	170,045.81	173,177.43	180,153.46
Collaboration Services	-	-	-	-	-	-	-
Data Centers	(537.31)	-	(537.31)	-	-	-	(537.31)
Client services	(805.97)	-	(805.97)	-	-	-	(805.97)
Contracts & Licenses	8,783.60	11,010.80	19,794.40	27,904.80	21,817.00	49,721.80	69,516.20
Infrastructure Services	(85,568.03)	(20,219.40)	(105,787.43)	43,151.27	58,545.66	101,696.93	(4,090.50)
Networking Support	46,278.28	6,791.53	53,069.81	-	-	-	53,069.81
EMS/SCADA	9,387.82	2,213.14	11,600.96	2,488.94	-	2,488.94	14,089.90
Security Services	-	-	-	-	-	-	-
IT	(14,179.94)	(1,509.57)	(15,689.51)	76,676.63	250,408.47	327,085.10	311,395.59
TOTAL	(14,179.94)	(1,509.57)	(15,689.51)	752,321.94	396,778.90	1,149,100.84	1,133,411.33

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

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	06/13	11/13	02/14	07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 ¹	11/13 ²	01/14 ²	07/14 ¹
	06/13 ²			07/14 ²
Project Management				06/13
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				07/14
IT Transition Services				01/14

¹Energy Procurement

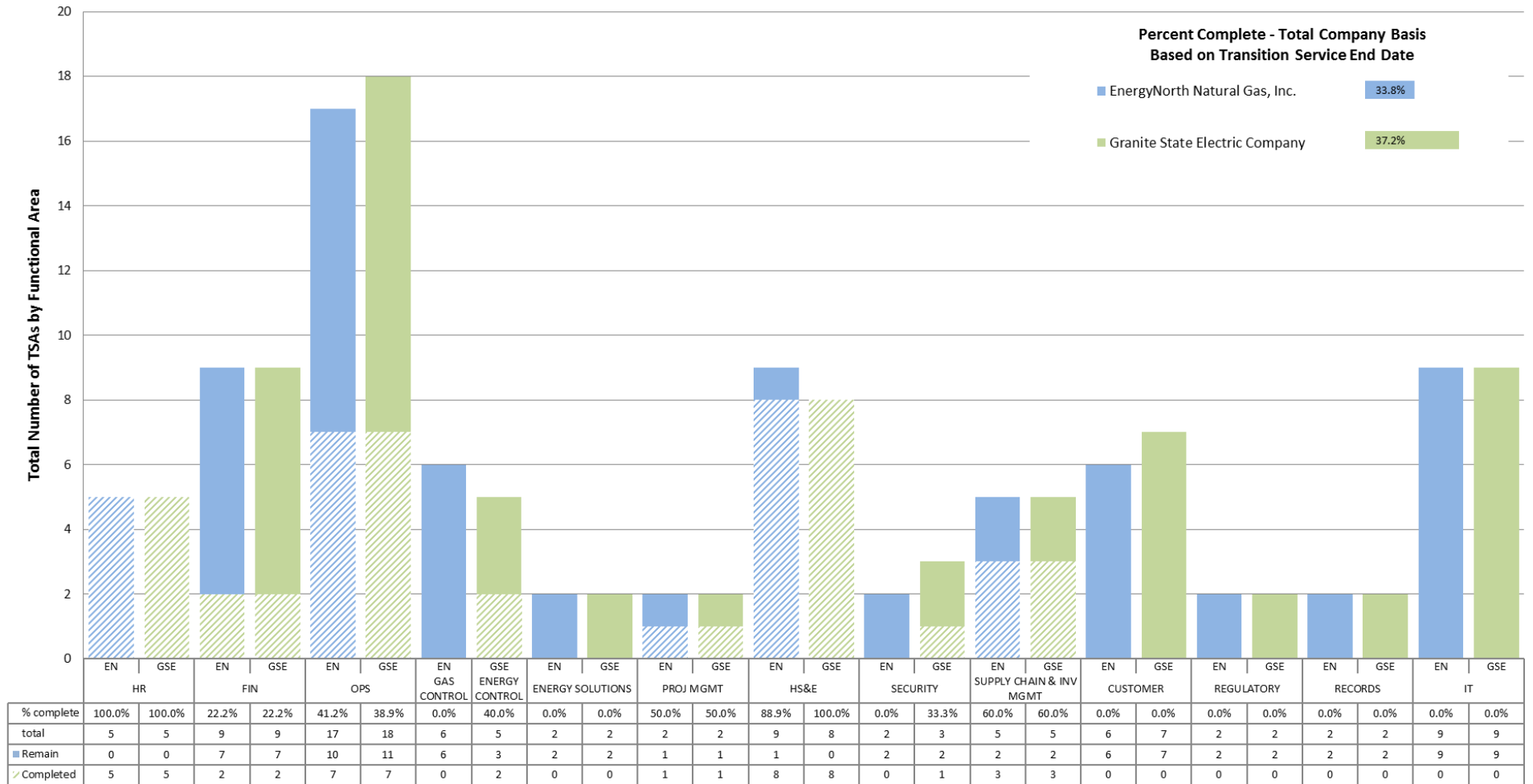
²Operations

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

June 26, 2013



General Update

- Business Steering Committee Meeting # 2 scheduled for June 26
- Liberty has commenced Business Readiness Sessions. Sessions have been held with:
 - Project Teams
 - Corporate executives
 - New Hampshire Leadership Team
- G3 Consultants have submitted their 7th set of Data Requests
- Summary Report submitted to NHPUC responding to their Settlement Concerns
- Liberty's new VP of IT and Transition Management starts next week






Meter-to-Cash Project

Overall Project Health		We are currently waiting for a final code drop from Cogsdale. Cycle 4 of testing will finish roughly 1 week later than planned however there is enough contingency in the schedule that September 2 nd is not seen as in jeopardy.
Category Health		Timelines - see above Resources - no issues Cost - no issues Scope - no issues
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>Completed test cycle 3 – Exit report created.</p> <p>Continued defining framework for detailed cutover plan.</p> <p>Draft cutover readiness slides completed.</p> <p>Completed First Dress Rehearsal May 31st weekend – Week of June 3rd</p> <p>Started test cycle 4 – Data validation</p> <p>Started MV90 testing last week of cycle 3 – Completed communication testing of the 2 types of Metretek meters CPA and IMU using Liberty test MV90</p> <p>Completed Sales & Marketing UAT – (Business Contact Manager)</p> <p>Received historical data for Onyx system</p>






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	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 	<p>Schneider's System Configuration Plan is 95% Complete.</p> <p>A meeting was held to coordinate NG, Schneider and Liberty people to perform the GAS SCADA data extract. The meeting provided good insight on the requirements. Previous concerns with getting data seem to have been resolved.</p> <p>SCADA architecture drawings are complete.</p> <p>Designer and Responder SoWs are finalized.</p> <p>Held Cogsdale to ArcFM Interface design meetings.</p> <p>Further development of plans for SPIPE, FORTIS and ArcFM Viewer with National Grid in relation to Sept 3rd.</p>



Work Management Project

Overall Project Health		Overall Health changed to Yellow, as two indicators out of 4 are currently yellow. Mitigation plans are in place to address the Timelines issue, Cost issue will remain ongoing.
Category Health	   	<p>Timelines - Issues with data conversion progress and with lag in starting testing continuing, actively being worked. See below for mitigation plan.</p> <p>Resources - Continued good engagement with the business team, proceeding with design follow-up.</p> <p>Cost - Continue to monitor costs and identify means to offset overruns</p> <p>Scope - no issues</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 	<p>Cycle 1 Test Plan provided to G3.</p> <p>Cycle 1 testing .13 of 85 test cases completed, 1 failed</p> <p>Updated project schedule circulated</p> <p>Integration meetings with Engineering team on Mapping application access for field techs.</p> <p>Confirmed selection of Panasonic ToughBooks for field techs.</p> <p>Draft of Cutover Planning deck circulated.</p> <p>Meetings held to initiate integration activities with eTrack (ANB Energy Efficiency application, linking to GP).</p>






Gastar Project

Overall Project Health		Work-a-round needs to be developed in case the vendor misses upcoming key deliverables. Good progress made on this front.
Category Health	   	<p>Timelines - still targeting July 1st for Wholesale and September 2 for Retail</p> <p>Resources - Business resources have day-to-day work requirements</p> <p>Cost - are estimated to exceed budget</p> <p>Scope - no issues</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>1. ENSYTE CEO met with David Pasioka, Bob Wood and Chico DaFonte numerous times over the week of June 3rd to come up with a plan to be successful on September 2nd.</p> <p>2. A proposed schedule has been developed that meets our September 2nd timeframe. Liberty believes that these dates are achievable but we still need the cooperation of the vendor.</p> <p>3. The proposed schedule will be submitted to the PUC in mid-July to reflect changes to test schedule.</p> <p>4. BMS data up to and including May 31st has been received from National Grid and sent to ENSYTE.</p>

Liberty IT Infrastructure

Overall Project Health		Project tracking to success. Londonderry move is tight but on track.
Category Health		Timelines - Resources - no issues Cost - no issues Scope - no issues
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5 	<p>Londonderry Ops and Customer Center: Still on target for June 28th completion of telecom, network.</p> <p>Gas RTU telecom data circuits –, Started to receive Century Link carrier CPE equipment to allow turn ups at the gas operations sites.</p> <p>Order of 20 analog lines for meters to call in to MV90 systems has been placed for Londonderry location.</p> <p>Mobiletech units ordered</p>

NG Team Status

Overall Project Health		Several of the project work streams are in progress (Meter to Cash, Engineering and Ops, Energy Management, Work Management, and Service Delivery). All Day 1 residual work has been completed.
Category Health	   	Timelines - dependent on getting approvals on numerous data files on time. Resources - no issues Cost - Day 2 costs are on track Scope - no issues
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 9. 	<p>All telephony related support by National Grid for Liberty under the TSA is now complete.</p> <p>Delivered CRIS full volume month end extract in support of Liberty Meter 2 Cash Dress Rehearsal 1 and cycle 4 testing.</p> <p>Delivered BMS full volume month end extract to support Ensyte data load into Grstar.</p> <p>Delivered InDemand sample data dictionary to support Energy Efficiency data conversion planning.</p> <p>Delivered Gas Sales & Marketing full volume extract from Onyx system in support of data conversion planning.</p> <p>Delivered LMS & Maximo sub set (April 2013 data) extract to support Liberty data mapping exercise.</p> <p>Discovered Liberty's Mobile Tech handheld dependency on National Grid's GIS systems ArcFM, SPIPE, FORTIS data post Sept 2nd and working with Liberty team to identify possible approaches to support these systems data for interim period of GIS transition.</p> <p>Delivered CRIS customer data upload to ArcFM sample to Liberty in support of Gas GIS design.</p> <p>Gas SCADA support vendor Telvnet team delivered NH related displays, real time database and OASyS Data Extracts in support of GAS SCADA conversion.</p>

Other Areas of Focus

- People & Process
 - Need to ramp up efforts related to Change Management and People Readiness
 - Need to maintain morale and energy levels as we enter a period of very high activity
 - Documentation of processes & training
- Customer Impact
 - Assessment and Communication Plan
- Electric Project Planning and Kick-off

APPENDIX



NH - GAS & ELECTRIC - Meter to Cash – PROJECT

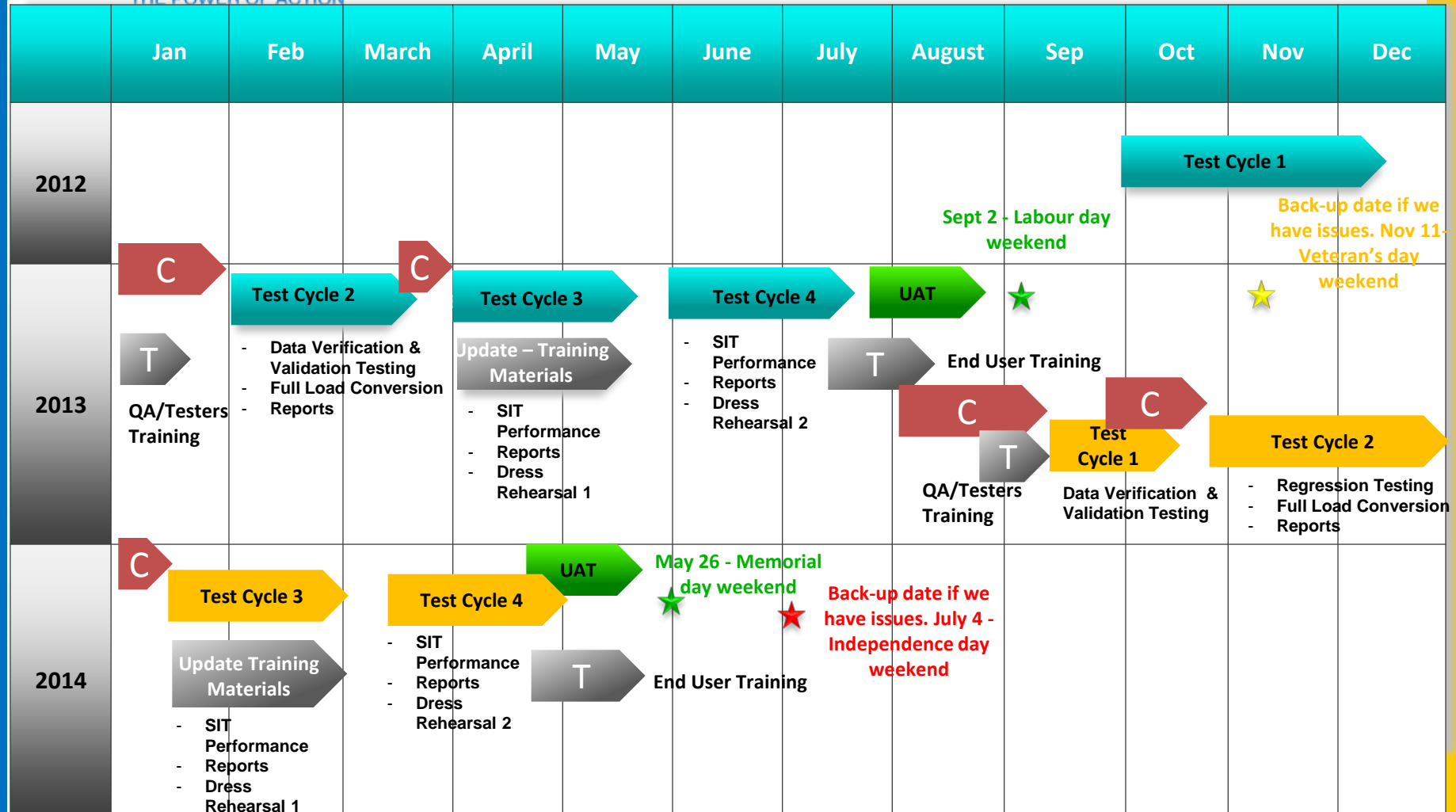
TIMELINES

nationalgrid

THE POWER OF ACTION



Liberty Utilities



Go Live



Training



UAT



Gas



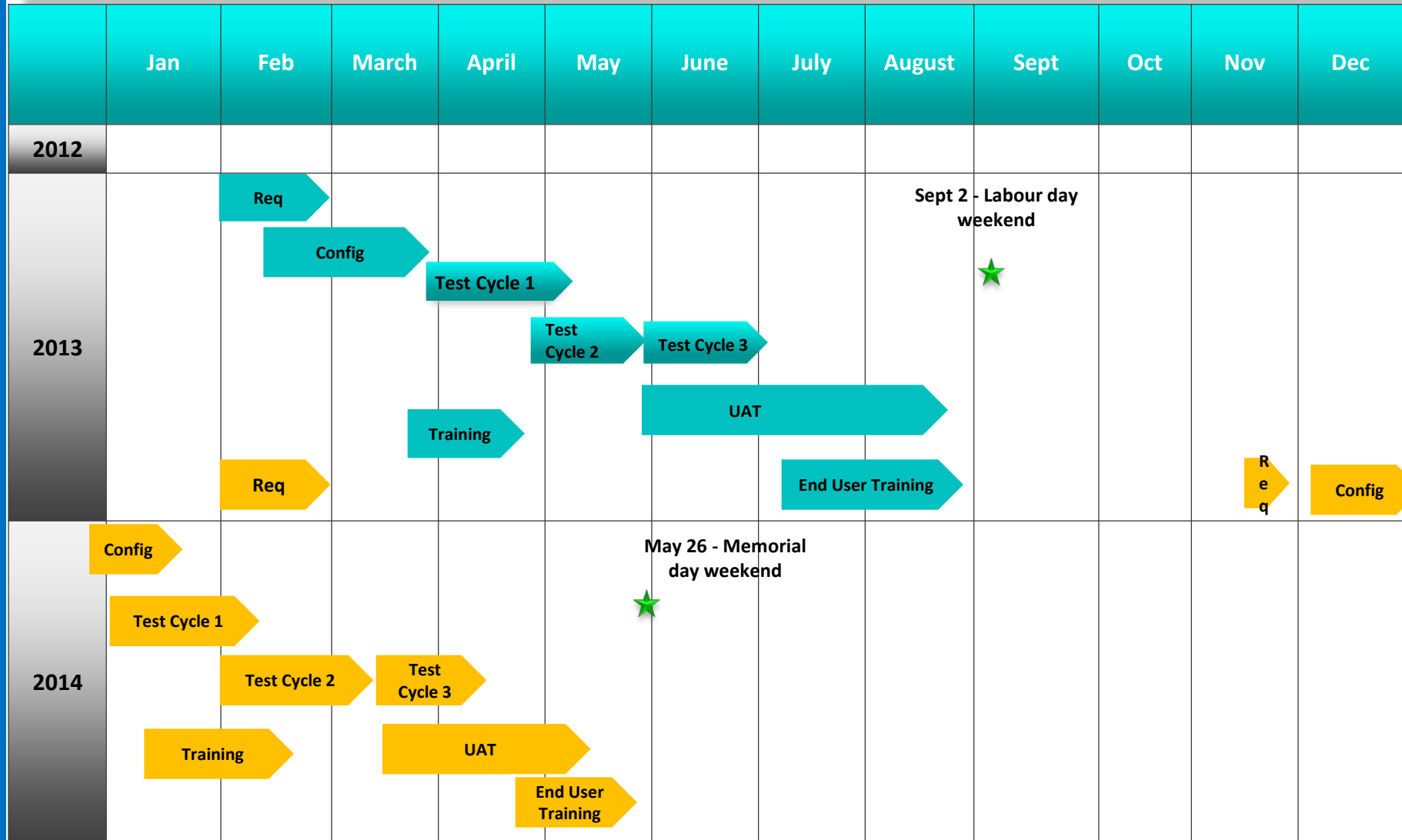
Electric



Build Data conversion

NH-GAS & ELECTRIC - PROJECT TIMELINES

THE POWER OF ACTION



Go Live



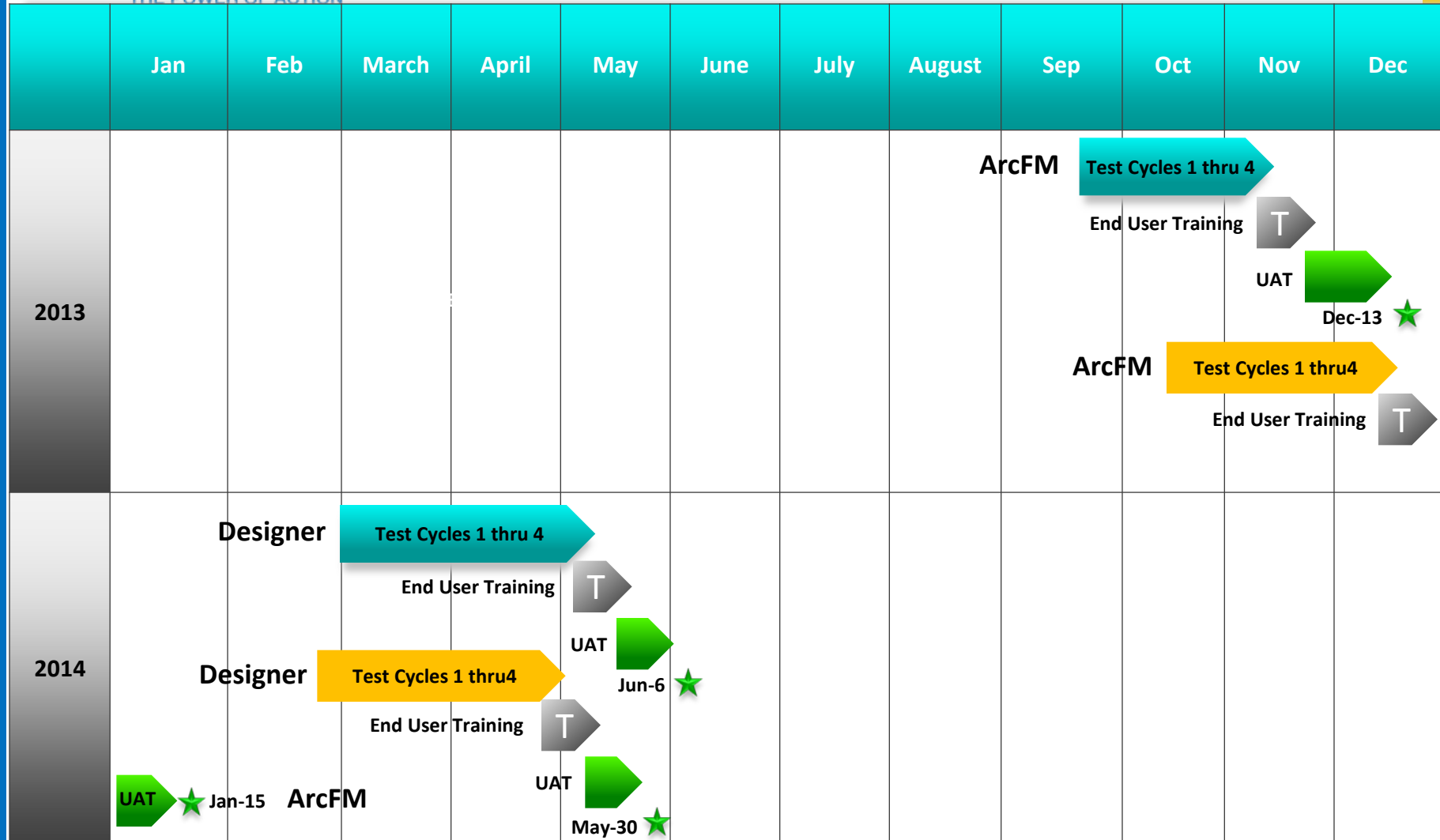
Gas



Electric



THE POWER OF ACTION



★ Go Live

Training

UAT

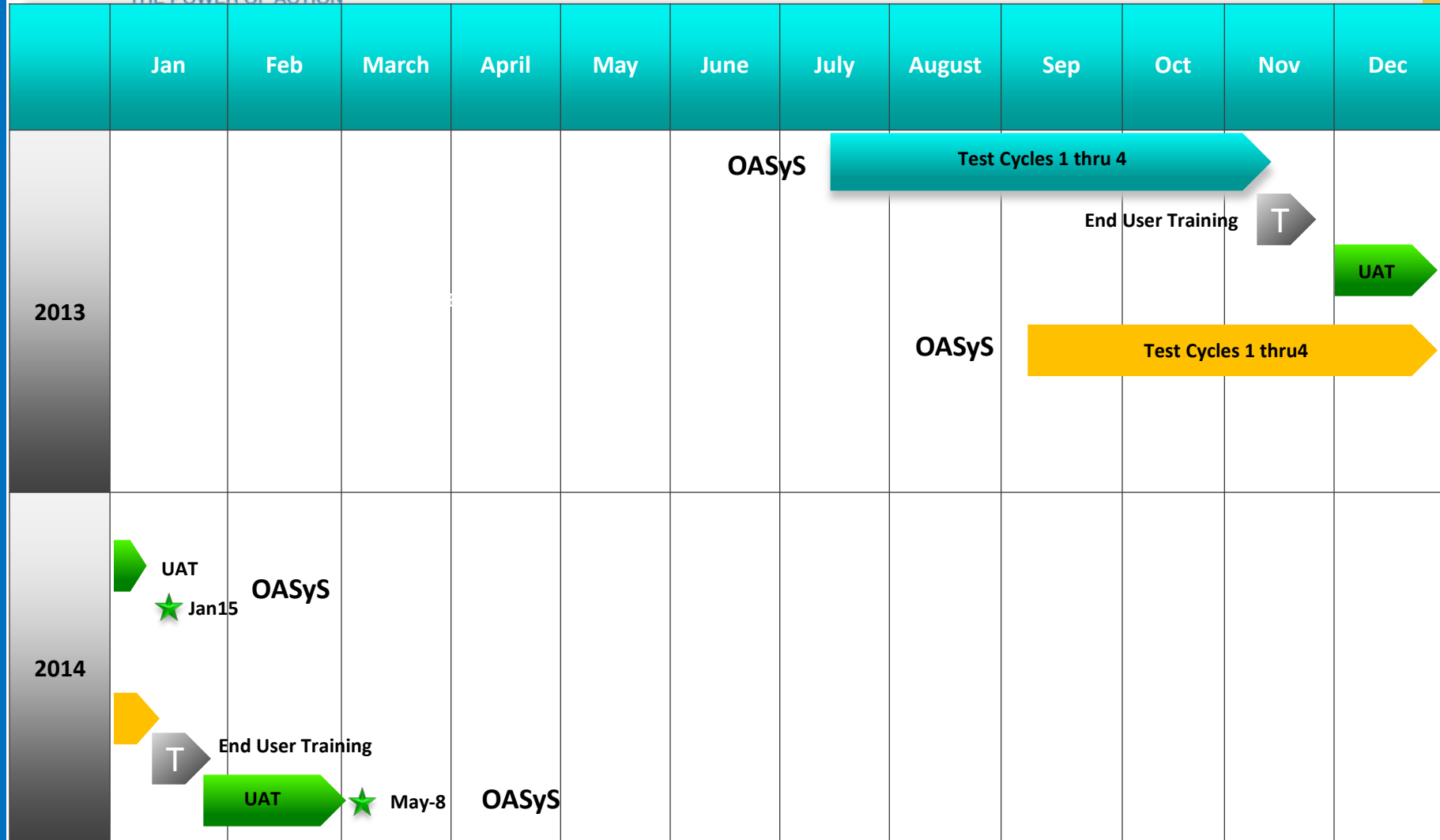
Gas

Electric

NH-GAS & ELECTRIC SCADA (OASyS) - PROJECT TIMELINES



THE POWER OF ACTION



★ Go Live

Training

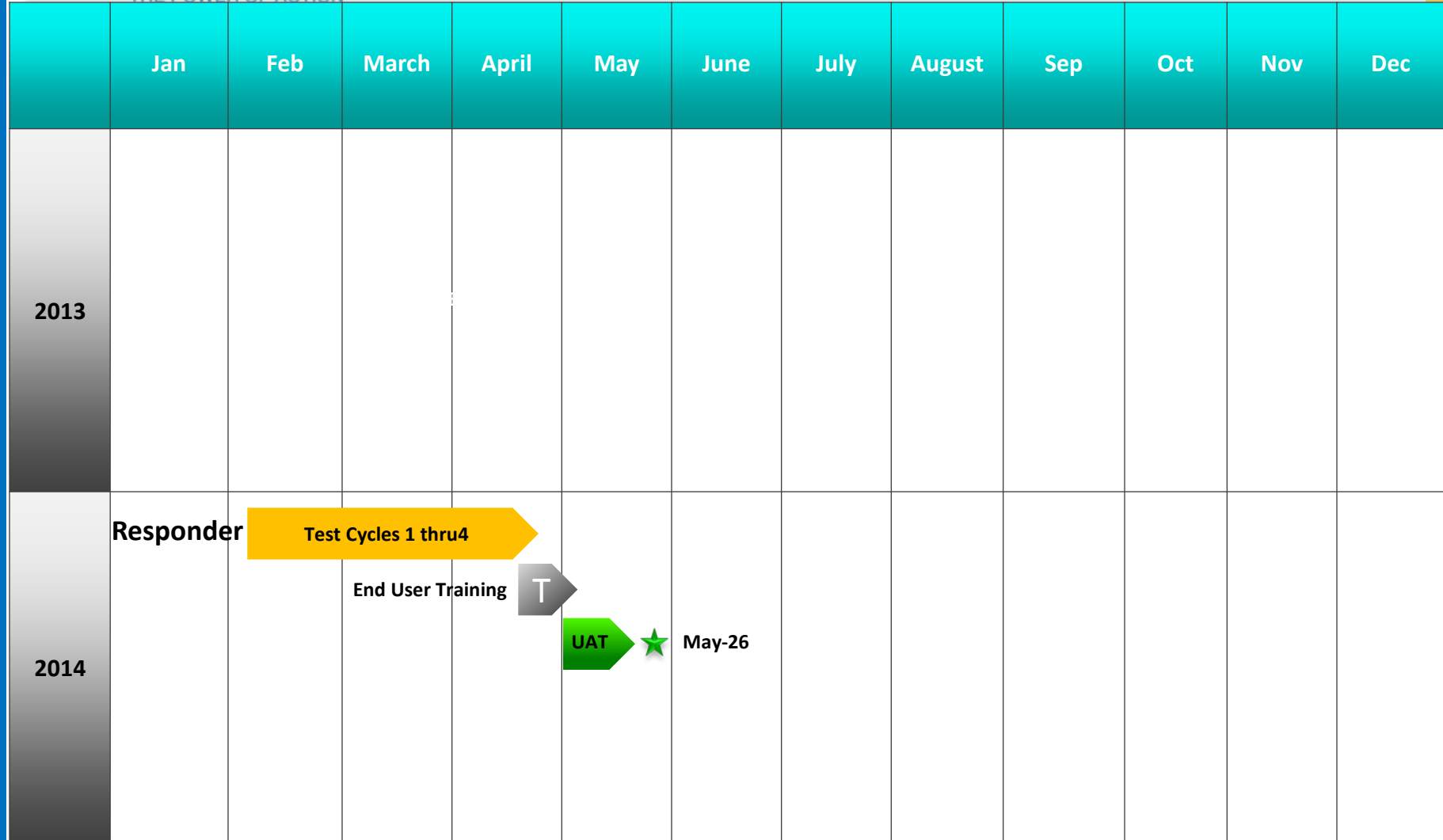
UAT

Gas

Electric

NH-ELECTRIC Outage Management (Responder) - PROJECT TIMELINES

THE POWER OF ACTION



★ Go Live

Training

UAT

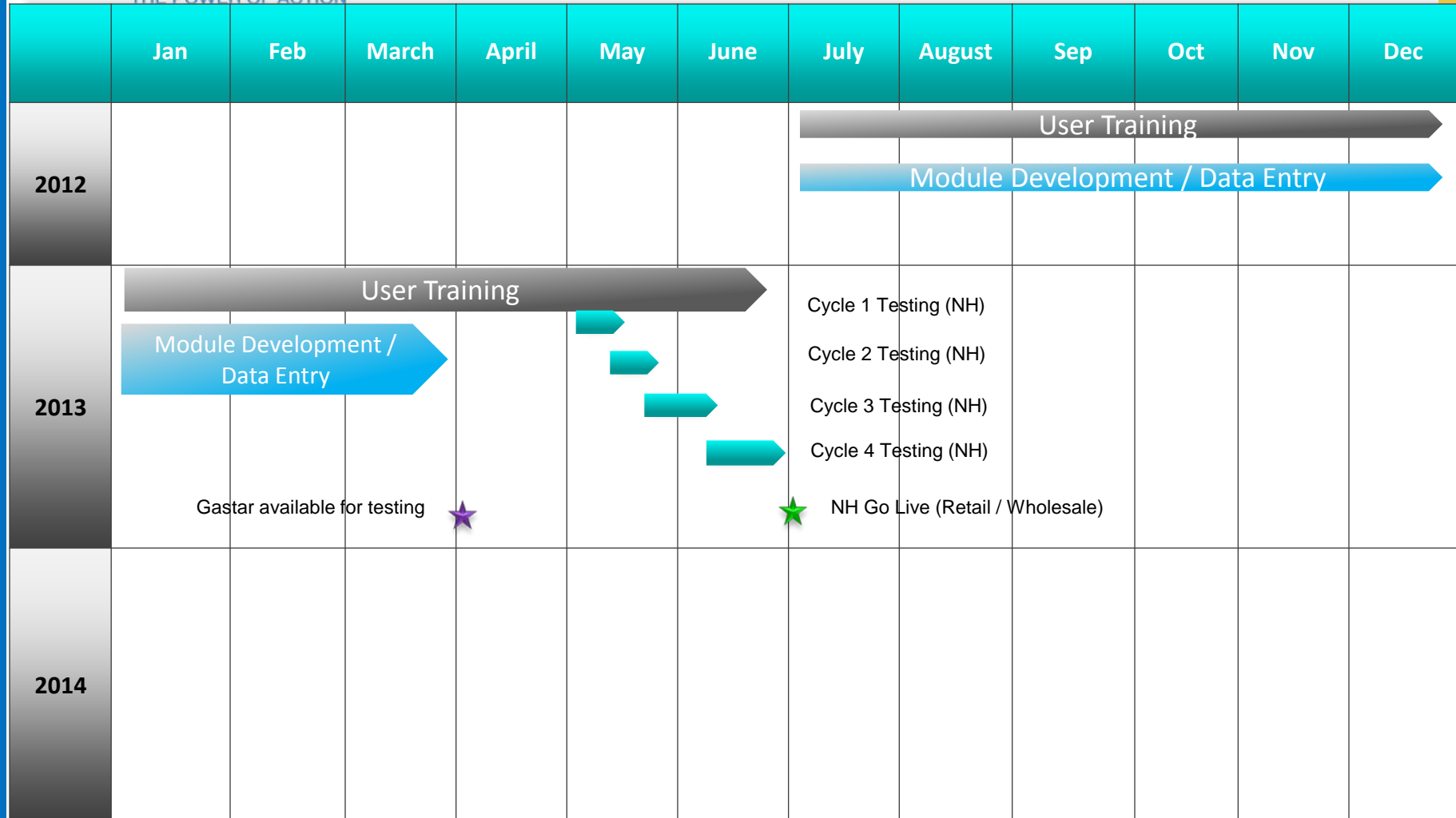
Gas

Electric

NH - GASTAR PROJECT TIMELINES



THE POWER OF ACTION



Go Live



Training



UAT



Gas



Electric

Build Data
conversion

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
		<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	05/15
	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
	SCADA	0613	0613	0718	0913	0813	0514
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

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

	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	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
		<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	07/13 Wholesale 09/13 Retail
Engineering and Operations	GIS – ArcFM	07/13	07/13	08/13	09/13	09/13	12/13
	Designer	12/13	NA	01/14	02/14	02/14	06/14
	Responder (Outage Mgmt. System)	01/14	01/14	12/13	02/14	01/14	05/14
	Fortis (Document Mgmt. System)	Pending	Pending	Pending	Pending	Pending	Pending
	SCADA	0513	0513	0713	0813	0813	1013
Work Management	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

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

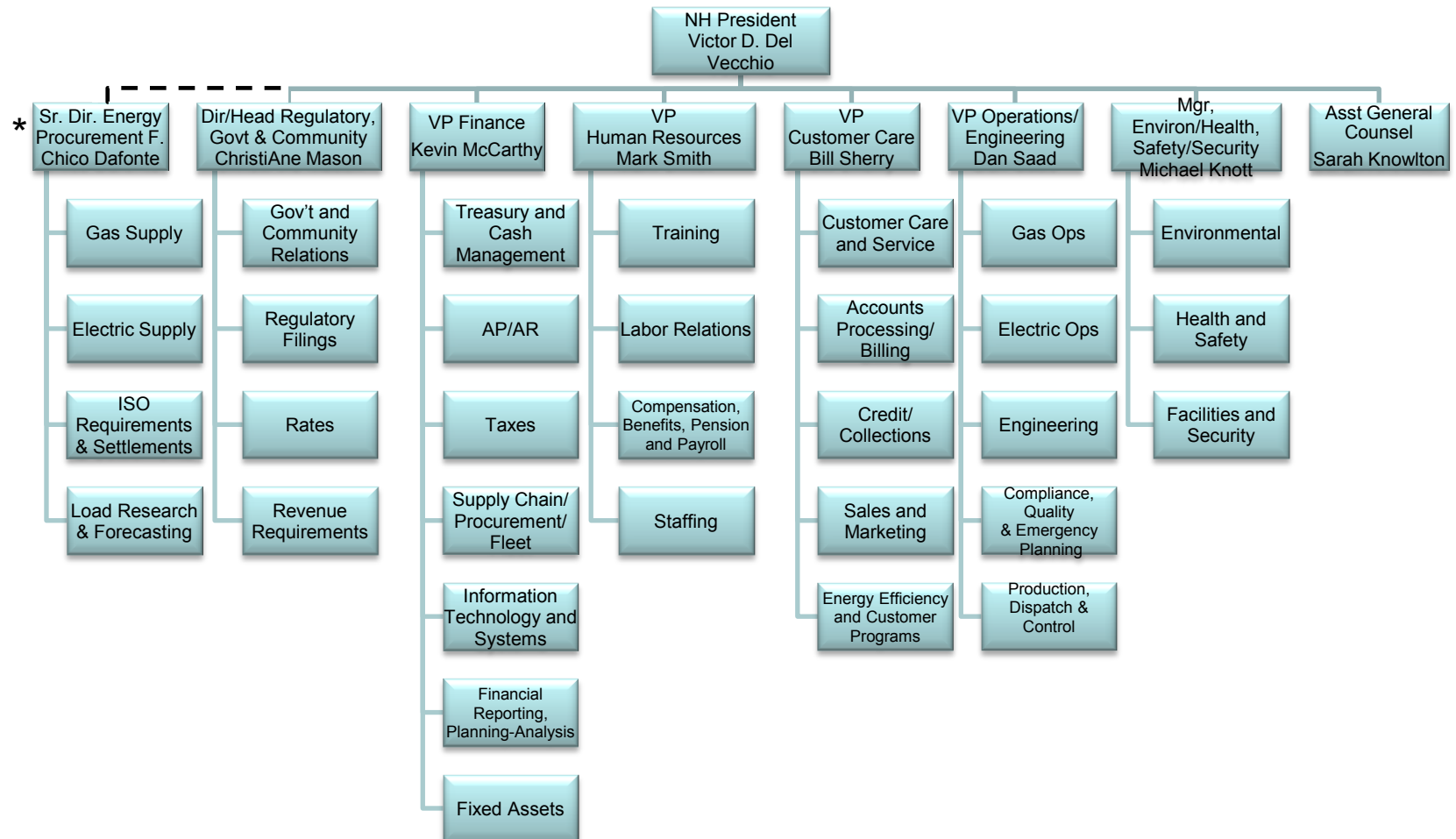
	Job Cost	05/13	06/13	05/13	05/13	08/13	09/13
	Work Estimating (Quadra)	N/A	N/A	N/A	N/A	N/A	N/A

Attachment B.3 – IT Change Requests

There are no change requests for this month.

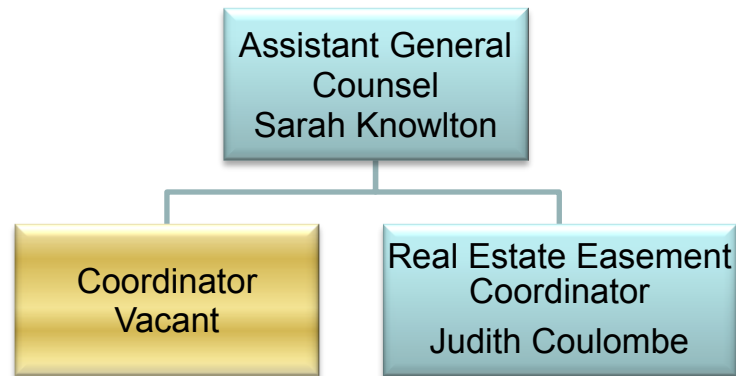
ATTACHMENT C

UPDATED STRUCTURAL ORGANIZATIONAL CHARTS



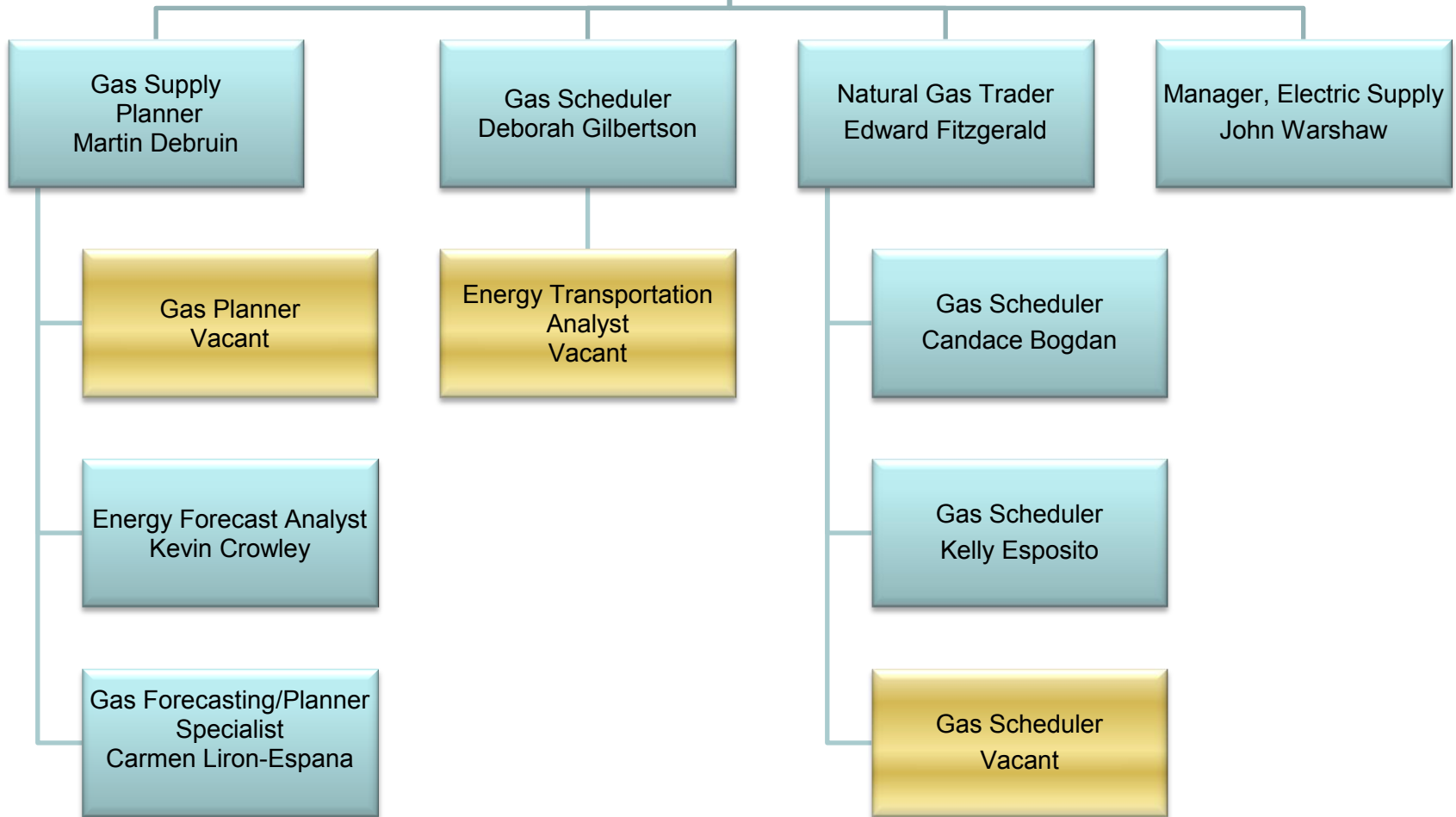
*Given the shared services provided by the Energy Procurement Department to NH and other Liberty organizations, this department now reports to the President, Liberty Utilities, with a dotted line reporting relationship to the NH President. No change in the services provided to NH, however, results from these reporting relationships.

Legal



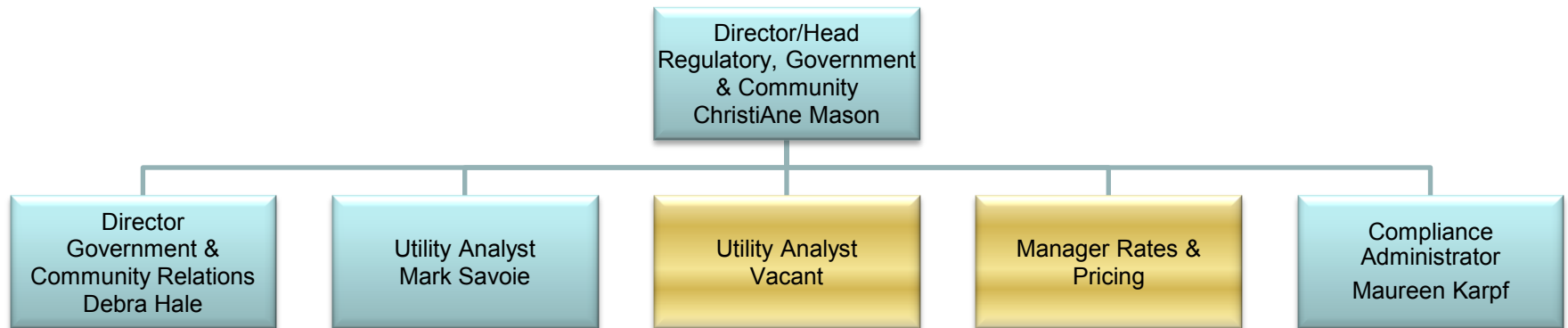
Energy Procurement NH

Sr. Director Energy
Procurement
F. Chico Dafonte



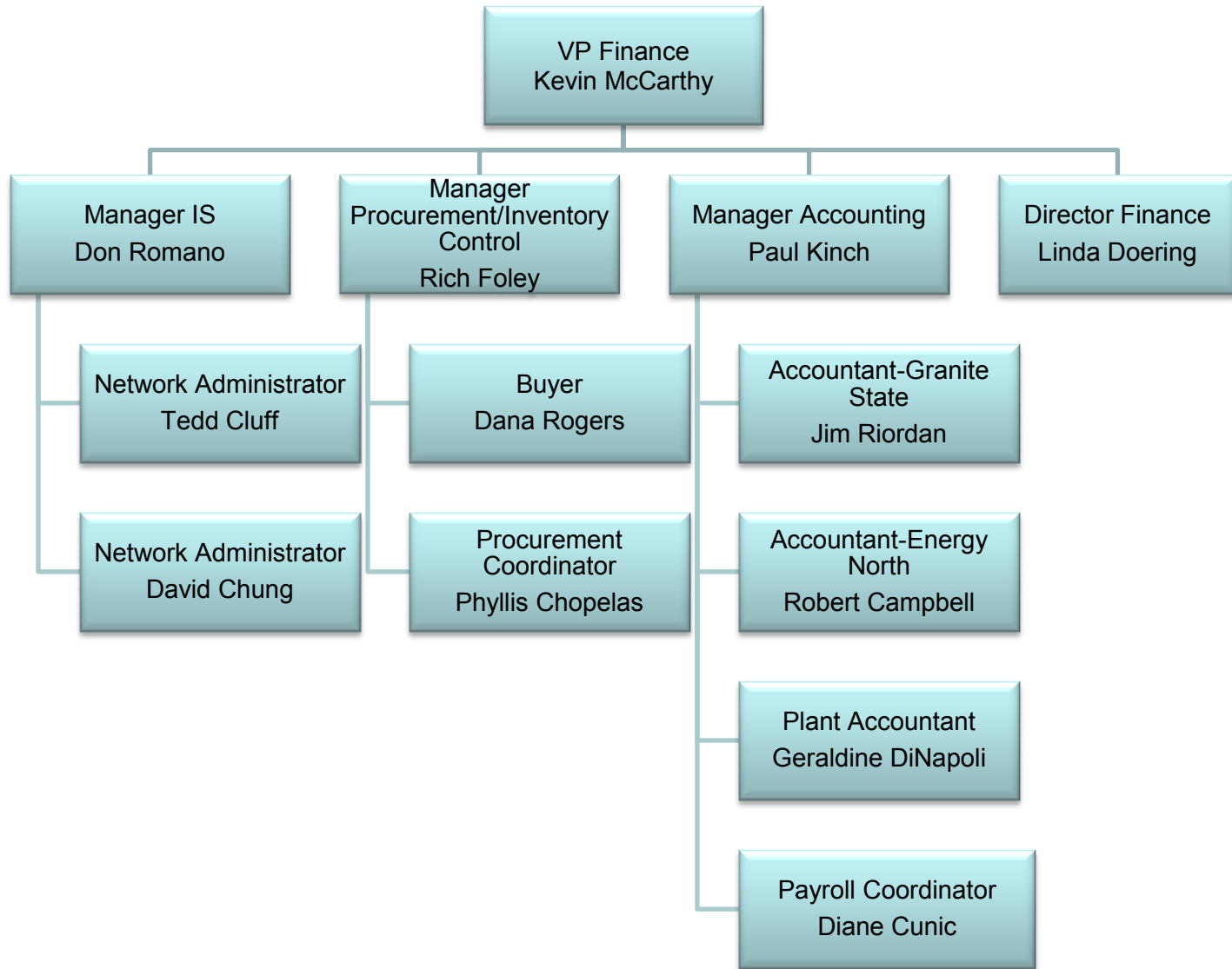
Vacant
Position

Regulatory, Government, and Community Relations



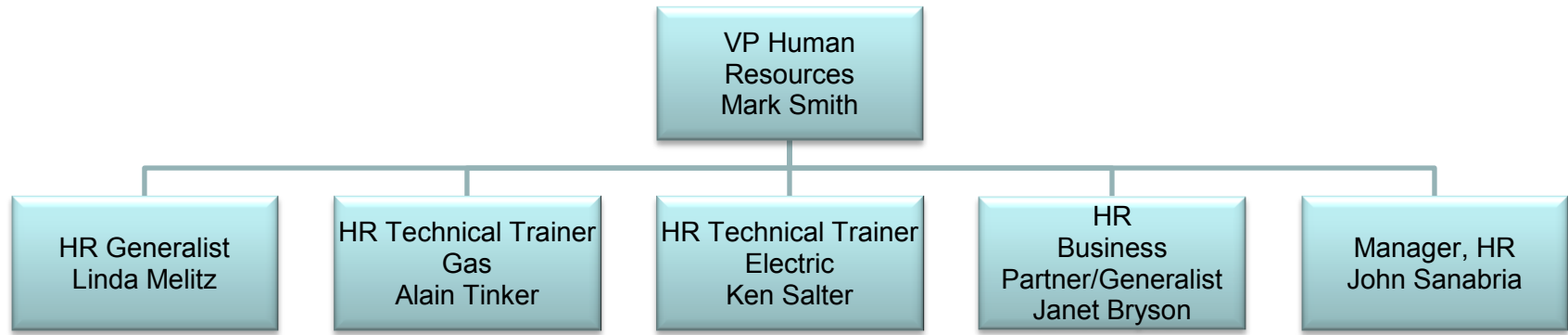
Vacant
Position

Finance



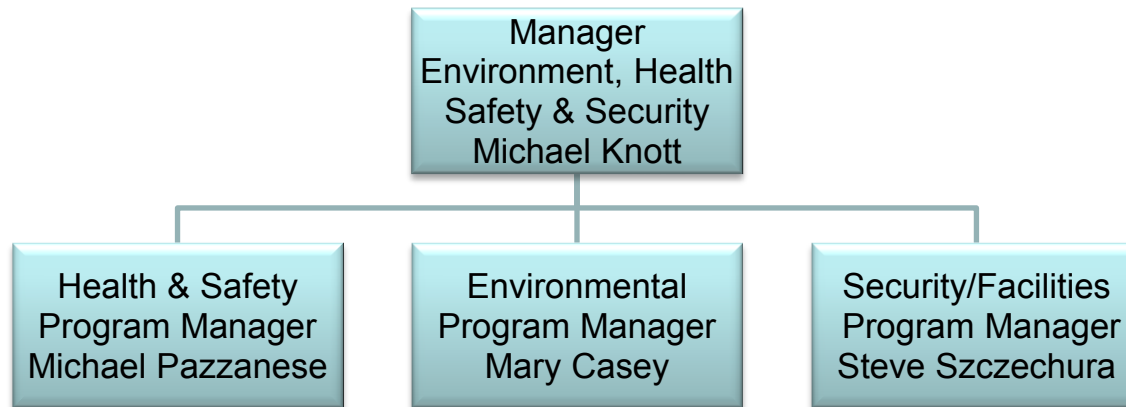
Vacant
Position

Human Resources

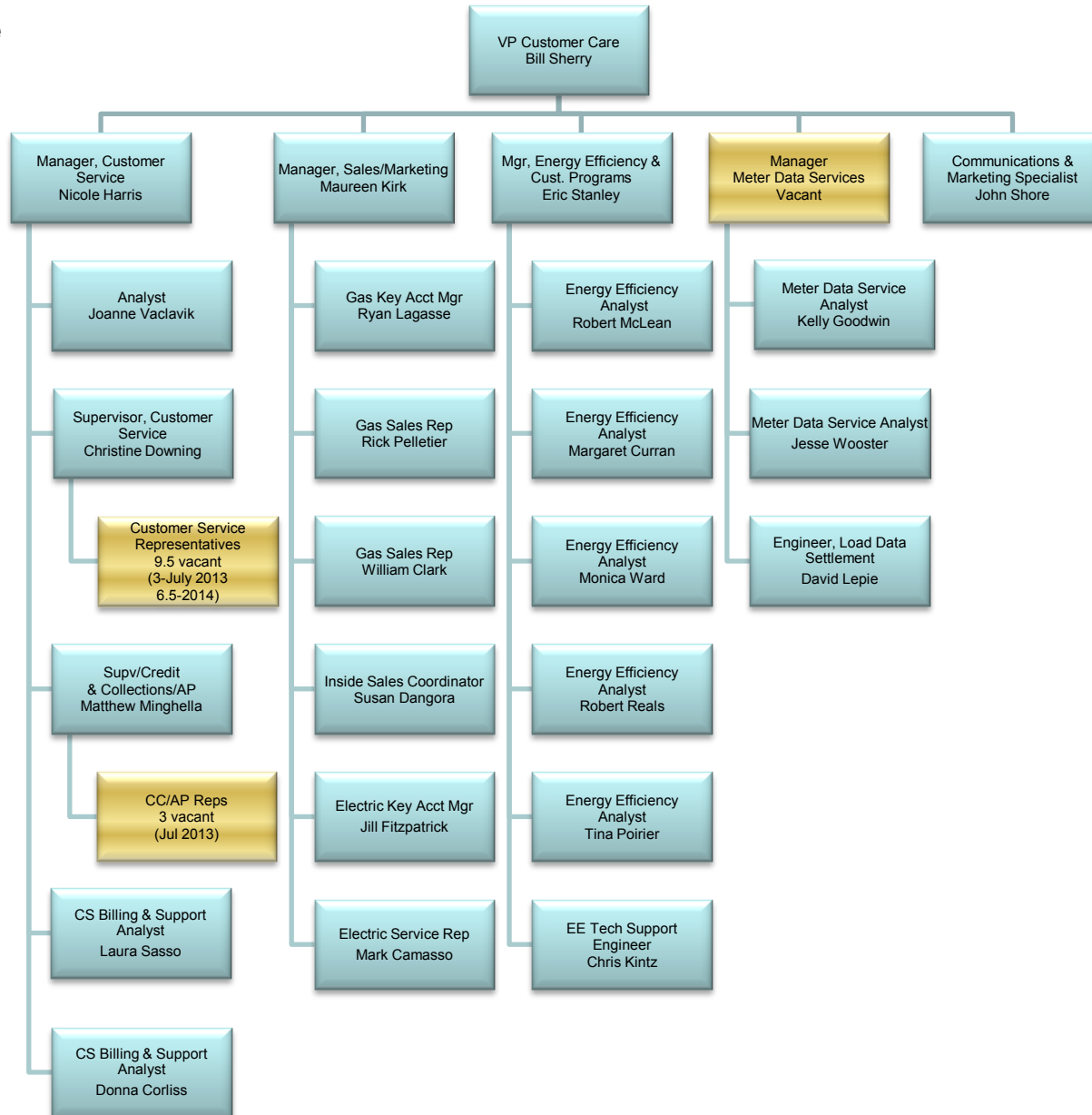


Vacant
Position

Environment, Health & Safety

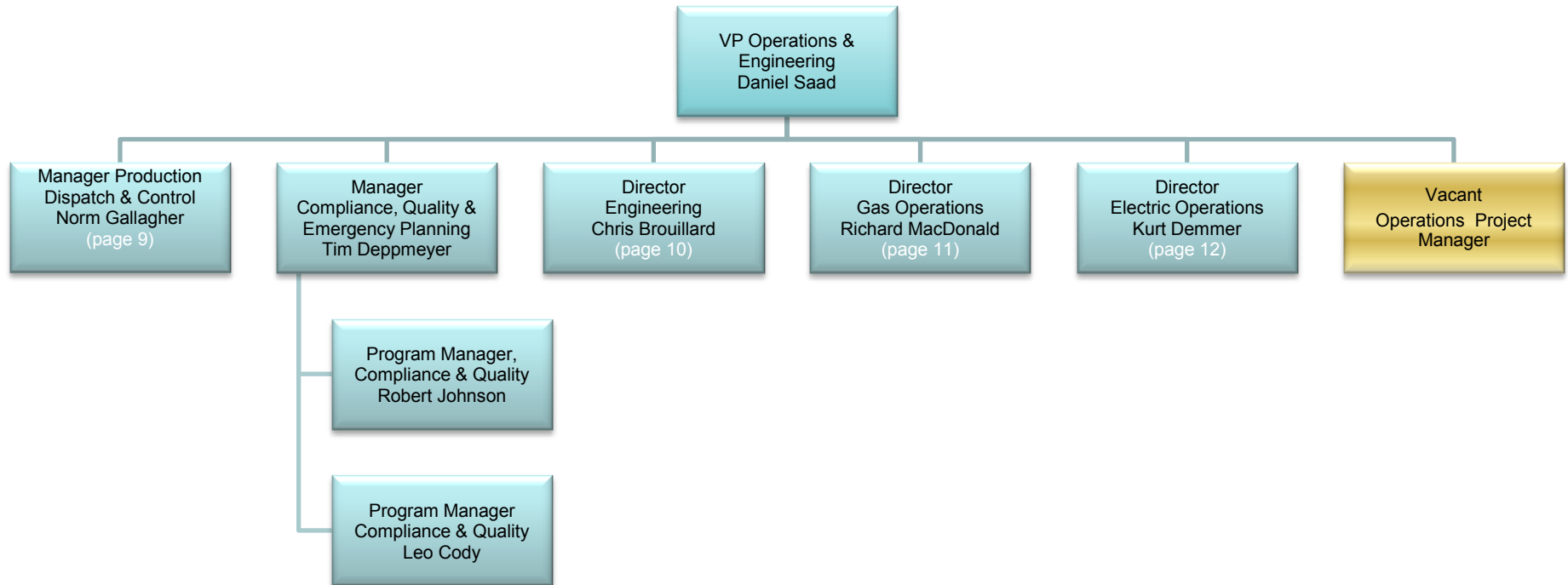


Customer Care



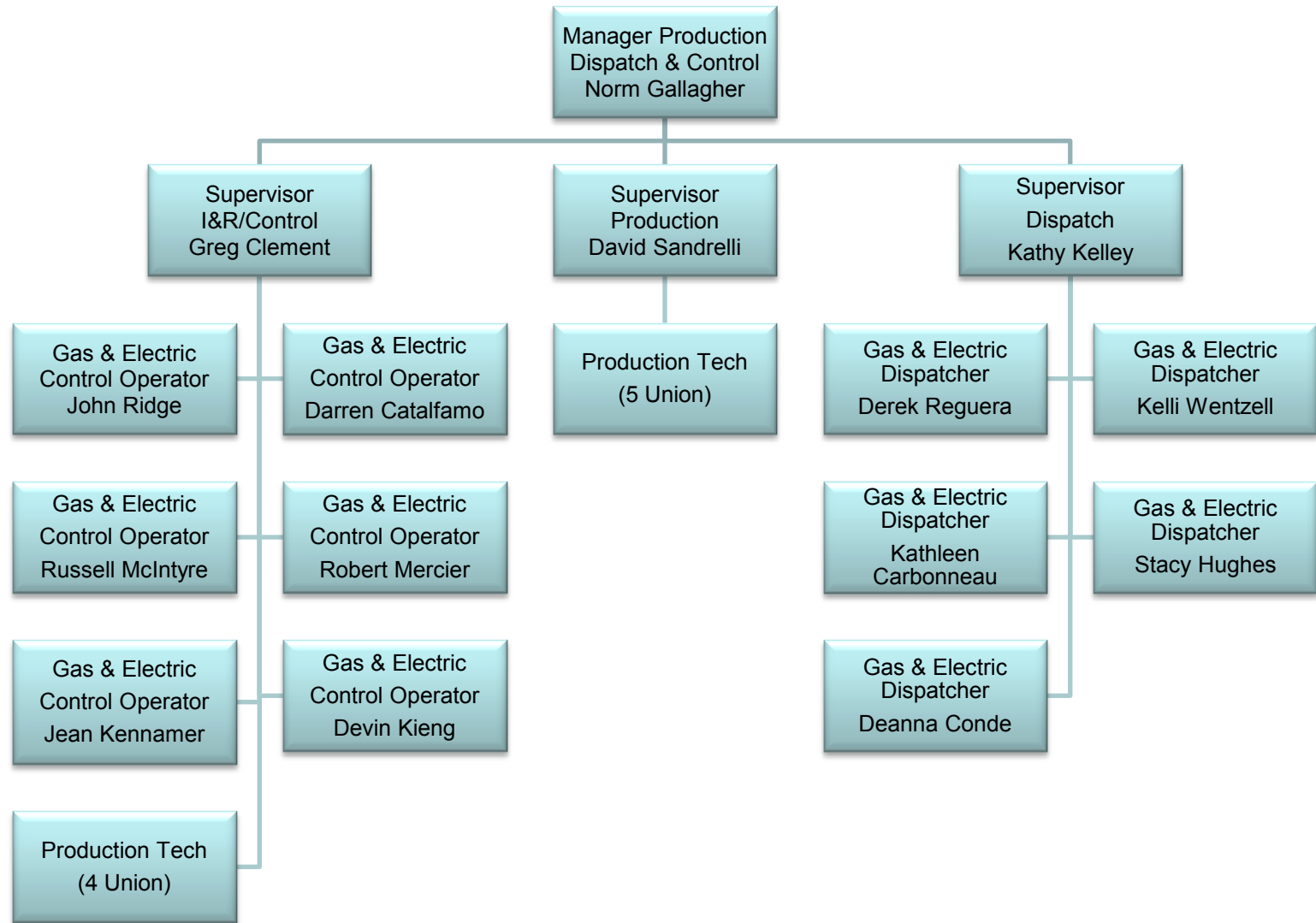
Vacant
Position

Operations



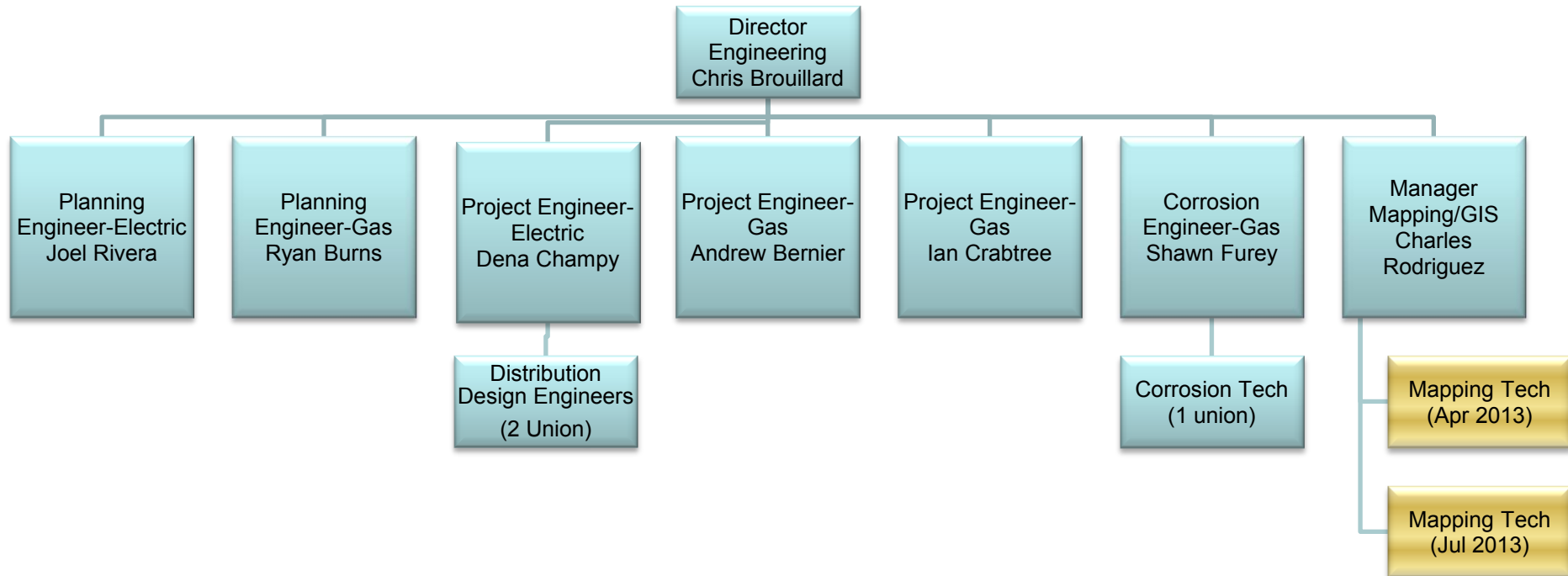
Vacant
Position

Operations/Production, Dispatch & Control



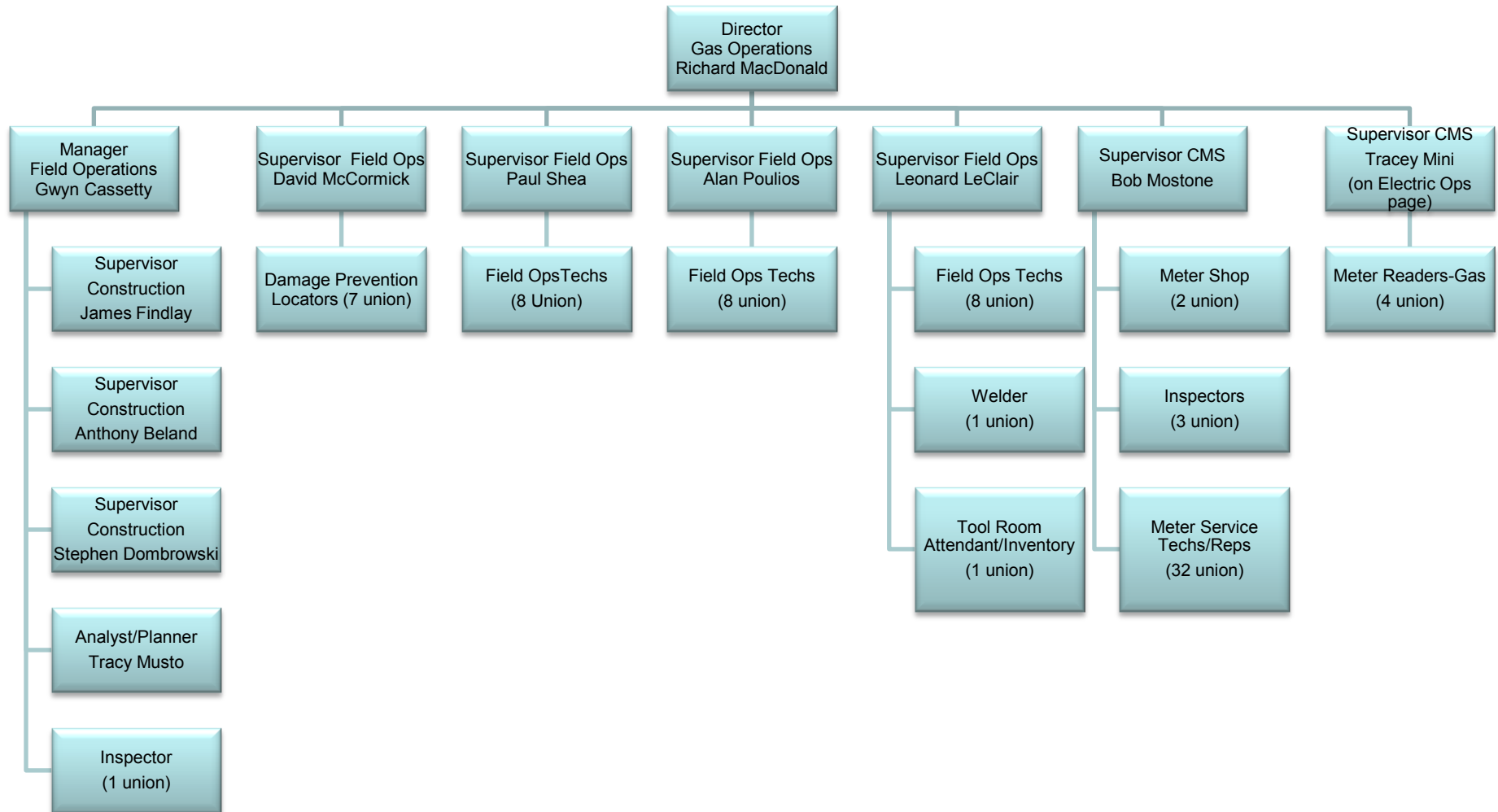
Vacant
Position

Operations/Engineering



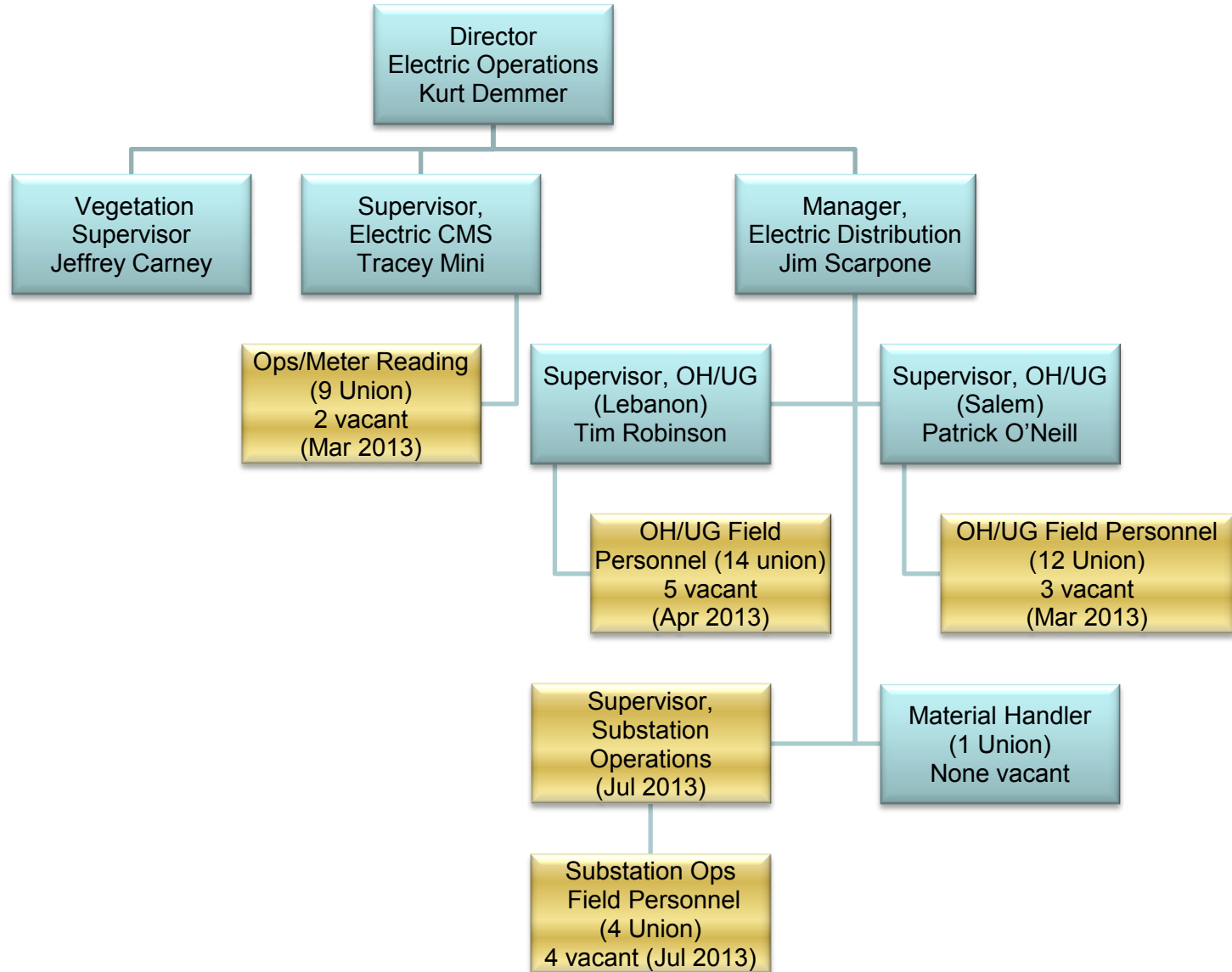
Vacant
Position

Operations/Gas



Vacant
Position

Operations/Electric



Vacant
Position