



Liberty Utilities

**Service Transition Notice**  
**Request to Terminate Service**  
**And**  
**Confirmation to Terminate Service**

Date Requested: December 2, 2013 *WJS*

Pursuant to Section IV(4)(a) of Schedule A to the Amended and Restated Transition Services Agreement, the following constitutes EnergyNorth Natural Gas, Inc.'s ("EnergyNorth") written notice that it will be prepared within 30 days to assume full responsibility for the following Transition Service:

<b>Functional Area</b>	Customer Service
<b>TSA Service Number and Title</b>	Customer Service – 1 Call Center Operations
<b>National Grid Service Representative</b>	Nancy Cianflone
<b>Liberty Service Representative</b>	William T. Sherry
<b>Transition Service End Date</b>	December 30, 2013
<b>Tasks to be Completed by End Date</b>	Completed
<b>Records/Data Transfer Status &amp; Requirements</b>	None
<b>Information or Assistance Required by National Grid to Effectuate Transition</b>	

**Prepared to assume applicable service (5 Day Notice):**

Liberty Service Representative: \_\_\_\_\_

Name (Printed): William Sherry Title: Vice President – Customer Care

Date: \_\_\_\_\_

**Confirmation:**

National Grid Service Representative: \_\_\_\_\_

Name (Printed): Nancy Cianflone Title: Director, Progrm Dev & Governance

Date: \_\_\_\_\_



Liberty Utilities

**Service Transition Notice**  
**Request to Terminate Service**  
**And**  
**Confirmation to Terminate Service**

Date Requested: December 2, 2013 *UTS*

Pursuant to Section IV(4)(a) of Schedule A to the Amended and Restated Transition Services Agreement, the following constitutes EnergyNorth Natural Gas, Inc.'s ("EnergyNorth") written notice that it will be prepared within 30 days to assume full responsibility for the following Transition Service:

<b>Functional Area</b>	Customer Service
<b>TSA Service Number and Title</b>	Customer Service – 3 Collections Process Support
<b>National Grid Service Representative</b>	Nancy Cianflone
<b>Liberty Service Representative</b>	William T. Sherry
<b>Transition Service End Date</b>	December 30, 2013
<b>Tasks to be Completed by End Date</b>	Completed
<b>Records/Data Transfer Status &amp; Requirements</b>	None
<b>Information or Assistance Required by National Grid to Effectuate Transition</b>	

**Prepared to assume applicable service (5 Day Notice):**

Liberty Service Representative: \_\_\_\_\_

Name (Printed): William Sherry Title: Vice President Customer Care

Date: \_\_\_\_\_

**Confirmation:**

National Grid Service Representative: \_\_\_\_\_

Name (Printed): Nancy Cianflone Title: Director, Progrm Dev & Governance

Date: \_\_\_\_\_



Liberty Utilities

**Service Transition Notice**  
**Request to Terminate Service**  
**And**  
**Confirmation to Terminate Service**

Date Requested: December 2, 2013 *2/5*

Pursuant to Section IV(4)(a) of Schedule A to the Amended and Restated Transition Services Agreement, the following constitutes EnergyNorth Natural Gas, Inc.'s ("EnergyNorth") written notice that it will be prepared within 30 days to assume full responsibility for the following Transition Service:

<b>Functional Area</b>	Customer Service
<b>TSA Service Number and Title</b>	Customer Service – 4 New Business Administration
<b>National Grid Service Representative</b>	Nancy Cianflone
<b>Liberty Service Representative</b>	William T. Sherry
<b>Transition Service End Date</b>	December 30, 2013
<b>Tasks to be Completed by End Date</b>	Completed
<b>Records/Data Transfer Status &amp; Requirements</b>	None
<b>Information or Assistance Required by National Grid to Effectuate Transition</b>	

**Prepared to assume applicable service (5 Day Notice):**

Liberty Service Representative: \_\_\_\_\_

Name (Printed): William Sherry Title: Vice President Customer Care

Date: \_\_\_\_\_

**Confirmation:**

National Grid Service Representative: \_\_\_\_\_

Name (Printed): Nancy Cianflone Title: Director, Progrm Dev & Governance

Date: \_\_\_\_\_





Liberty Utilities

**Service Transition Notice**  
**Request to Terminate Service**  
**And**  
**Confirmation to Terminate Service**

Date Requested: December 2, 2013 *WTS*

Pursuant to Section IV(4)(a) of Schedule A to the Amended and Restated Transition Services Agreement, the following constitutes EnergyNorth Natural Gas, Inc.'s ("EnergyNorth") written notice that it will be prepared within 30 days to assume full responsibility for the following Transition Service:

<b>Functional Area</b>	Customer Service
<b>TSA Service Number and Title</b>	Customer Service – 5 Revenue Protection/Diversion & Investigation
<b>National Grid Service Representative</b>	Nancy Cianflone
<b>Liberty Service Representative</b>	William T. Sherry
<b>Transition Service End Date</b>	December 30, 2013
<b>Tasks to be Completed by End Date</b>	Completed
<b>Records/Data Transfer Status &amp; Requirements</b>	None
<b>Information or Assistance Required by National Grid to Effectuate Transition</b>	

**Prepared to assume applicable service (5 Day Notice):**

Liberty Service Representative: \_\_\_\_\_

Name (Printed): William Sherry Title: Vice President Customer Care

Date: \_\_\_\_\_

**Confirmation:**

National Grid Service Representative: \_\_\_\_\_

Name (Printed): Nancy Cianflone Title: Director, Progm Dev & Governance

Date: \_\_\_\_\_



Liberty Utilities

**Service Transition Notice**  
**Request to Terminate Service**  
**And**  
**Confirmation to Terminate Service**

Date Requested: December 2, 2013 *WTS*

Pursuant to Section IV(4)(a) of Schedule A to the Amended and Restated Transition Services Agreement, the following constitutes EnergyNorth Natural Gas, Inc.'s ("EnergyNorth") written notice that it will be prepared within 30 days to assume full responsibility for the following Transition Service:

<b>Functional Area</b>	Customer Service
<b>TSA Service Number and Title</b>	Customer Service – 6 Customer Data Migration
<b>National Grid Service Representative</b>	Nancy Cianflone
<b>Liberty Service Representative</b>	William T. Sherry
<b>Transition Service End Date</b>	December 30, 2013
<b>Tasks to be Completed by End Date</b>	Completed
<b>Records/Data Transfer Status &amp; Requirements</b>	Customer records were transferred at the time of conversion in September 2013.
<b>Information or Assistance Required by National Grid to Effectuate Transition</b>	

**Prepared to assume applicable service (5 Day Notice):**

Liberty Service Representative: \_\_\_\_\_

Name (Printed): William Sherry Title: Vice President Customer Care

Date: \_\_\_\_\_

**Confirmation:**

National Grid Service Representative: \_\_\_\_\_

Name (Printed): Nancy Cianflone Title: Director, Progrm Dev & Governance

Date: \_\_\_\_\_



**Liberty Utilities**

**Service Transition Notice**  
**Request to Terminate Service**  
**And**  
**Confirmation to Terminate Service**

Date Requested: December 2, 2013 *WTS*

Pursuant to Section IV(4)(a) of Schedule A to the Amended and Restated Transition Services Agreement, the following constitutes EnergyNorth Natural Gas, Inc.'s ("EnergyNorth") written notice that it will be prepared within 30 days to assume full responsibility for the following Transition Service:

<b>Functional Area</b>	Energy Solutions Delivery & Efficiency
<b>TSA Service Number and Title</b>	ESD&E – 2: Sales Support for Commercial, Industrial and Municipal Customers
<b>National Grid Service Representative</b>	
<b>Liberty Service Representative</b>	William Sherry
<b>Transition Service End Date</b>	December 31, 2013
<b>Tasks to be Completed by End Date</b>	completed
<b>Records/Data Transfer Status &amp; Requirements</b>	Completed at or shortly after conversion
<b>Information or Assistance Required by National Grid to Effectuate Transition</b>	

**Prepared to assume applicable service (5 Day Notice):**

Liberty Service Representative: \_\_\_\_\_

Name (Printed): William Sherry Title: Vice President – Customer Care

Date: \_\_\_\_\_

**Confirmation:**

National Grid Service Representative: \_\_\_\_\_

Name (Printed): Sean Mongan Title: Interim VP Sales/Program Operations

Date: \_\_\_\_\_