

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

**MONTHLY REPORT OF TRANSITION PROGRESS**

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

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: January 30, 2014

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
<b>Human Resources</b>							
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 Estimate	2.55					
		361,973.10	-	361,973.10	59,000.00	302,973.10	514%
<b>Financial Services</b>							
Fin-1	Financial Reporting	397.87					
Fin-2	Accounting Consulting	74,951.58					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	5,883.68					
Fin-8	Property Tax Services	13,591.19					
Fin-9	Claims Handling/Investigation Estimate	731.39					
		95,555.71	16,735.16	112,290.87	163,000.00	(50,709.13)	-31%
<b>Operations</b>							
Elec Ops-1	Planned Major Maintenance & Capital Construction	115,818.75					
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	592.46					
Elec Ops-3	Field Crew Dispatching and Scheduling	4,535.63					
Elec Ops-4	Electric Engineering and Design	82,160.52					
Elec Ops-5	Resource and Workload Planning	34,729.87					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	109,268.42					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,762,389.17					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	10,130.57					
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	3,283.89					
Elec Ops-12	Infrared (IR) Testing	-					
Elec Ops-13	Mapping & Records	16,539.69					
Elec Ops-14	Relay and Protection	49,894.66					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	158,266.14					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous Estimate	738,242.14					
		3,288,286.75	506,720.20	3,795,006.95	3,952,000.00	(156,993.05)	-4%
<b>Energy Solutions Delivery &amp; Efficiency</b>							
ESD&E-1	Energy Efficiency Programs	48,402.41					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		49,418.03	1,699.38	51,117.41	-	51,117.41	0%
<b>Energy Control &amp; Supply</b>							
Energy Supply-1	Electric Network Control	209,289.63					
Energy Supply-2	Electric Load Forecasting	5,097.47					
Energy Supply-3	Energy Procurement Services	11,451.86					
Energy Supply-4	Energy Procurement Consulting	6,477.63					
Energy Supply-5	Distributed Generation Services	742.09					
	Estimate	-					
		233,058.68	15,201.42	248,260.10	130,000.00	118,260.10	91%
<b>Project Management</b>							
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%
<b>Health, Safety &amp; Environment (HS&amp;E)</b>							
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%

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: January 30, 2014

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
<b>Security</b>							
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%
<b>Supply Chain and Inventory Management</b>							
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%
<b>Customer Services Support</b>							
Customer Svc-1	Call Center Operations	448,195.39					
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,130,798.96					
Customer Svc-3	Collections Process Support	39,143.33					
Customer Svc-4	New Business Administration	198,667.81					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	87,822.49					
	Estimate	-					
		1,905,232.71	807,019.56	2,712,252.27	3,939,000.00	(1,226,747.73)	-31%
<b>Regulatory Support</b>							
Reg-1	Regulatory Support - General	53,952.09					
Reg-2	Regulatory Reporting	22,031.73					
	Estimate	-					
		75,983.82	38,852.32	114,836.14	45,000.00	69,836.14	155%
<b>Records Management</b>							
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	-	-	0%
<b>IT Transition Services</b>							
IT-1	Business Application Services	420,720.86					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	87,383.78					
IT-4	Client Services	96,930.54					
IT-5	Contracts and Licenses	264,177.02					
IT-6	Infrastructure Services	288,767.62					
IT-7	Networking Support	104,220.48					
IT-8	IS Energy Management Systems (EMS)	104,472.85					
IT-9	Security Services	459.14					
	Estimate	-					
		\$ 1,367,132.32	660,065.49	\$ 2,027,197.81	\$ 1,409,000.00	\$ 618,197.81	44%
		\$ 7,470,267.20	\$ 2,046,293.53	\$ 9,516,560.73	\$ 9,762,000.00	\$ (245,439.27)	-3%

### Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,253,160.01	-				
		1,253,160.01	-	\$ 1,253,160.01	\$ -	\$ 1,253,160.01	-

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: January 30, 2014

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

	Transition Service	(U)	(V)	(W)	(X)	(Y)	(AE)
		Cost					
		(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(estimated) Jan-14	Total Actual & Est.
<b>Human Resources</b>							
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
<b>Financial Services</b>							
Fin-1	Financial Reporting	-	-	-	-	-	397.87
Fin-2	Accounting Consulting	2,928.45	1,565.99	827.71	1,018.72	2,789.19	91,686.74
Fin-3	Financial Training Service	-	-	-	-	-	-
Fin-4	Accounts Payable Processes	-	-	-	-	-	-
Fin-5	Accounts Payable Consulting	-	-	-	-	-	-
Fin-6	Cash Management	-	-	-	-	-	-
Fin-7	Tax Consulting Services	3,211.31	-	-	369.34	-	5,883.68
Fin-8	Property Tax Services	-	-	-	-	-	13,591.19
Fin-9	Claims Handling/Investigation	-	-	-	-	-	731.39
	Estimate	-	-	-	-	-	-
		6,139.76	1,565.99	827.71	1,388.06	2,789.19	112,290.87
<b>Operations</b>							
Elec Ops-1	Planned Major Maintenance & Capital Construction	-	-	-	-	-	115,818.75
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	-	-	-	-	-	592.46
Elec Ops-3	Field Crew Dispatching and Scheduling	945.42	-	-	-	-	4,535.63
Elec Ops-4	Electric Engineering and Design	-	23,753.06	(16,837.89)	1,969.49	9,625.88	139,915.78
Elec Ops-5	Resource and Workload Planning	849.02	8.44	744.30	506.22	1,368.06	42,938.23
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	3,615.11	15,982.18	(11,771.24)	-	-	109,268.42
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	7,788.24	50,074.43	122,197.48	25,657.14	61,094.90	2,128,958.55
Elec Ops-8	Vegetation Management	-	-	-	-	-	468.05
Elec Ops-9	Customer Meter Support	-	-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	25.88	741.10	1,095.73	4,282.05	62.68	10,506.67
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	-	-	-	-	-	3,283.89
Elec Ops-12	Infrared (IR) Testing	-	-	-	-	-	-
Elec Ops-13	Mapping & Records	82.80	288.30	-	40.90	727.15	20,175.44
Elec Ops-14	Relay and Protection	2,038.63	3,153.40	3,612.72	1,567.00	-	49,894.66
Elec Ops-15	Codes and Standards	-	-	-	-	-	1,715.22
Elec Ops-16	Mutual Assistance	-	5,503.71	299.86	-	14,035.07	228,441.49
Elec Ops-17	Business Continuity Support and Emergency Logistics	-	-	-	-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	26,997.99	28,977.04	33,963.60	25,877.74	-	738,242.14
	Estimate	-	-	-	-	-	-
		42,343.09	128,481.66	133,304.56	59,900.54	86,913.74	3,795,006.95
<b>Energy Solutions Delivery &amp; Efficiency</b>							
ESD&E-1	Energy Efficiency Programs	8,792.62	(7,285.69)	691.64	393.22	339.88	50,101.80
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	1,015.62
	Estimate	-	-	-	-	-	-
		8,792.62	(7,285.69)	691.64	393.22	339.88	51,117.41
<b>Energy Control &amp; Supply</b>							
Energy Supply-1	Electric Network Control	14,129.19	18,995.84	16,198.33	16,291.61	3,040.28	224,491.05
Energy Supply-2	Electric Load Forecasting	-	143.68	317.03	-	-	5,097.47
Energy Supply-3	Energy Procurement Services	-	-	-	-	-	11,451.86
Energy Supply-4	Energy Procurement Consulting	-	-	-	-	-	6,477.63
Energy Supply-5	Distributed Generation Services	-	-	-	-	-	742.09
	Estimate	-	-	-	-	-	-
		14,129.19	19,139.52	16,515.36	16,291.61	3,040.28	248,260.10
<b>Project Management</b>							
Project Mgt-1	Project Management Services	-	-	-	-	-	9,339.14
Project Mgt-2	Cost Management Access	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	9,339.14
<b>Health, Safety &amp; Environment (HS&amp;E)</b>							
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

# Attachment A.1 – Transition Services Cost Report

Granite State Electric Company

File Date: January 30, 2014

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

	Transition Service	(U)	(V)	(W)	(X)	(Y)	(AE)
		Cost					
		(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(estimated) Jan-14	Total Actual & Est.
<b>Security</b>							
Security-1	Site Security Services	-	-	-	-	-	5.53
Security-2	Security Consulting	-	-	-	-	-	-
Security-3	NERC/NPCC- Reliability Compliance	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	5.53
<b>Supply Chain and Inventory Management</b>							
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
<b>Customer Services Support</b>							
Customer Svc-1	Call Center Operations	22,497.40	39,925.14	51,161.88	30,252.44	18,305.66	558,029.33
Customer Svc-2	Meter Reading, Billing and Payment Processing	36,774.94	53,191.78	109,052.89	31,678.85	90,244.93	1,672,268.56
Customer Svc-3	Collections Process Support	0.53	677.42	(34.63)	0.44	5,817.90	74,050.75
Customer Svc-4	New Business Administration	(4,880.17)	16,845.92	2,786.46	(3,876.07)	11,079.06	265,142.17
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	604.74
Customer Svc-7	Meter Data Services Support	10,670.27	(1,599.54)	6,626.82	7,580.09	9,055.71	142,156.73
	Estimate	-	-	-	-	-	-
		65,062.97	109,040.72	169,593.42	65,635.75	134,503.26	2,712,252.27
<b>Regulatory Support</b>							
Reg-1	Regulatory Support - General	146.13	675.11	233.73	32.17	6,390.30	92,293.91
Reg-2	Regulatory Reporting	1,181.11	2,114.36	-	-	85.08	22,542.23
	Estimate	-	-	-	-	-	-
		1,327.24	2,789.47	233.73	32.17	6,475.39	114,836.14
<b>Records Management</b>							
Records-1	Identification of Books and Records	-	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
<b>IT Transition Services</b>							
IT-1	Business Application Services	16,119.98	11,304.70	6,191.60	11,563.47	17,847.11	527,803.49
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.03
IT-3	Data Centers	2,628.91	3,685.26	6,777.15	(1,268.97)	-	87,383.78
IT-4	Client Services	7,895.18	5,097.11	33,151.65	4,093.42	-	96,930.54
IT-5	Contracts and Licenses	28,275.87	6,364.88	54,947.26	39,684.05	-	264,177.02
IT-6	Infrastructure Services	(7,739.29)	7,188.53	(1,492.98)	209.86	91,786.76	839,488.20
IT-7	Networking Support	(520.56)	1,721.71	1,605.00	1,557.19	-	104,220.48
IT-8	IS Energy Management Systems (EMS)	8,705.04	11,196.73	5,941.35	24,461.98	377.05	106,735.13
IT-9	Security Services	-	-	-	113.82	-	459.14
	Estimate	-	-	-	-	-	-
		\$ 55,365.13	\$ 46,558.92	\$ 107,121.03	\$ 80,414.82	\$ 110,010.92	\$ 2,027,197.81
		\$ 193,160.00	\$ 300,290.59	\$ 428,287.45	\$ 224,056.17	\$ 344,072.65	\$ 9,516,560.73

### Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering		48,806.83	122,197.48			1,253,160.01
		-	48,806.83	122,197.48	-	-	1,253,160.01

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: January 30, 2014

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
	<b>Human Resources</b>						
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	-	148,250.47	68,000.00	80,250.47	118%
	<b>Financial Services</b>						
Fin-1	Financial Reporting	37,909.00					
Fin-2	Accounting Consulting	54,635.16					
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	-					
		102,203.85	16,735.16	118,939.01	294,000.00	(175,060.99)	-60%
	<b>Operations</b>						
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	187,106.24					
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	14,272.61					
Gas Ops-10	Gas Support Services/Workload Planning	19,846.70					
Gas Ops-11	Gas Meter Operations/Meter Shop	128,081.41					
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	336,321.23					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	18,255.73					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		917,705.22	17,984.29	935,689.52	5,376,000.00	(4,440,310.48)	-83%
	<b>Energy Solutions Delivery &amp; Efficiency</b>						
ESD&E-1	Energy Efficiency Programs	41,410.52					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		112,362.56	125.74	112,488.31	77,000.00	35,488.31	46%
	<b>Gas Control &amp; Procurement</b>						
Gas Supply-1	Gas Control	305,977.85					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,257.88)					
Gas Supply-4	Gas Load Forecasting	43,194.66					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		475,900.45	-	475,900.45	0.00	475,900.45	47590045137%
	<b>Project Management</b>						
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%
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>						
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	22,357.77					
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	-					
		25,181.68	-	25,181.68	215,000.00	(189,818.32)	-88%

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: January 30, 2014

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					
	Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
<b>Security</b>						
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%
<b>Supply Chain and Inventory Management</b>						
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%
<b>Customer Services Support</b>						
Customer Svc-1	Call Center Operations	990,276.05				
Customer Svc-2	Meter Reading, Billing and Payment Processing	842,586.49				
Customer Svc-3	Collections Process Support	5,658.26				
Customer Svc-4	New Business Administration	16,502.58				
Customer Svc-5	Revenue Protection/Diversion & Investigation	-				
Customer Svc-6	Customer Data Migration	-				
	Estimate	-				
		1,855,023.39	-	1,855,023.39	6,570,000.00	(4,714,976.61)
						-72%
<b>Regulatory Support</b>						
Reg-1	Regulatory Support - General	94,530.86				
Reg-2	Regulatory Reporting	74,478.65				
	Estimate	-				
		169,009.51	50,534.00	219,543.51	156,000.00	63,543.51
						41%
<b>Records Management</b>						
Records-1	Identification of Books and Records	-				
Records-2	Separation and Transfer of Books and Records	-				
	Estimate	-				
		-	-	-	48,000.00	(48,000.00)
						-100%
<b>IT Transition Services</b>						
IT-1	Business Application Services	965,014.02				
IT-2	Collaboration Services (E-Mail)	0.08				
IT-3	Data Centers	50,713.29				
IT-4	Client Services	43,521.79				
IT-5	Contracts and Licenses	350,943.85				
IT-6	Infrastructure Services	266,835.91				
IT-7	Networking Support	92,481.13				
IT-8	IS Energy Management Systems (EMS)	49,674.37				
IT-9	Security Services	8,891.95				
	Estimate	-				
		\$ 1,828,076.38	12,617.79	\$ 1,840,694.17	\$ 2,817,000.00	\$ (976,305.83)
		\$ 5,864,887.21	\$ 97,996.98	\$ 5,962,884.20	\$ 15,696,000.00	\$ (9,733,115.81)
						-35%
						-62%

**Capital Charges Included in above actual bills**

IT-1	Business Application Services	441,110.00			-	
		441,110.00	-	\$ 441,110.00	-	\$ 441,110.00

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: January 30, 2014

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

	Transition Service	(U)	(V)	(W)	(X)	(Y)	(AE)
		Cost					
		(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(estimated) Jan-14	Total Actual & Est.
	<b>Human Resources</b>						
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
	<b>Financial Services</b>						
Fin-1	Financial Reporting	978.67	-	-	(72.63)	-	37,909.00
Fin-2	Accounting Consulting	1,496.24	1,432.57	827.71	1,018.72	2,789.19	71,370.32
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	-	-	-	-	-	-
		2,474.91	1,432.57	827.71	946.09	2,789.19	118,939.01
	<b>Operations</b>						
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	3,750.07	17,846.38	9,608.37	4,007.14	3,526.28	204,737.62
Gas Ops-7	LNG Compliance and Training	-	-	-	-	-	-
Gas Ops-8	Gas Engineering and Design	-	-	-	-	117.64	71,297.28
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	-	-	-	-	-	14,272.61
Gas Ops-10	Gas Support Services/Workload Planning	(65.74)	261.11	55.46	161.56	-	19,846.70
Gas Ops-11	Gas Meter Operations/Meter Shop	841.34	474.85	298.36	164.73	-	128,081.41
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	2,003.76	2,666.24	695.68	-	-	336,321.23
Gas Ops-15	Codes and Standards	-	-	-	-	-	11,662.95
Gas Ops-16	Ops Misc	43.71	(1,144.00)	(1,996.39)	7,947.12	-	18,255.73
Gas Ops-17	Mutual Assistance - Gas Emergencies	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		6,573.14	20,104.58	8,661.48	12,280.55	3,643.91	935,689.52
	<b>Energy Solutions Delivery &amp; Efficiency</b>						
ESD&E-1	Energy Efficiency Programs	15,524.10	(15,385.33)	-	-	25.15	41,536.26
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	70,952.05
	Estimate	-	-	-	-	-	-
		15,524.10	(15,385.33)	-	-	25.15	112,488.31
	<b>Gas Control &amp; Procurement</b>						
Gas Supply-1	Gas Control	16,946.64	18,007.96	17,227.98	15,857.30	-	305,977.85
Gas Supply-2	Gas Procurement Services - General	-	-	-	-	-	390,985.82
Gas Supply-3	Energy Transactions	-	(142.32)	(7.68)	(37.10)	-	(264,257.88)
Gas Supply-4	Gas Load Forecasting	1,163.89	8,422.00	2,456.41	-	-	43,194.66
Gas Supply-5	Gas Procurement Consulting	-	-	-	-	-	-
Gas Supply-6	Gas Procurement Miscellaneous	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		18,110.53	26,287.64	19,676.71	15,820.20	-	475,900.45
	<b>Project Management</b>						
Project Mgt-1	Project Management Services	-	-	-	-	-	5,488.17
Project Mgt-2	Cost Management Access	-	-	-	-	-	2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>						
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	756.39	-	201.30	782.49	-	22,357.77
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	-	-	-	-	-	-
		756.39	-	201.30	782.49	-	25,181.68

# Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.

File Date: January 30, 2014

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

	Transition Service	(U)	(V)	(W)	(X)	(Y)	(AE)
		Cost					
		(actual) Sep-13	(actual) Oct-13	(actual) Nov-13	(actual) Dec-13	(estimated) Jan-14	Total Actual & Est.
	<b>Security</b>						
Security-1	Site Security Services	-	-	-	-	-	30,120.42
Security-2	Security Consulting	-	-	-	-	-	353.84
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	30,474.26
	<b>Supply Chain and Inventory Management</b>						
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
	<b>Customer Services Support</b>						
Customer Svc-1	Call Center Operations	15,805.93	(5,826.12)	613.37	3,399.48	-	990,276.05
Customer Svc-2	Meter Reading, Billing and Payment Processing	35,686.23	28,152.68	2,558.97	(2,624.62)	-	842,586.49
Customer Svc-3	Collections Process Support	0.55	1.95	(36.28)	0.46	-	5,658.26
Customer Svc-4	New Business Administration	97.61	(451.54)	79.92	123.96	-	16,502.58
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		51,590.32	21,876.97	3,215.98	899.28	-	1,855,023.39
	<b>Regulatory Support</b>						
Reg-1	Regulatory Support - General	868.90	(6,546.17)	-	-	5,986.05	130,447.16
Reg-2	Regulatory Reporting	(13,053.37)	148.37	222.53	-	2,436.28	89,096.35
	Estimate	-	-	-	-	-	-
		(12,184.47)	(6,397.80)	222.53	-	8,422.33	219,543.51
	<b>Records Management</b>						
Records-1	Identification of Books and Records	-	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	<b>IT Transition Services</b>						
IT-1	Business Application Services	107,431.88	238,480.82	(27,704.18)	3,659.60	-	965,014.02
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.08
IT-3	Data Centers	7,164.05	(62,768.45)	27,566.55	-	-	50,713.29
IT-4	Client Services	-	29,375.00	(29,375.00)	-	-	43,521.79
IT-5	Contracts and Licenses	22,717.71	33,340.41	293.58	(2,493.07)	-	350,943.85
IT-6	Infrastructure Services	(3,541.04)	54,345.74	(58,986.25)	24,729.23	5,732.23	279,453.70
IT-7	Networking Support	4,533.46	(10,160.42)	4,553.02	2,931.16	-	92,481.13
IT-8	IS Energy Management Systems (EMS)	922.69	2,169.97	910.58	1,832.42	-	49,674.37
IT-9	Security Services	-	-	113.82	(113.82)	-	8,891.95
	Estimate	-	-	-	-	-	-
		\$ 139,228.75	\$ 284,783.07	\$ (82,627.88)	\$ 30,545.52	\$ 5,732.23	\$ 1,840,694.17
		\$ 222,073.67	\$ 332,701.70	\$ (49,822.17)	\$ 61,274.13	\$ 20,612.82	\$ 5,962,884.20

**Capital Charges Included in above actual bills**

IT-1	Business Application Services		209,327.00				441,110.00
							-
		-	209,327.00	-	-	-	441,110.00

# Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 01/28/2014  
Invoice #: 800060000  
Terms: Net 20

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

December 2013  
November 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	-	-	-	-	-	-	-
<b>Human Resources</b>	-	-	-	-	-	-	-
Financial Reporting	-	-	-	-	(72.63)	(72.63)	(72.63)
Accounting Consulting	-	-	-	1,018.72	1,018.72	2,037.44	2,037.44
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	369.34	-	369.34	369.34
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
<b>Finance</b>	-	-	-	<b>1,388.06</b>	<b>946.09</b>	<b>2,334.15</b>	<b>2,334.15</b>
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	1,969.49	-	1,969.49	1,969.49
Resource & Workload Planning	-	-	-	506.22	-	506.22	506.22
Electric Fdr Sub T and Sub Asset Planning	-	-	-	-	-	-	-
Sub Mtnc Programs /Engineering	-	-	-	25,657.14	-	25,657.14	25,657.14
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	4,282.05	-	4,282.05	4,282.05
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	40.90	4,007.14	4,048.04	4,048.04
Relay & Protection	-	-	-	1,567.00	-	1,567.00	1,567.00
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	25,877.74	-	25,877.74	25,877.74
Network Strategy & Planned Major Mtnc	-	-	-	-	-	-	-
Operations Regulatory Support	-	-	-	-	-	-	-
Emergency Mtnc Engineering & Technical Svcs	-	-	-	-	-	-	-
Mandated Programs, inc Leak Surveys	-	-	-	-	-	-	-
LNG Compliance & Training	-	-	-	-	-	-	-
Gas Engineering & Design	-	-	-	-	-	-	-
QA/Analysis & Process Improvement	-	-	-	-	-	-	-
Gas Support/Workload Planning	-	-	-	-	161.56	161.56	161.56
Meter Ops/Meter Shop	-	-	-	-	164.73	164.73	164.73
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	7,947.12	7,947.12	7,947.12
<b>Operations</b>	-	-	-	<b>59,900.54</b>	<b>12,280.55</b>	<b>72,181.09</b>	<b>72,181.09</b>
Energy Efficiency	-	-	-	393.22	-	393.22	393.22
C&I Sales/Support	-	-	-	-	-	-	-
<b>Energy Solutions Delivery &amp; Efficiency</b>	-	-	-	<b>393.22</b>	-	<b>393.22</b>	<b>393.22</b>
Network Control	-	-	-	16,291.61	-	16,291.61	16,291.61
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	15,857.30	15,857.30	15,857.30
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	(37.10)	(37.10)	(37.10)
Gas Load Forecasting	-	-	-	-	-	-	-
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
<b>Energy Control &amp; Supply</b>	-	-	-	<b>16,291.61</b>	<b>15,820.20</b>	<b>32,111.81</b>	<b>32,111.81</b>
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
<b>Project Management</b>	-	-	-	-	-	-	-
HS&E Monitoring Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmetal Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	782.49	782.49	782.49
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
<b>Health, Safety &amp; Environment</b>	-	-	-	-	<b>782.49</b>	<b>782.49</b>	<b>782.49</b>
Site Services	-	-	-	-	-	-	-
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
<b>Security</b>	-	-	-	-	-	-	-
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-
<b>Supply Chain &amp; Inventory</b>	-	-	-	-	-	-	-
Call Center Ops	-	-	-	30,252.44	3,399.48	33,651.92	33,651.92

# Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 01/28/2014  
Invoice #: 800060000  
Terms: Net 20

Initial Billing for Transition Services Activity: December 2013  
Final Billing for Transition Services Activity: November 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	-	-	-	31,678.85	(2,624.62)	29,054.23	29,054.23
Collections Support	-	-	-	0.44	0.46	0.90	0.90
New Business Admin	-	-	-	(3,876.07)	123.96	(3,752.11)	(3,752.11)
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	7,580.09	-	7,580.09	7,580.09
<b>Customer Service</b>	-	-	-	<b>65,635.75</b>	<b>899.28</b>	<b>66,535.03</b>	<b>66,535.03</b>
General	-	-	-	32.17	-	32.17	32.17
Regulatory Reporting	-	-	-	-	-	-	-
<b>Regulatory Support</b>	-	-	-	<b>32.17</b>	-	<b>32.17</b>	<b>32.17</b>
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
<b>Records Management</b>	-	-	-	-	-	-	-
Business Applications	5,682.36	(4,580.57)	1,101.79	5,881.11	8,240.17	14,121.28	15,223.07
Collaboration Services	-	-	-	-	-	-	-
Data Centers	(1,268.97)	-	(1,268.97)	-	-	-	(1,268.97)
Client services	4,093.42	-	4,093.42	-	-	-	4,093.42
Contracts & Licenses	30,987.21	(29,469.90)	1,517.31	8,696.84	26,976.83	35,673.67	37,190.98
Infrastructure Services	(31,918.45)	(5,113.64)	(37,032.09)	32,128.31	29,842.87	61,971.18	24,939.09
Networking Support	1,557.19	2,931.16	4,488.35	-	-	-	4,488.35
EMS/SCADA	9,292.41	1,832.42	11,124.83	15,169.57	-	15,169.57	26,294.40
Security Services	113.82	(113.82)	-	-	-	-	-
<b>IT</b>	<b>18,538.99</b>	<b>(34,514.35)</b>	<b>(15,975.36)</b>	<b>61,875.83</b>	<b>65,059.87</b>	<b>126,935.70</b>	<b>110,960.34</b>
<b>TOTAL</b>	<b>18,538.99</b>	<b>(34,514.35)</b>	<b>(15,975.36)</b>	<b>205,517.18</b>	<b>95,788.48</b>	<b>301,305.66</b>	<b>285,330.30</b>

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**

<b>Granite State Electric Company</b>				
	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		11/13	07/14
Operations	06/13	11/13	02/14	07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 <sup>1</sup> 06/13 <sup>2</sup>	11/13 <sup>2</sup>	01/14 <sup>2</sup>	07/14 <sup>1</sup> 07/14 <sup>2</sup>
Project Management		4/13		11/13
Health Safety and Environment				11/12
Security		05/13		01/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support				06/14
Regulatory Support				01/14
Records Management				07/13
IT Transition Services				01/14

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

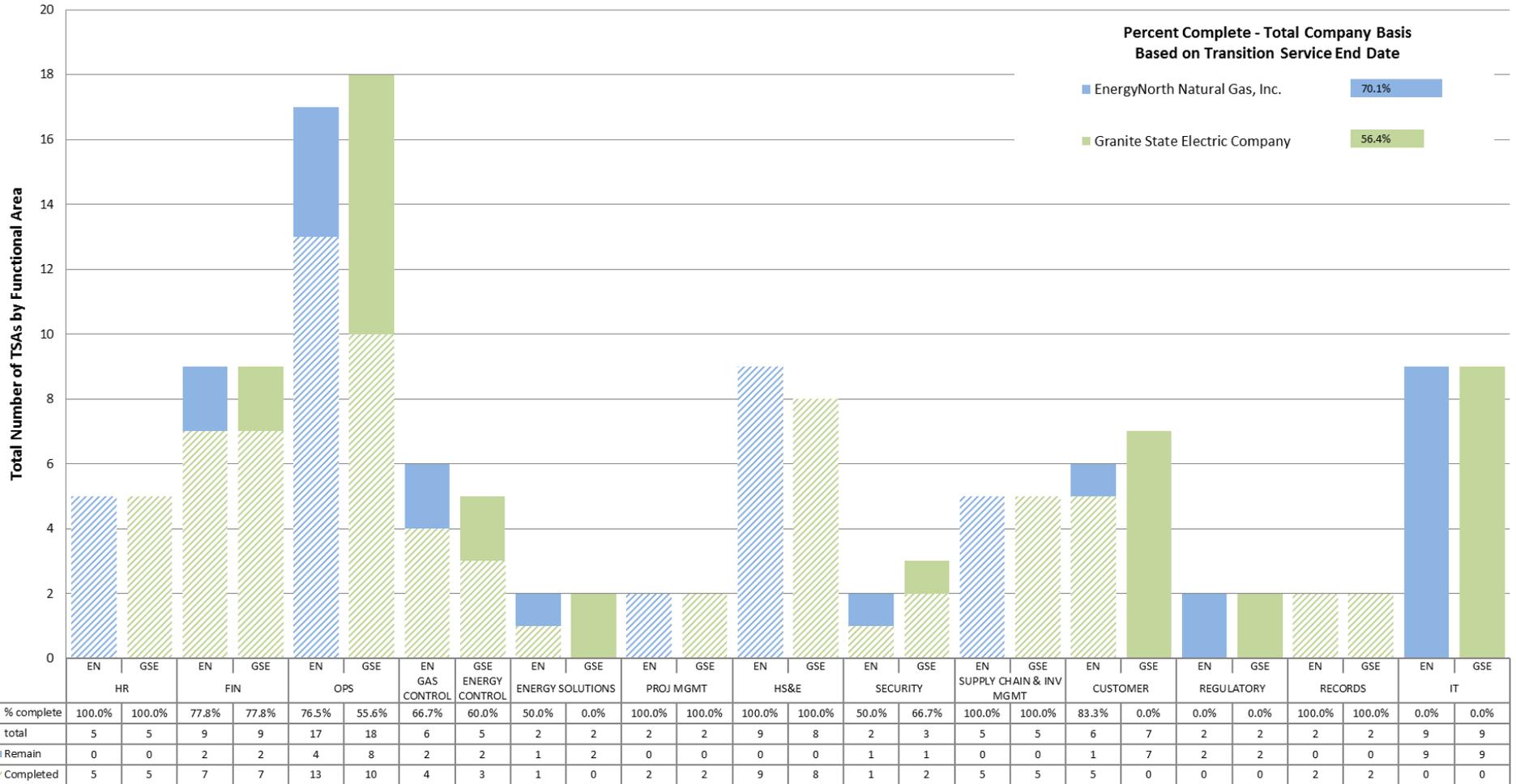
**Attachment A.3 – Monthly Transition Progress  
 EnergyNorth Natural Gas, Inc.**

<b>EnergyNorth Natural Gas</b>				
	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		11/13	07/14
Operations	03/13	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency		12/13		06/14
Energy Control and Supply	03/13 <sup>2</sup>	07/13 <sup>1</sup> 07/13 <sup>2</sup>	09/13 <sup>1</sup> 01/14 <sup>2</sup>	07/14 <sup>1</sup> 07/14 <sup>2</sup>
Project Management		12/12		11/13
Health Safety and Environment			11/12	12/13
Security				01/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support			12/13	01/14
Regulatory Support				12/13
Records Management				07/13
IT Transition Services				01/14

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

**Attachment A.3 – Monthly Transition Progress**  
**Percent TSAs Completed by Function**



**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 Energy North Transition Governance Update

December 19, 2013

# Highlights

- Overall project status remains Green, with a few areas of concern:
  - Finalizing contracts for Load Settlement and EDI remains outstanding. Work is progressing but contracts not signed.
  - Telvent schedule running one to two weeks behind plan. Good progress has been made but seeking opportunities to optimize plan.
  - Deployment of Quadra has been delayed until Feb due to concerns with the compatible units data. An item by item detailed list will guide and track the remediation activities.
  - Development of an integrated NG, Liberty \ EIG project plan for the Scada transition is progressing however execution will be very complex and require ongoing coordination.
- Continuing to focus on ensuring requirements are well understood by vendors and they are committed to meeting our expectations within the project timelines.
- A decision has been made to implement Cogsdale version 11.27 {or 11.28 if available} in Feb. This poses a potential risk to timelines that we will need to closely manage.
- We need to reach final resolution on a few key requirements such as street lights, T.O.U and customer choice.
- Dig Safe has been deployed this month for NH – GAS.
- Dainna Datchko has agreed to assist with developing and executing a framework to help ensure New Hampshire business readiness status is understood and any gaps or concerns addressed.
- Demonstrated progress during January \ February by the vendors will be key to maintaining the targeted May implementation date.
- Round table:

# Appendix

## PROJECT MILESTONES

\* NOTE: SETTLEMENT AND EDI TIMELINE WILL BE PROVIDED ONCE THE CONTRACTS ARE SIGNED.

Overall Project Health		Project is progressing well.
Category Health	  	<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues.
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13.</li> <li>14.</li> <li>15.</li> <li>16.</li> <li>17.</li> <li>18.</li> <li>19.</li> <li>20.</li> </ol>	<p>EDI/CSM integration - Provided Cogsdale with Sample EDI files</p> <p>Customer Choice detail specification sessions held</p> <p>Kick off meeting held with settlement vendor - Dec 5th, follow-up meeting with vendors held to clarify outstanding issues</p> <p>Circulated cycle 1 exist report</p> <p>All Cycle 2 data extracts delivered to LU</p> <p>Completed cycle 2 data conversion – Dec 9th – Dec 13th</p> <p>Review of cycle 2 scope with Business and testers</p> <p>Created cycle 2 test scripts</p> <p>IVR – Requirements submitted to vendor</p> <p>IVR – Account validation and eligibility signed off by LU business</p> <p>FCS - Initial scoping of adding FCS configuration completed with the vendor</p> <p>MV90 - Server install for Production client complete</p> <p>MV90 - Settlement file format requirement provided to vendor</p> <p>Sales – Kickoff meeting held with business to review requirements</p> <p><b>Key Planned Accomplishments (Milestones):</b></p> <p>Reconcile control totals for data cut 2</p> <p>IVR – Receive sign off from vendor on quote</p> <p>Determine/finalize requirements for CIS-GIS integration and provide to vendor</p> <p>MV90 - Purchase hardware modems and port server – Dec 15th</p> <p>MV90 - Complete install and set up of the MV90 Client on the server for NH Electric</p> <p>CIS/OMS integration mapping session scheduled Dec 19th</p>

<b>Overall Project Health</b>		<b>Overall Health is Green.</b>
<b>Category Health</b>	  	<p><b>Timelines</b> - Completed September 2013 gas deployment (with some minor deferred scope) -On target for May 2014 electric deployment.</p> <p><b>Resources</b> - Resources working on completing deferred scope, and on planning for Electric activities.</p> <p><b>Scope</b> - No change, but DigSafe and PCS conversion deferred to address conversion issues found in August.</p>
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> </ol>	<p>UAT of DigSafe code completed and signed off by business.</p> <p>Primary valve historical data in review by business.</p> <p>Business Requirements Document for Electric signed off by business.</p> <p>Received first extract of Grid STORMS and MWork data</p> <p>Initiated Process Flow mappings and QA environment configuration for Electric</p> <p>Training and Test Cycle 1 for Quadra completed December 2-6 in Londonderry – business requested second round of testing in January, to cover UAT content.</p> <p><b>Key Planned Accomplishments:</b></p> <p>Data and system updates for Quadra, in advance of next round of testing</p> <p>Re-plan remaining Quadra activities and prepare CR for change in completion date</p> <p>Complete load of Primary Valve data to Production (deferred from previous week)</p> <p>Review first extract of Grid STORMS and MWork data</p> <p>Continue Process Flow mappings, Design Document and QA environment configuration for Electric</p> <p>Follow up meetings on Grid applications with Grid SME resources, as required.</p>



<p><b>Overall Project Health</b></p>		<p><b>Corrective actions are in progress and project health is improving.</b></p>
<p><b>Category Health</b></p>		<p><b>Timelines</b> - Conversion from NGrids native Smallworld to an ESRI GDB and finally an ArcFM Electric Model using multiple vendors has a lot of inherent risk. This is the critical path and other critical tasks across the Designer and Responder projects are dependent on this one.</p> <p><b>Resources</b> - There are multiple projects with tight time constraints running in parallel and sharing resources. All resources are fully allocated and in some cases contributing extra efforts</p> <p><b>Scope</b> - No issues</p>
<p><b>Transition Update</b></p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13.</li> </ol>	<p><b>OASyS (SCADA):</b></p> <p>Liberty is developing a consolidated Electric SCADA implementation plan to coordinate with NGrid.</p> <p>Liberty is working with NGrid to get historical data from EMS.</p> <p>Liberty is setting up development environment for building displays.</p> <p>Schneider is installing and configuring OASyS in the Liberty data centers.</p> <p><b>ArcFM (GIS):</b></p> <p>The Electric Data Migration Plan and Specification is 97% complete.</p> <p>Liberty, SBS and Schneider worked together on the Smallworld to ESRI Staging Geodatabase deliverable.</p> <p>Liberty is reviewing Version 2 of the Gas Data Review document.</p> <p>Liberty has a draft of the Cogsdale Integration Component Specification for review.</p> <p><b>Designer (GIS):</b></p> <p>Liberty is reviewing Version 2 of the Quadra Integration Functional Requirements document.</p> <p>Liberty received Version 1 of the Designer Configuration document and it is in review.</p> <p><b>Responder (OMS)</b></p> <p>Reporting requirements documentation was reviewed and updated by Jon Loomis.</p> <p>CIS and IVR component specifications are now in progress.</p> <p>CIS document is in progress, but before delivering we need to update with data mapping and have a resolution on solution design.</p>

Overall Project Health		<b>The contract has not been signed at this time, but we continue to move forward with the vendor.</b>
Category Health	  	<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> </ol>	<p>Liberty and Systrends met on December 10 and 12 to discuss the agreement. Following the agreement discussion, Systrends has sent their revised agreement to Liberty legal for their review.</p> <p>Systrends and Cogsdale met on December 12, to provide Cogsdale with additional information.</p> <p>Allan Boucher has completed his initial review of the EDI transactions provided by National Grid.</p> <p>Need National Grid's help on outbound EDI transactions- the transactions contain field mapping errors, and we need to understand if these errors can be ignored - no reply to date.</p>

Overall Project Health		<b>The contract has not been signed at this time, but we continue to move forward with the vendor.</b>
Category Health	  	<p><b>Timelines</b> - no issues.</p> <p><b>Resources</b> - no issues.</p> <p><b>Scope</b> - no issues.</p>
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> </ol>	<p>CGI provided project plan for Liberty's review. Added Liberty tasks to the project plan and the plan has been distributed to the project team for their input and review.</p> <p>The draft project plan was been sent to Fran Mangano, Ramesh Konatham and Praveen Keshav from National Grid for their input and review.</p> <p>Meeting with CGI regarding the Agreement was held December 12.</p> <p>Cogsdale and CGI met December 12, to allow Cogsdale to ask for additional details relating to Maintain Consumption Point (MCP).</p> <p>Updated document of PULSE data sources and issues for LERS historical data migration for Shadow Settlements; Jeff Glose of National Grid has started to provide PULSE data extracts.</p> <p>Provided feedback to CGI on data plans for Reference Data (ie, LERS configuration), Customer Data, Usage Data, Load Profiles and Data Mapping.</p>
1/27/2014		8

Overall Project Health		<b>All activities progressing as planned.</b>
Category Health	  	<b>Timelines</b> - no issues. <b>Resources</b> - no issues. <b>Scope</b> - no issues.
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> </ol>	<p>Completed Digsafe and transitioned off the 7 last NG Itronix devices in field.</p> <p>lavenue is now an export and import of contact list into Liberty BCM application and use of Cogsdale.</p> <p>Discussed changes to project plans for overall high level plan for SCADA, RTU plan , and telecom. Alignment of plans with key milestone items successors and predecessors of critical path components.</p> <p>Electric RTU/ Scada telecom: Continue to work on orders for electric substation network and telecom</p> <p>Liberty Design Progress – 9 Lowel Rd. , Design completed now working on install of telecom infrastructure</p> <p>Old Trolley Test - Fiber circuit is now run from 9 Lowel to Old Trolley. We're now in process of installing terminators and network equipment. The test of old trolley to be scheduled before year end 2013.</p> <p>9 Lowel Rd Hub Test: To be scheduled early in 2014</p> <p>Continue progress with NH Engineering on RTU comm , and Telvent on scada comm items, a project meeting to create on high level plan is being scheduled.</p> <p><b>Key Planned Accomplishments :</b></p> <p>Toronto Data Center – Scada network and servers in configuration by Telvent.</p> <p>Continue to work with Project managers on QA and testing for Electric.</p> <p>Continue work on Gastar database and system testing change requirements</p> <p>OMS system design in approval stage for procurement of hardware.</p>
1/27/2014		

## NG Team Status

Overall Project Health		<b>Looking forward, project schedules are compressed and will need to be tightly managed.</b>
Category Health		<p><b>Timelines</b> - IT timelines are being revisited for future releases to ensure alignment with Liberty.</p> <p><b>Resources</b> - no issues.</p> <p><b>Scope</b> - Minor work to implement some items held out of Day 2 are being managed.</p>
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> </ol>	<p>Delivered full set of EDI historical out bound transactions to support EDI transition.</p> <p>Scheduled to deliver CSS online test environment on 12/13 to support Liberty test cycle 2.</p> <p>Scheduled to deliver control totals associated with customer conversion for Liberty test cycle 2 on 12/13.</p> <p>Scheduled to deploy JCJD changes in QA environment on 12/13 to deliver daily updated STORMs file to support Quadra deployment.</p> <p>Scheduled to deliver full volume data associated with Electric Work Management applications STORMs, iScheduler &amp; MWork on 12/13.</p> <p>Delivered full volume CSS customer table data refresh to address delimiter issues identified during cycle 2 conversion.</p> <p>Delivered Nov data refresh for ArcFM Viewer/SPIPE to support GIS interim solution.</p> <p>Delivered final full volume FORTIS data extract to support FORTIS (Gas) go-live</p> <p>Delivered Digsafe pre-final copy to support transition of the same.</p> <p>Held Electric Energy Management kick off meeting with Liberty and CGI for electric load settlement transition.</p> <p>Meetings between NGRID and Liberty engineering continue regarding the EMS SCADA RTU strategy. A joint infrastructure project meeting between Liberty and NGRID is scheduled for Thursday, Dec 19th. The high level, overall project plan will be reviewed by the participants and adjustments will be made to tasks and deliverables as necessary so that the team goes into the new year with a locked down plan that we all can manage to.</p> <p>National Grid has processed and sent the payment of \$2,400.00 to Liberty for the purchase of the mobile field PC's that Liberty has replaced in their trucks. These are the mobile devices that we are unable to buy in the marketplace because they are no longer manufactured. NGRID will have CSC pick up the devices at a Liberty site working through Don Romano and will re-deploy in the field.</p>

**Attachment B.2 – IT Monthly Reporting of Project and Application Status**

<b>Granite State Electric Company</b>							
		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	12/13	09/13	09/13	10/13	03/14	05/14
	Itron	Currently in place	N/A	12/13	01/14	03/14	05/14
	IVR	Currently in place	N/A	12/13	01/14	03/14	05/14
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	03/14	05/14
Gastar	Gastar	NA	NA	NA	NA	NA	NA
Engineering and Operations	GIS – ArcFM	01/14	12/13	02/14	04/14	03/14	05/14
	Designer	01/14	NA	03/14	04/14	04/14	05/14
	Responder (Outage Mgmt. System)	01/14	Pending	02/14	04/14	03/14	05/14
	Fortis (Document Mgmt. System)	NA	NA	NA	NA	NA	NA
	SCADA	10/13	10/13	01/14	12/13	01/14	05/14
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
	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	10/13	9/13	11/13	11/13	12/13

**Attachment B.2 – IT Monthly Reporting of Project and Application Status**

<b>Energy North Natural Gas</b>							
		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
<b>Meter to Cash (Completed)</b>	Cogsdale						
	Itron						
	IVR						
	FiServ (Bill Print & Cash Processing)						
Gastar	Gastar	04/12	09/12	04/13	05/13	05/13	TBD - working with vendor
<b>Engineering and Operations</b>	GIS – ArcFM	01/14	01/14	02/14	03/14	03/14	04/14
	Designer	NA	NA	NA	NA	NA	NA
	Responder (Outage Mgmt. System)	NA	NA	NA	NA	NA	NA
	Fortis (Document Mgmt. System)	Pending	Pending	Pending	Pending	Pending	Pending
	SCADA	06/13	06/13	01/14	02/14	01/14	06/14
<b>Work Management (Completed)</b>	Equipment Management						
	Service Management						
	Job Cost						
	Mobile Tech						
	Work Estimating (Quadra)						




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 Information Systems
 

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# Project Change Request Form

## Project/System Information

<b>Date:</b>	January 16, 2014
--------------	------------------

<b>Subproject:</b>	Engineering and Operations	<b>Project/System Name:</b>	Designer - Electric
<b>Client Name:</b>		<b>Date Prepared:</b>	
<b>Prepared By:</b>	Scott Campbell	<b>Delivering Organization:</b>	
<b>Project Manager:</b>	Chris Harding	<b>Date Delivered to Project Manager:</b>	

**Description of Requested Change and Business Justification:**

The changes reflected in this change request are represented in the October 31st project plans submitted to the G3s as compared to the project plans submitted in the January 2013 filing. The vendor, Schneider Electric, had resourcing issues.

**Brief Description of QA Test Plan:**

**Summary of Changes:**

- The go live date for Designer Electric has changed from April 2014 to May 2014. The key tasks affected in the project plan are as follows;
  - Functionality Design end date changed from December 2013 to January 2014
  - Testing Design end date changed from January 2014 to February 2014
  - Testing changed from February 2014 to April 2014

## Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input checked="" type="checkbox"/> Other	<b>Description/Comments:</b> - The vendor, Schneider Electric, had resourcing issues
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## Description of Recommendation

## Attachment B.3 - IT Change Requests

Designer - Electric

### Proposed Next Steps:

- Schneider has resolved the resourcing issues and we'll continue to work towards the new dates

## Effort Required to Make Requested Change

<p>Impact on:</p> <p><input checked="" type="checkbox"/> Time</p> <p><input type="checkbox"/> Resources</p> <p><input type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p>	<p><b>Additional x weeks duration added to project timeline.</b></p> <p>Original project duration: 9 months</p> <p>Original end date: January 2014</p> <p>Proposed project duration: 12 months</p> <p>Proposed end date: May 2014</p> <p><b>Revised Estimates for Resource Effort (FTE) and Cost:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Role</th> <th>June</th> <th>July</th> <th>April</th> <th>May</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr style="background-color: #003366; height: 20px;"> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><b>Estimated Additional Cost: \$</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th> </th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td> </td> <td> </td> </tr> <tr> <td>Phase 1</td> <td> </td> <td> </td> </tr> <tr> <td>Expenses</td> <td> </td> <td> </td> </tr> <tr> <td>Total Project Budget</td> <td> </td> <td> </td> </tr> </tbody> </table>	Role	June	July	April	May	Total Cost																																																														Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			<p>Request Disposition:</p> <p><input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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## Authorizations

Title	Name	Date



Information Systems

# Project Change Request Form

## Project/System Information

**Date:** January 16, 2014

<b>Subproject:</b>	Engineering and Operations	<b>Project/System Name:</b>	GIS - Electric
<b>Client Name:</b>		<b>Date Prepared:</b>	
<b>Prepared By:</b>	Scott Campbell	<b>Delivering Organization:</b>	
<b>Project Manager:</b>	Chris Harding	<b>Date Delivered to Project Manager:</b>	

**Description of Requested Change and Business Justification:**  
 The changes reflected in this change request are represented in the October 31st project plans submitted to the G3s as compared to the project plans submitted in the January 2013 filing. The vendor, Schneider Electric, had resourcing issues.

**Brief Description of QA Test Plan:**

**Summary of Changes:**

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  - Testing Design end date changed from November 2013 to February 2014
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## Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input checked="" type="checkbox"/> Other	<b>Description/Comments:</b> - The vendor, Schneider Electric, had resourcing issues
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## Attachment B.3 - IT Change Requests

GIS - Electric

### Description of Recommendation

**Proposed Next Steps:**

- Schneider has resolved the resourcing issues and we'll continue to work towards the new dates

**Attachment B.3 - IT Change Requests**

GIS - Electric

**Effort Required to Make Requested Change**

<p>Impact on:</p> <p><input checked="" type="checkbox"/> Time</p> <p><input type="checkbox"/> Resources</p> <p><input type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p>	<p><b>Additional x weeks duration added to project timeline.</b></p> <p>Original project duration: 9 months</p> <p>Original end date: January 2014</p> <p>Proposed project duration: 12 months</p> <p>Proposed end date: May 2014</p> <p><b>Revised Estimates for Resource Effort (FTE) and Cost:</b></p> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Role</th> <th>June</th> <th>July</th> <th>April</th> <th>May</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr style="background-color: #003366; height: 20px;"> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><b>Estimated Additional Cost: \$</b></p> <table border="1" style="width:100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th> </th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td> </td> <td> </td> </tr> <tr> <td>Phase 1</td> <td> </td> <td> </td> </tr> <tr> <td>Expenses</td> <td> </td> <td> </td> </tr> <tr> <td>Total Project Budget</td> <td> </td> <td> </td> </tr> </tbody> </table>	Role	June	July	April	May	Total Cost																																																								Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			<p>Request Disposition:</p> <p><input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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Total Project Budget																																																																													

**Authorizations**

Title	Name	Date



Information Systems

# Project Change Request Form

## Project/System Information

**Date:** January 16, 2014

<b>Subproject:</b>	Engineering and Operations	<b>Project/System Name:</b>	GIS - Gas
<b>Client Name:</b>		<b>Date Prepared:</b>	
<b>Prepared By:</b>	Scott Campbell	<b>Delivering Organization:</b>	
<b>Project Manager:</b>	Chris Harding	<b>Date Delivered to Project Manager:</b>	

**Description of Requested Change and Business Justification:**  
 The changes reflected in this change request are represented in the October 31st project plans submitted to the G3s as compared to the project plans submitted in the January 2013 filing. The vendor, Schneider Electric, had resourcing issues.

**Brief Description of QA Test Plan:**

**Summary of Changes:**

- The go live date for GIS Gas has changed from January 2014 to April 2014. The key tasks affected in the project plan are as follows:
  - Functionality Design end date changed from October 2013 to January 2014
  - Data Conversion Plan end date changed from October 2013 to January 2014
  - Testing Design end date changed from November 2013 to February 2014
  - Testing changed from January 2014 to March 2014

## Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input checked="" type="checkbox"/> Other	<b>Description/Comments:</b> - The vendor, Schneider Electric, had resourcing issues
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**Attachment B.3 - IT Change Requests**

GIS - Gas

**Description of Recommendation**

**Proposed Next Steps:**

- Schneider has resolved the resourcing issues and we'll continue to work towards the new dates

**Effort Required to Make Requested Change**

<p>Impact on:</p> <p><input checked="" type="checkbox"/> Time</p> <p><input type="checkbox"/> Resources</p> <p><input type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p>	<p><b>Additional x weeks duration added to project timeline.</b></p> <p>Original project duration: 9 months</p> <p>Original end date: January 2014</p> <p>Proposed project duration: 11 months</p> <p>Proposed end date: April 2014</p> <p><b>Revised Estimates for Resource Effort (FTE) and Cost:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Role</th> <th>June</th> <th>July</th> <th>April</th> <th>May</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr style="background-color: #003366; height: 20px;"> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><b>Estimated Additional Cost: \$</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th> </th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td> </td> <td> </td> </tr> <tr> <td>Phase 1</td> <td> </td> <td> </td> </tr> <tr> <td>Expenses</td> <td> </td> <td> </td> </tr> <tr> <td><b>Total Project Budget</b></td> <td> </td> <td> </td> </tr> </tbody> </table>	Role	June	July	April	May	Total Cost																																																														Original	Proposed	Project Pre-work			Phase 1			Expenses			<b>Total Project Budget</b>			<p>Request Disposition:</p> <p><input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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## Attachment B.3 - IT Change Requests

GIS - Gas

### Authorizations

Title	Name	Date



Information Systems

# Project Change Request Form

## Project/System Information

**Date:** January 17, 2014

<b>Subproject:</b>	Quadra Electric	<b>Project/System Name:</b>	New Hampshire Work Management Phase 2 / Phase 3
<b>Client Name:</b>	Liberty New Hampshire	<b>Date Prepared:</b>	January 17, 2014
<b>Prepared By:</b>	Alison McGregor	<b>Delivering Organization:</b>	Corporate TMO
<b>Project Manager:</b>	Verne Webber	<b>Date Delivered to Project Manager:</b>	January 17, 2014

**Description of Requested Change and Business Justification:**  
 Revise completion dates for Quadra Electric build, test and deliver activities, to complete in February 2014.

**Brief Description of QA Test Plan:**  
 No change

**Summary of Changes:**

- Change Cutover Planning date from 11/13 to 2/14
- Change Implementation Target date from 11/13 to 2/14

## Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input checked="" type="checkbox"/> Other	<b>Description/Comments:</b> Users have requested additional time to review and update data, based on results of first round of testing in December 2013.
---	--

## Description of Recommendation

**Proposed Next Steps:**

- Approval of revised Project Schedule by Grid and Liberty Utilities management

**Attachment B.3 - IT Change Requests**

Quadra - Electric

**Effort Required to Make Requested Change**

<p>Impact on:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Time</li> <li><input checked="" type="checkbox"/> Resources</li> <li><input checked="" type="checkbox"/> Cost</li> </ul> <p><i>Please provide supporting documents.</i></p> <p>Additional costs for third party contractors (supporting LU NH business team with testing and data validation) = \$15,500</p> <p>Additional costs to rent offsite training location for one week = \$5,500</p>	<p><b>Additional 2 weeks duration added to project timeline.</b></p> <p>Original project duration: 75 days Original end date: 11/13</p> <p>Proposed project duration: 157 days Proposed end date: 2/14</p> <p><b>Revised Estimates for Resource Effort (FTE) and Cost:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Role</th> <th>June</th> <th>July</th> <th>April</th> <th>May</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr style="background-color: #003366; height: 20px;"> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><b>Estimated Additional Cost: \$</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th> </th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td> </td> <td> </td> </tr> <tr> <td>Phase 1</td> <td> </td> <td> </td> </tr> <tr> <td>Expenses</td> <td> </td> <td>\$21k</td> </tr> <tr> <td><b>Total Project Budget</b></td> <td> </td> <td><b>\$21k</b></td> </tr> </tbody> </table>	Role	June	July	April	May	Total Cost																																																								Original	Proposed	Project Pre-work			Phase 1			Expenses		\$21k	<b>Total Project Budget</b>		<b>\$21k</b>	<p>Request Disposition:</p> <p><input type="checkbox"/> Approved <input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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**Authorizations**

Title	Name	Date




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Information Systems

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## Project Change Request Form

### Project/System Information

<b>Date:</b>	January 16, 2014
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<b>Subproject:</b>	Engineering and Operations	<b>Project/System Name:</b>	SCADA - Electric
<b>Client Name:</b>		<b>Date Prepared:</b>	
<b>Prepared By:</b>	Scott Campbell	<b>Delivering Organization:</b>	
<b>Project Manager:</b>	Chris Harding	<b>Date Delivered to Project Manager:</b>	

**Description of Requested Change and Business Justification:**

The changes reflected in this change request are represented in the October 31st project plans submitted to the G3s as compared to the project plans submitted in the January 2013 filing. All SCADA schedules (Gas & Electric) were impacted by a requirements omission referenced in another change request prepared on November 11<sup>th</sup>, 2013.

**Brief Description of QA Test Plan:**

**Summary of Changes:**

- The go live date for SCADA Electric is still May 2014. The key tasks affected in the project plan are as follows;
- Testing Design end date changed from November 2013 to January 2014

### Cause of Change Request

<input type="checkbox"/> Regulatory Requirement <input type="checkbox"/> Business Need <input type="checkbox"/> Requirements Omission <input type="checkbox"/> Programming Error/Omission <input type="checkbox"/> Design Error/Omission <input checked="" type="checkbox"/> Other	<p><b>Description/Comments:</b></p> <ul style="list-style-type: none"> <li>- All SCADA schedules (Gas &amp; Electric) were impacted by a requirements omission referenced in another change request prepared on November 11<sup>th</sup>, 2013.</li> </ul>
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### Description of Recommendation

**Proposed Next Steps:**

- The requirements omission has been corrected and we will continue to work towards the scheduled dates.

## Attachment B.3 - IT Change Requests

Scada - Electric

### Effort Required to Make Requested Change

<p>Impact on:</p> <p><input checked="" type="checkbox"/> Time</p> <p><input type="checkbox"/> Resources</p> <p><input type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p>	<p><b>Additional x weeks duration added to project timeline.</b></p> <p>Original project duration: 14 months</p> <p>Original end date: May 2014</p> <p>Proposed project duration: 14 months</p> <p>Proposed end date: May 2014</p> <p><b>Revised Estimates for Resource Effort (FTE) and Cost:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #003366; color: white;"> <th>Role</th> <th>June</th> <th>July</th> <th>April</th> <th>May</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr style="background-color: #003366; height: 20px;"> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p><b>Estimated Additional Cost: \$</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th> </th> <th>Original</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Project Pre-work</td> <td> </td> <td> </td> </tr> <tr> <td>Phase 1</td> <td> </td> <td> </td> </tr> <tr> <td>Expenses</td> <td> </td> <td> </td> </tr> <tr> <td>Total Project Budget</td> <td> </td> <td> </td> </tr> </tbody> </table>	Role	June	July	April	May	Total Cost																																																								Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			<p>Request Disposition:</p> <p><input type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
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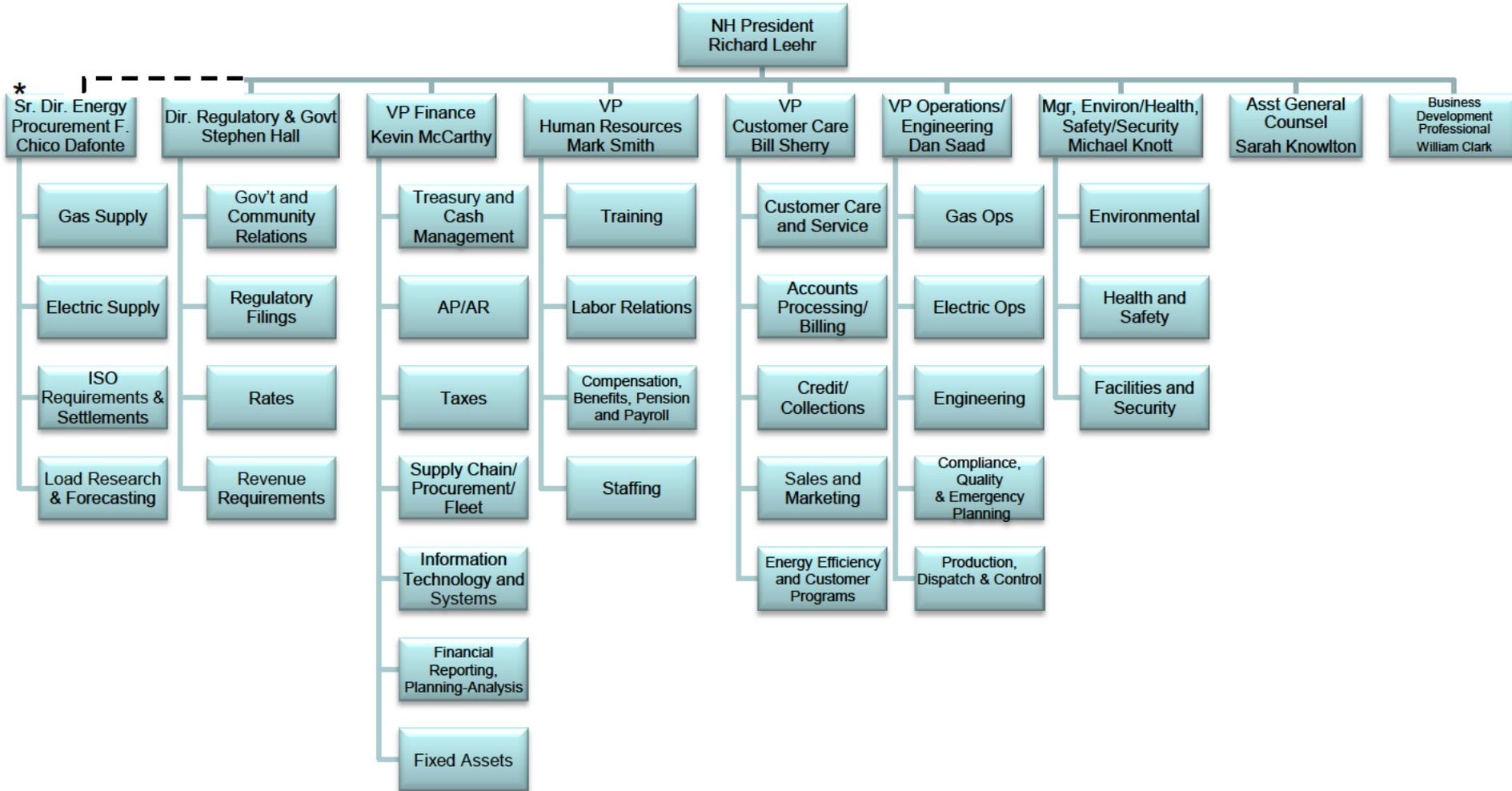
### Authorizations

Title	Name	Date

**Attachment C – Updated Structural Organizational Charts**

*Please see attached.*

Attachment C - Updated Structural Organizational Chart

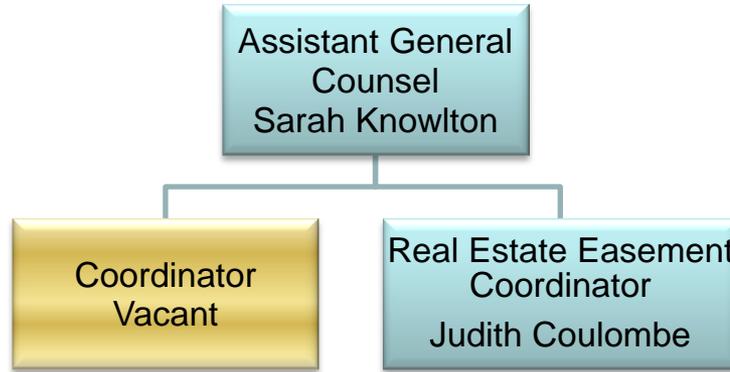


\*Given the shared services provided by the Energy Procurement Department to NH and other Liberty organizations, this department now reports to the President, Liberty Utilities, with a dotted line reporting relationship to the NH President. No change in the services provided to NH, however, results from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

Vacant  
Position

# Legal

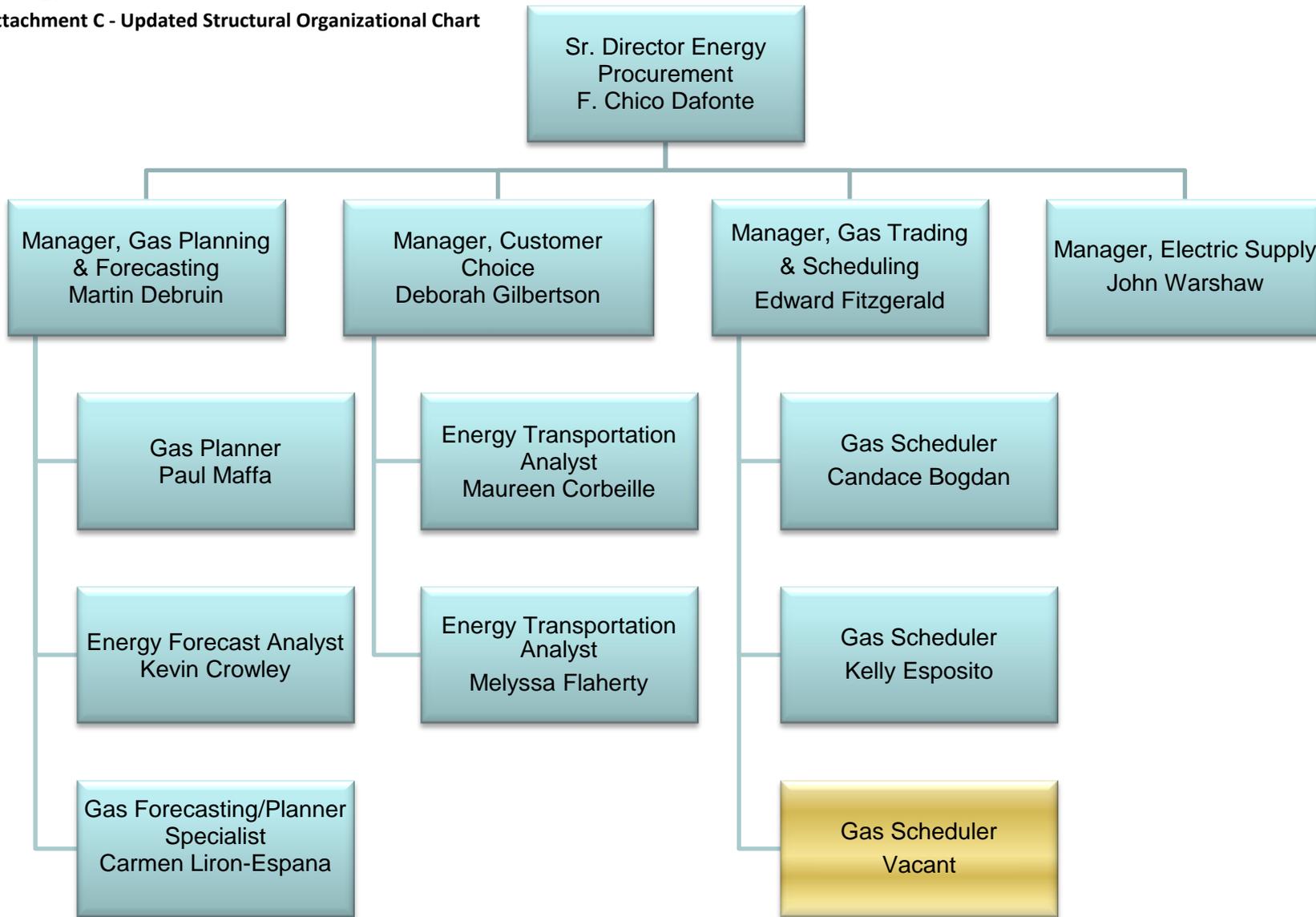
## Attachment C - Updated Structural Organizational Chart



Vacant  
Position

# Energy Procurement NH

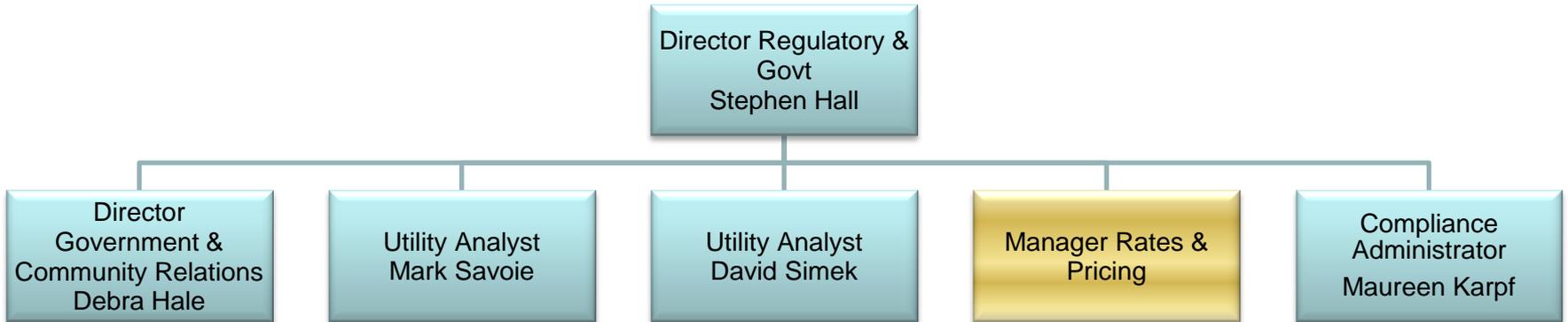
## Attachment C - Updated Structural Organizational Chart



Vacant Position

# Regulatory, Government, and Community Relations

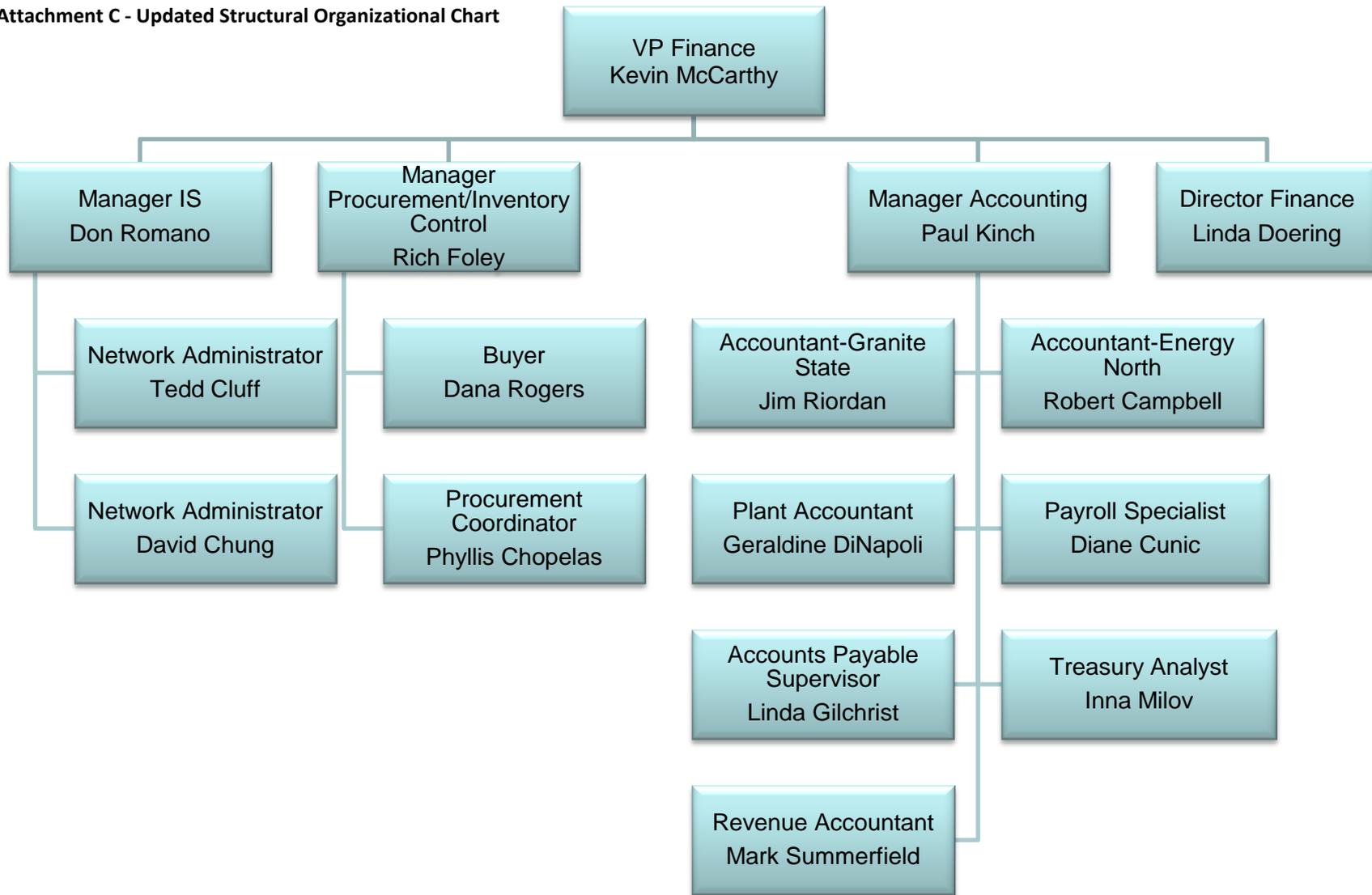
## Attachment C - Updated Structural Organizational Chart



Vacant  
Position

# Finance

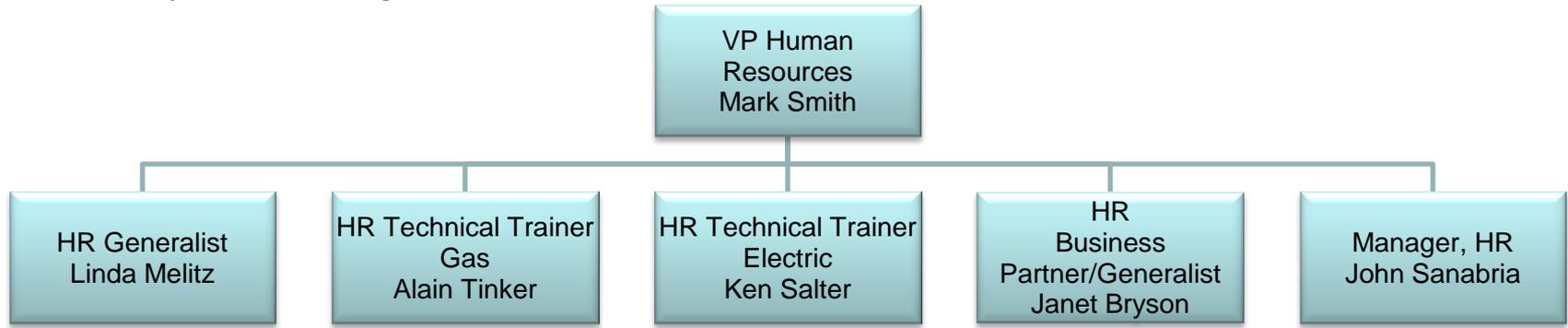
Attachment C - Updated Structural Organizational Chart



Vacant Position

# Human Resources

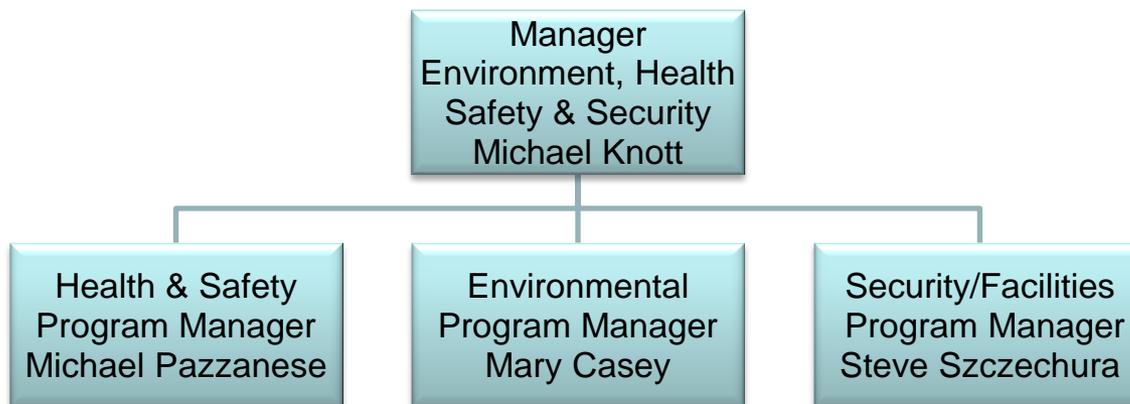
## Attachment C - Updated Structural Organizational Chart



Vacant  
Position

## Environment, Health & Safety

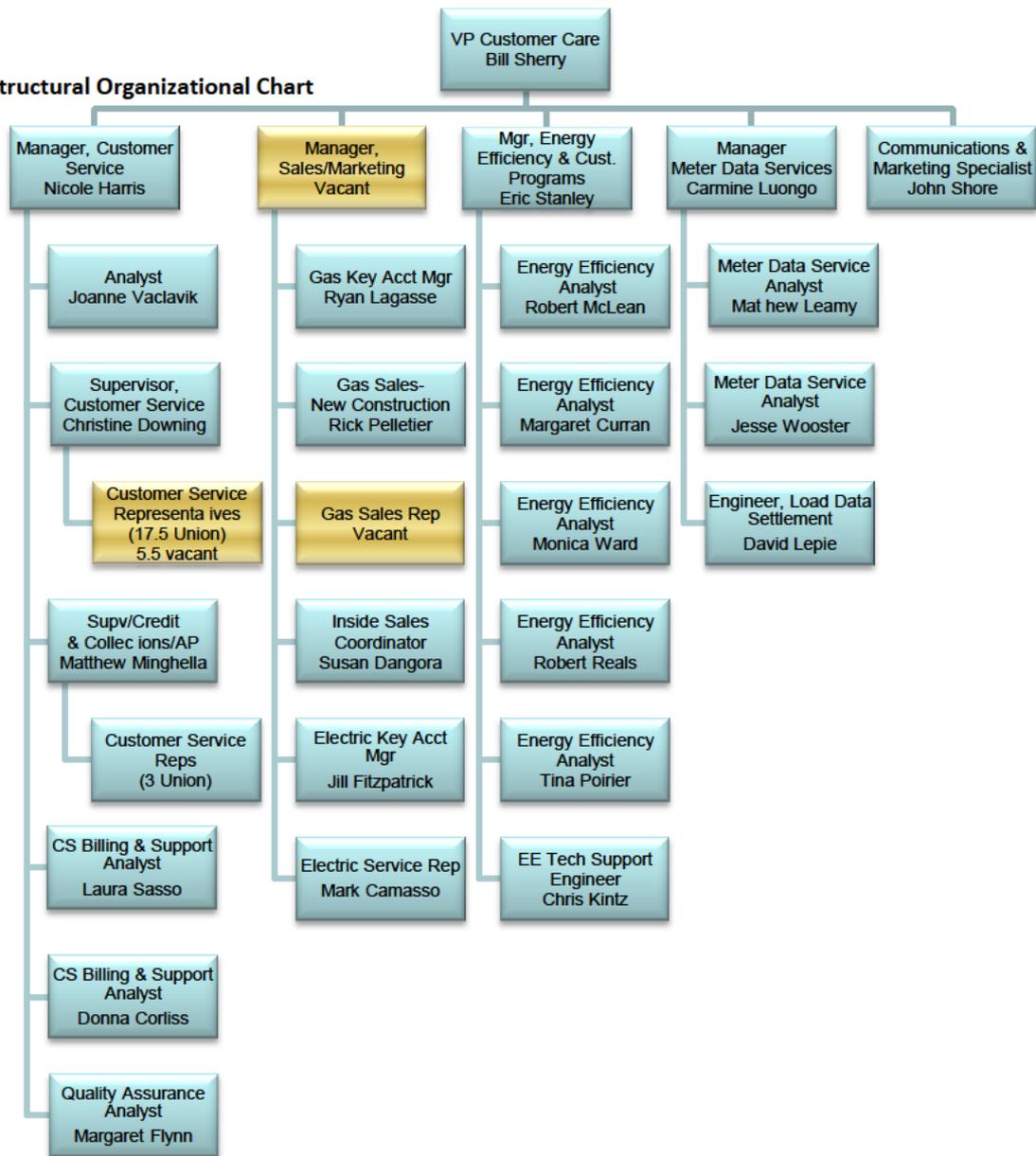
### Attachment C - Updated Structural Organizational Chart



Vacant  
Position

# Customer Care

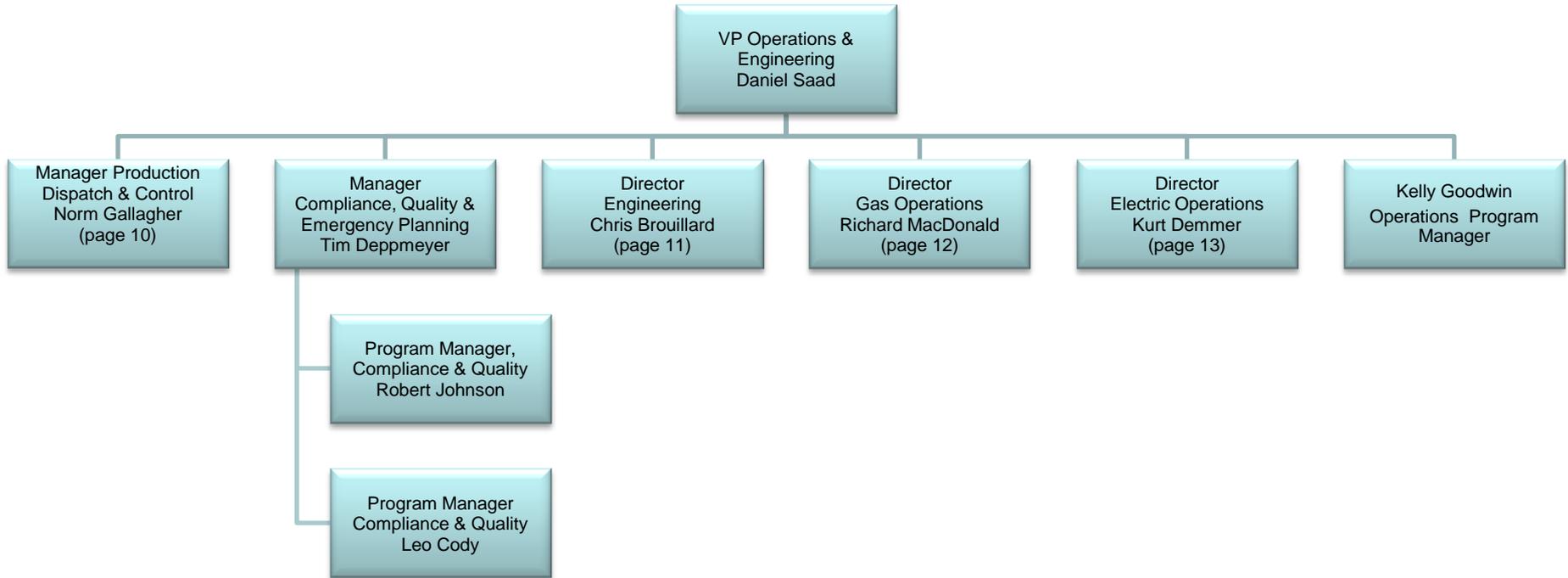
## Attachment C - Updated Structural Organizational Chart



Vacant  
Position

# Operations

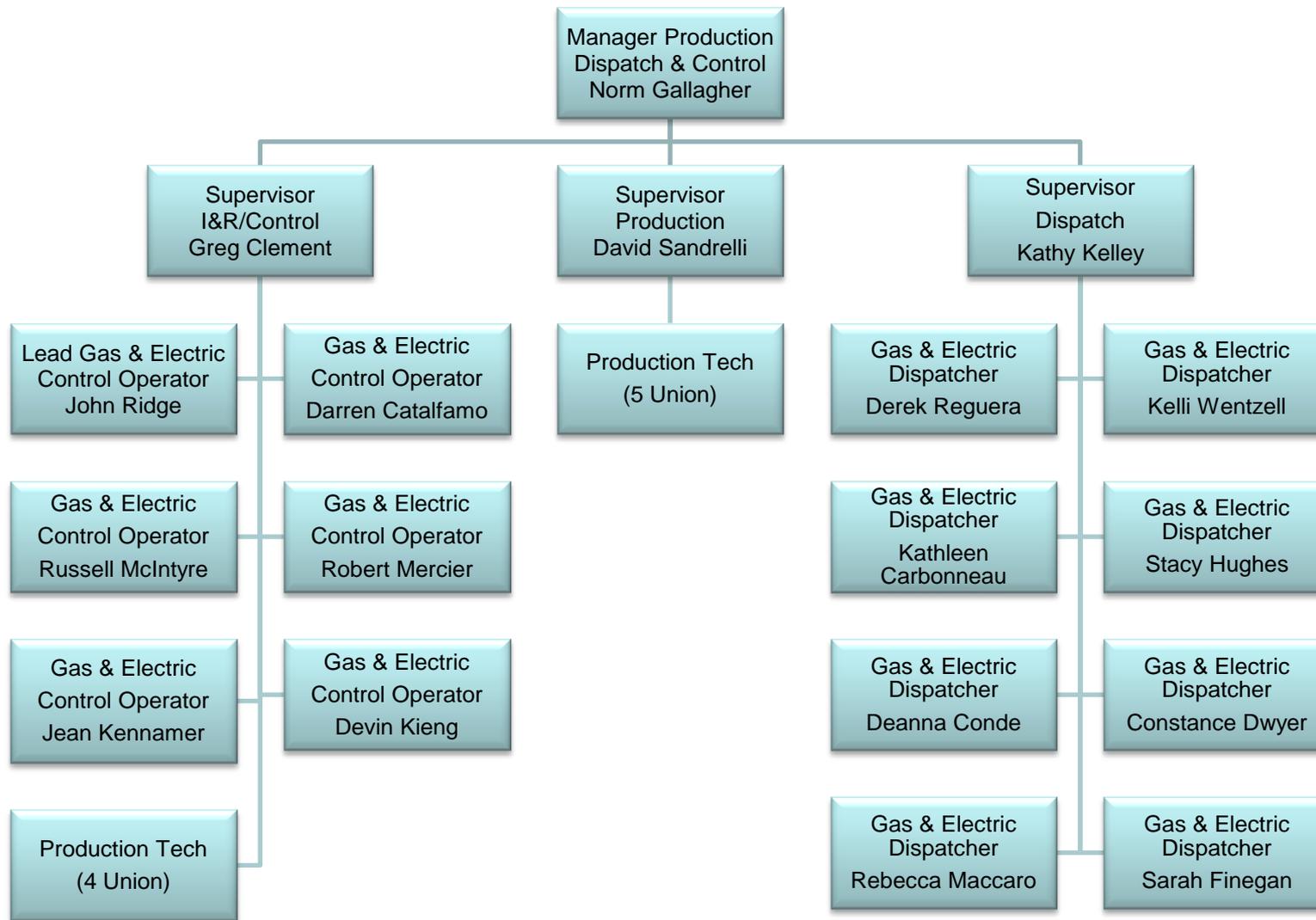
## Attachment C - Updated Structural Organizational Chart



Vacant  
Position

# Operations/Production, Dispatch & Control

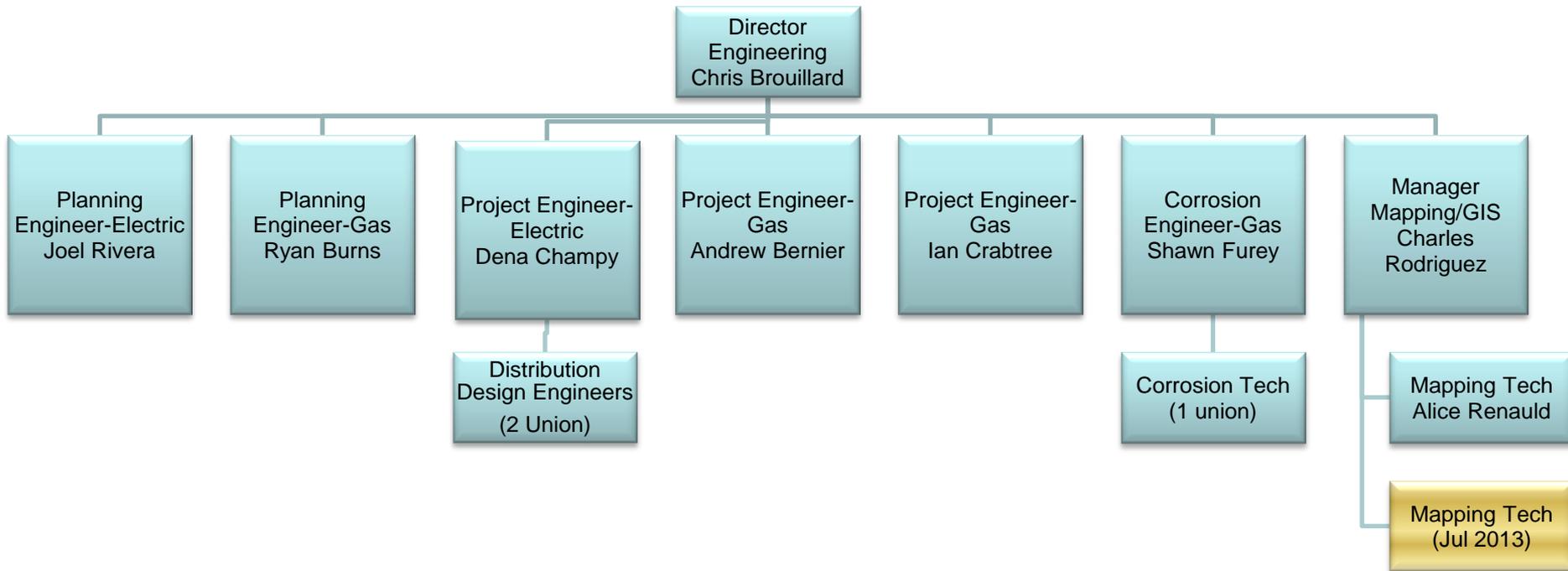
## Attachment C - Updated Structural Organizational Chart



Vacant Position

# Operations/Engineering

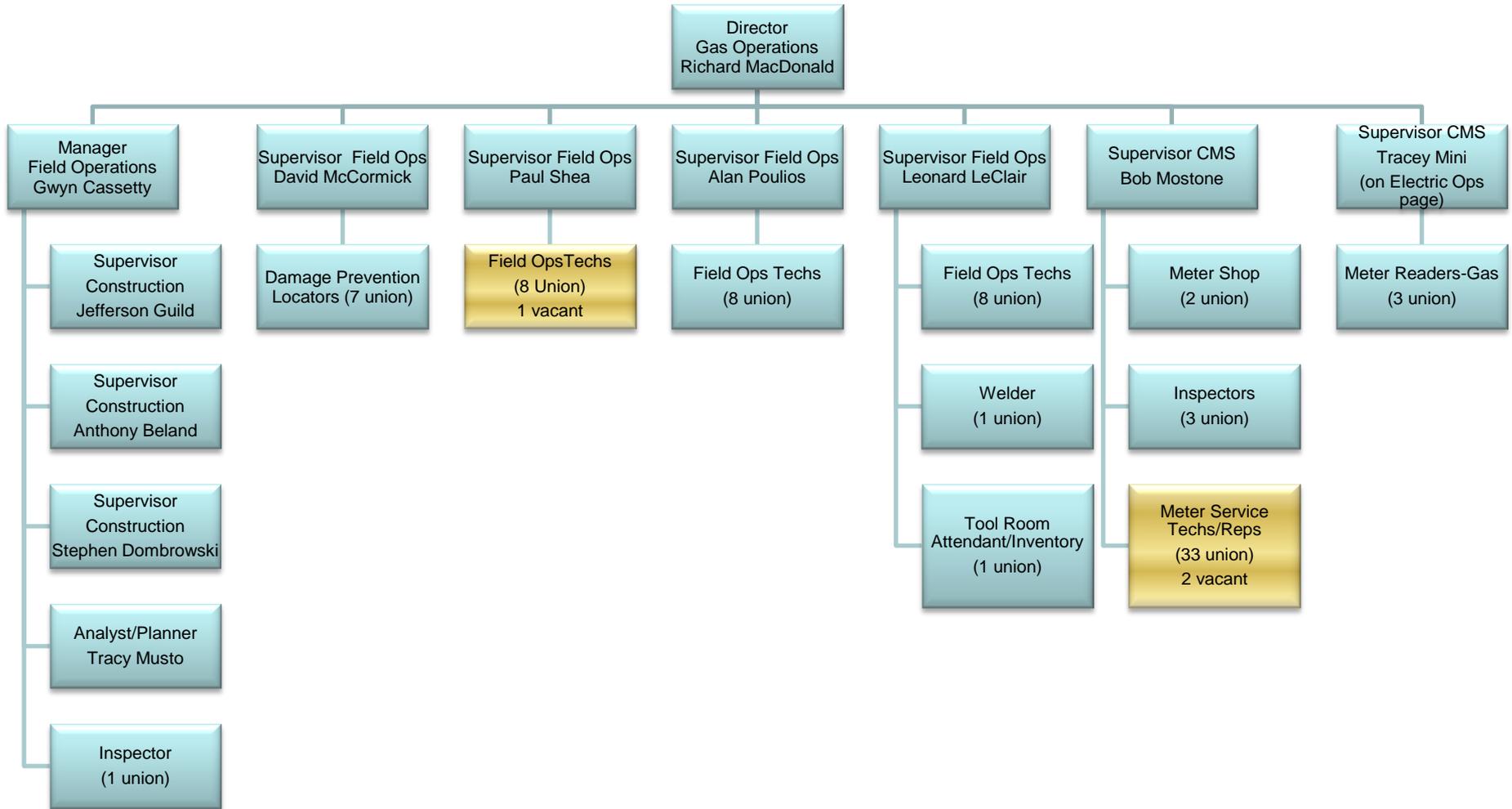
## Attachment C - Updated Structural Organizational Chart



Vacant  
Position

# Operations/Gas

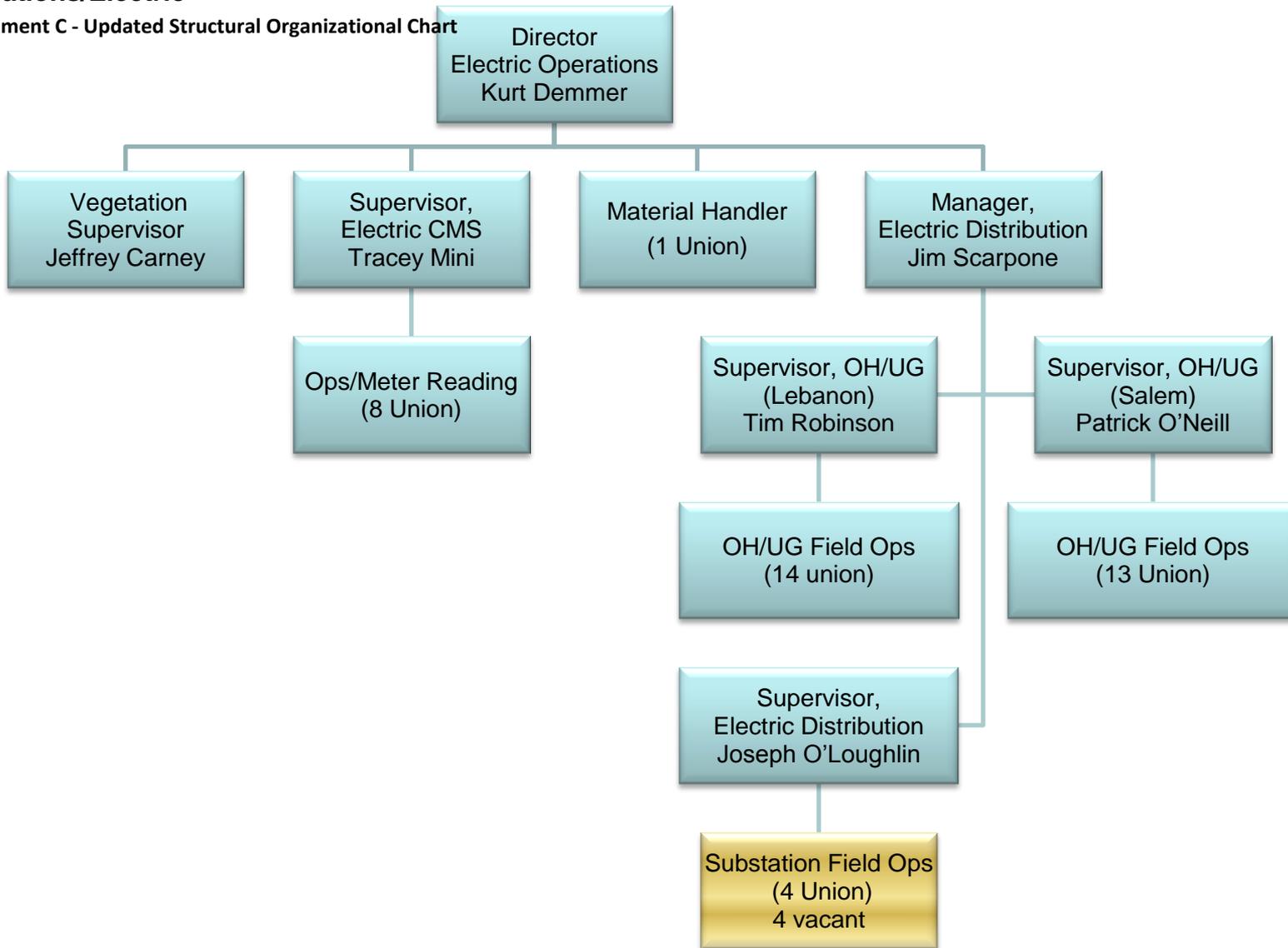
## Attachment C - Updated Structural Organizational Chart



Vacant Position

# Operations/Electric

Attachment C - Updated Structural Organizational Chart



Vacant Position