

		CURRENT SERVICE REPRESENTATIVE		APPROVED REPORTS BY CURRENT TSA LEAD		ATTACHMENTS						
						A	B	C	D	E	F	G
		Updated Customer Service Representatives and TSA Leads are provided in accordance with Section V.C. 2.a. (v) of the Settlement Agreement				Monthly statements (Most Recent)(per V.C.2.a.(i))	TSA Scope Changes (per Settlement V.C.2.a.(ii))	Summary of any material disputes, claims, and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(iii)).	Meeting minutes (per Settlement V.C.2.a.(iv)).	Escalated Complaint - Transition Steering Committee (per Settlement V.C.2.a.(v) and TSA Schedule A Section I.7)	Transition Service Notice - Date (per Settlement V.C.2.a.(ii))	Disposition of Transition Service Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(ii))
Schedule A	Service	Mo/Yr Change	Liberty Utilities	Mo/Yr Change	National Grid	Mo/Yr Change	Approved By TSA Lead - Liberty	Mo/Yr Change	Approved By TSA Lead - NG			
A General Protocol												
Correspondence, Invoices, Notices and other Communication												
B Human Resources												
HR-1	Payroll Services	7/12	Mark Smith		Laurie Hare		Mark Smith		Karyle Hills		10/18/2012	11/18/2012
HR-2	Employee Benefits		Mark Smith		Lori Santoro		Mark Smith		Lori Santoro		10/18/2012	11/18/2012
HR-3	Pension Administration		Mark Smith		Lori Santoro		Mark Smith		Karyle Hills		4/11/2013	5/1/2013
HR-4	Labor Relations Support		Mark Smith		Thomas Ryan		Mark Smith		Brian Varga		10/18/2012	11/18/2012
HR-5	Staffing Support		Mark Smith		Maryanne Baer		Mark Smith		Brian Varga		10/18/2012	11/18/2012
C Financial Services												
Fin-1	Financial Reporting		Linda Doering		Ron Boches		Linda Doering		Ron Boches		10/14/2013	11/15/2013
Fin-2	Accounting Consulting		Linda Doering		Mike Wald		Linda Doering		Ron Boches		8/15/2014	
Fin-3	Financial Training Service		Linda Doering		John Napolitano		Linda Doering		Ron Boches		1/29/2013	2/28/2013
Fin-4	Accounts Payable Processes		Linda Doering		John Napolitano		Linda Doering		Ron Boches		10/14/2013	11/15/2013
Fin-5	Accounts Payable Consulting		Linda Doering		John Napolitano		Linda Doering		Ron Boches		1/29/2013	2/28/2013
Fin-6	Cash Management		Linda Doering		Chris DiGilio		Linda Doering		Ron Boches		10/14/2013	11/15/2013
Fin-7	Tax Consulting Services		Susan Wan		Arthur Kiperberg		Linda Doering		Ron Boches		8/15/2014	
Fin-8	Property Tax Services		Linda Doering		Paula Leaverton		Linda Doering		Ron Boches		10/14/2013	11/15/2013
Fin-9	Claims Handling/Investigation		Paul Kinch		Joseph Weber		Linda Doering		Ron Boches		10/14/2013	11/15/2013
D Operations												
Elec Ops-1	Planned Major Maintenance & Capital Construction		Chris Brouillard		Mark Phillips		Kurt Demmer	7/12	Dan Bunszell		5/30/2013	6/30/2013
Elec Ops-2	Emergency Maintenance Engineering and Technical Services		Chris Brouillard		Marie Jordan		Kurt Demmer	7/12	Dan Bunszell		5/8/2014	6/8/2014
Elec Ops-3	Field Crew Dispatching and Scheduling		Norm Gallagher		Gary Bennett		Kurt Demmer	7/12	Dan Bunszell		11/19/2013	12/19/2013
Elec Ops-4	Electric Engineering and Design		Chris Brouillard		Bob Brawley		Kurt Demmer	7/12	Dan Bunszell		5/8/2014	6/8/2014
Elec Ops-5	Resource and Workload Planning		Chris Brouillard		Jim Patterson		Kurt Demmer	7/12	Dan Bunszell		10/11/2013	11/11/2013
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning		Chris Brouillard		Rob Sheridan		Kurt Demmer	7/12	Dan Bunszell		8/1/2014	9/1/2014
Elec Ops-7	Substation Maintenance Programs/Substation Engineering		Chris Brouillard		John Gavin		Kurt Demmer	7/12	Dan Bunszell		6/17/2013	7/17/2013
Elec Ops-8	Vegetation Management		Kurt Demmer		Anne Marie Moran / Craig Allen		Kurt Demmer	7/12	Dan Bunszell		12/13/2012	1/14/2013
Elec Ops-9	Customer Meter Support		Kurt Demmer		Christopher Gibb / Robert Preshong		Kurt Demmer	7/12	Dan Bunszell		2/4/2013	3/4/2013
Elec Ops-10	Electric Meter Shop		Kurt Demmer		James Kelly		Kurt Demmer	7/12	Dan Bunszell		4/11/2014	5/11/2014
Elec Ops-11	Electric Lab (testing/calibration of tools, equipment and PPE)		Kurt Demmer		James Kelly		Kurt Demmer	7/12	Dan Bunszell		11/14/2012	12/14/2012
Elec Ops-12	Infrared (IR) Testing		Kurt Demmer		James Kelly		Kurt Demmer	7/12	Dan Bunszell		11/14/2012	12/14/2012
Elec Ops-13	Mapping & Records		Chris Brouillard		Michael Yarbrough / Brian Miller		Kurt Demmer	7/12	Dan Bunszell		6/25/2014	7/25/2014
Elec Ops-14	Relay and Protection		Chris Brouillard	8/14	Christopher Araujo		Kurt Demmer	7/12	Dan Bunszell		5/8/2014	6/8/2014
Elec Ops-15	Codes and Standards		Tim Deppmeyer		Girard Purdy		Kurt Demmer	7/12	Dan Bunszell		10/26/2012	11/25/2012
Elec Ops-16	Mutual Assistance		Tim Deppmeyer		Kathy Lyford		Kurt Demmer	7/12	Dan Bunszell		10/14/2013	11/1/2013
Elec Ops-17	Business Continuity Support and Emergency Logistics		Tim Deppmeyer	8/12	Dan Bunszell		Kurt Demmer	8/12	Dan Bunszell		8/1/2014	
Elec Ops-18	Electric Operations Miscellaneous		Kurt Demmer		Kathy Lyford		Kurt Demmer	7/12	Dan Bunszell		8/1/2014	
Energy Solutions Delivery & Efficiency												
ESD&E-1	Energy Efficiency Programs		Eric Stanley		Carol White		Bill Sherry		Carol White		7/30/2014	7/30/2014
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		William Sherry		Sean Monagan		Bill Sherry		Sean Monagan			
D.3 Energy Control & Supply												
Energy Supply-1	Electric Network Control		Norm Gallagher		Mike Gallagher		Chico DaFonte		Mike Gallagher		7/1/2014	8/1/2014
Energy Supply-2	Electric Load Forecasting		Chico DaFonte		Joseph Gredder		Chico DaFonte	9/12	Joseph Gredder		8/8/2014	8/13/2014
Energy Supply-3	Energy Procurement Services		Chico DaFonte		Margaret Janzen		Chico DaFonte		Margaret Janzen		1/22/2013	3/8/2013
Energy Supply-4	Energy Procurement Consulting		Chico DaFonte		Margaret Janzen		Chico DaFonte		Margaret Janzen		11/21/2013	12/21/2013
Energy Supply-5	Distributed Generation Services		Chris Brouillard		Kevin Kelly / Marie Jordan		Chico DaFonte	9/12	Marie Jordan		3/28/2013	4/28/2013
Project Management												
Project Mgt-1	Project Management Services		Chris Brouillard		Daniel Glenning		Rich MacDonald		David Way		3/14/2013	4/14/2013
Project Mgt-2	Cost Management Access		Linda Doering		Patrick Pensabene		Rich MacDonald		David Way		10/14/2013	11/15/2013
D.6 Health, Safety & Environment (HS&E)												
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		Gaetan Mercier / Michael Knott		Timothy Woycik / Brian Varga / Stephanie Shepard		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-2	Health and Safety Field Support		Gaetan Mercier / Michael Knott		Timothy Woycik		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-3	Technical Training		Gaetan Mercier / Michael Knott / Mark Smith		Brian Varga		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-4	Environmental Compliance		Gaetan Mercier / Michael Knott		Peter Harley		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-5	Environmental Field Support		Gaetan Mercier / Michael Knott		Peter Harley		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-6	Spill Control/Response		Gaetan Mercier / Michael Knott		Peter Harley		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-7	Environmental Regulatory Support & Consultation		Gaetan Mercier / Michael Knott		Peter Harley		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
HS&E-8	Licenses, Permits and Orders		Gaetan Mercier / Michael Knott	7/12	Peter Harley		Michael Knott		Tim Woycik		10/2/2012	11/1/2012
Security												
Security-1	Site Security Services		Gaetan Mercier / Michael Knott	8/12	Anthony Itrich		Michael Knott	8/12	Anthony Itrich		3/13/2014	4/13/2014
Security-2	Security Consulting		Gaetan Mercier / Michael Knott	8/12	Anthony Itrich		Michael Knott	8/12	Anthony Itrich		11/22/2013	12/22/2013
Security-3	NERC/NPCC- Reliability Compliance		Gaetan Mercier / Michael Knott		Vicki M. O'Leary		Michael Knott		Mike Amico		3/28/2013	5/1/2013
Supply Chain and Inventory Management												
Supply-1	Supply Chain Management		Rich Foley		Jim Swalec		Rich Foley		Jim Swalec		11/30/2012	12/31/2012
Supply-2	Materials Management System Support		Rich Foley		Craig Dikeman		Rich Foley		Craig Dikeman		11/1/2013	11/30/2013
Supply-3	Supplier Contracts		Rich Foley		Jim Swalec		Rich Foley		Jim Swalec		11/30/2012	12/31/2012
Supply-4	Access to Seller Warehouses		Rich Foley		Craig Dikeman		Rich Foley		Craig Dikeman		11/30/2012	12/31/2012
Supply-5	Fleet Services		Steve McCrodon		Bill Hilbrunner		Steve McCrodon		Bill Hilbrunner		7/31/2013	8/26/2013
E Customer Services Support												

CURRENT SERVICE REPRESENTATIVE				APPROVED REPORTS BY CURRENT TSA LEAD				ATTACHMENTS						
								A	B	C	D	E	F	G
Updated Customer Service Representatives and TSA Leads are provided in accordance with Section V.C. 2 a. (v) of the Settlement Agreement								Summary of any material disputes, claims, and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(iii)). Escalated Complaint - Transition Steering Committee (per Settlement V.C.2.a.(iv) and TSA Schedule A Section 1.7) Disposition of Transition Service Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(vi))						
Mo/Yr Change	Liberty Utilities	Mo/Yr Change	National Grid	Mo/Yr Change	Approved By TSA Lead - Liberty	Mo/Yr Change	Approved By TSA Lead - NG	Monthly statements (Most Recent)(per Settlement V.C.2.a.(i))	TSA Scope Changes (per Settlement V.C.2.a.(ii))	Statements in the prior calendar month (per Settlement V.C.2.a.(iii)).	Meeting minutes (per Settlement V.C.2.a.(iv)).	Transition Service Notice - Date (per Settlement V.C.2.a.(v))	Transition Service Notice - Date (per Settlement V.C.2.a.(v))	Disposition of Transition Service Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(vi))
	Nicole Harris		Nancy Cianfone	8/12	Bill Sherry		Nancy Cianfone					8/6/2014		8/8/2014
	Nicole Harris		Nancy Cianfone / Christopher Gibb	8/12	Bill Sherry		Nancy Cianfone					8/6/2014		8/8/2014
	Nicole Harris		Larry Frye	8/12	Bill Sherry		Nancy Cianfone					8/6/2014		8/8/2014
	Bill Sherry		Brian Schuster / Joe Basic		Bill Sherry		Nancy Cianfone					8/6/2014		8/8/2014
	Nicole Harris		Jeff Martin	8/12	Bill Sherry		Nancy Cianfone					8/6/2014		8/8/2014
	David Carleton / Nicole Harris	7/12	Nancy Cianfone	8/12	Bill Sherry		Nancy Cianfone					8/6/2014		9/6/2014
	Daniel Mahoney		Thomas Amernge / Michael Murphy	8/12	Bill Sherry		Nancy Cianfone					8/11/2014		8/15/2014
	Stephen Hall		Michael Laflamme		ChristiAne Mason		Michael Laflamme					2/6/2014		3/8/2014
	Meera Reynolds		Jeanne Lloyd		ChristiAne Mason		Michael Laflamme					2/6/2014		3/8/2014
	7/12 Sarah Knowlton		Sharareh Goldsmith	7/12	Sarah Knowlton		Sharareh Goldsmith					11/5/2013		7/3/2013
	7/12 Sarah Knowlton		Sharareh Goldsmith	7/12	Sarah Knowlton		Sharareh Goldsmith					11/5/2013		7/3/2013
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					7/26/2013		8/26/2013
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014
	David Carleton		Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					7/2/2014		7/31/2014
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley					8/8/2014		8/8/2014

Schedule A	Service
Customer Svc-1	Call Center Operations
Customer Svc-2	Meter Reading, Billing and Payment Processing
Customer Svc-3	Collections Process Support
Customer Svc-4	New Business Administration
Customer Svc-5	Revenue Protection/Diversion & Investigation
Customer Svc-6	Customer Data Migration
Customer Svc-7	Meter Data Services Support
F Regulatory Support	
Reg-1	Regulatory Support - General
Reg-2	Regulatory Reporting
G Records Management	
Records-1	Identification of Books and Records
Records-2	Separation and Transfer of Books and Records
H IT Transition Services	
IT-1	Business Application Services
IT-2	Collaboration Services (E-Mail)
IT-3	Data Centers
IT-4	Client Services
IT-5	Contracts and Licenses
IT-6	Infrastructure Services
IT-7	Networks Support
IT-8	IS Energy Management Systems (EMS)
IT-9	Security Services

		CURRENT SERVICE REPRESENTATIVE				APPROVED REPORTS BY CURRENT TSA LEAD				ATTACHMENTS						
										A	B	C	D	E	F	G
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Schedule A	Service	Mo/Yr Change	Liberty Utilities	National Grid	Mo/Yr Change	Approved By TSA Lead - Liberty	Mo/Yr Change	Approved By TSA Lead - NG								
A General Protocol																
Correspondence, Invoices, Notices and other Communication																
B Human Resources																
	Payroll Services	7/12	Mark Smith	Laurie Hare		Mark Smith		Karyle Hills							10/18/2012	11/18/2012
HR-2	Employee Benefits		Mark Smith	Lori Santoro		Mark Smith		Lori Santoro							10/18/2012	11/18/2012
HR-3	Pension Administration		Mark Smith	Lori Santoro		Mark Smith		Karyle Hills							4/11/2013	05/01/203
HR-4	Labor Relations Support		Mark Smith	Thomas Ryan		Mark Smith		Brian Varga							10/18/2012	11/18/2012
HR-5	Staffing Support		Mark Smith	Maryjane Baer		Mark Smith		Brian Varga							10/18/2012	11/18/2012
C Financial Services																
Fin-1	Financial Reporting		Linda Doering	Ron Boches		Linda Doering		Ron Boches							10/14/2013	11/15/2013
Fin-2	Accounting Consulting		Linda Doering	Mike Wald		Linda Doering		Ron Boches							8/15/2014	
Fin-3	Financial Training Service		Linda Doering	Mike Wald		Linda Doering		Ron Boches							1/29/2013	2/28/2013
Fin-4	Accounts Payable Processes		Linda Doering	John Napolitano		Linda Doering		Ron Boches							10/14/2013	11/15/2013
Fin-5	Accounts Payable Consulting		Linda Doering	John Napolitano		Linda Doering		Ron Boches							1/29/2013	2/28/2013
Fin-6	Cash Management		Linda Doering	Chris DiGilio		Linda Doering		Ron Boches							10/14/2013	11/15/2013
Fin-7	Tax Consulting Services		Susan Wan	Arthur Kiperberg		Linda Doering		Ron Boches							8/15/2014	
Fin-8	Property Tax Services		Linda Doering	Paula Leaverton		Linda Doering		Ron Boches							10/14/2013	11/15/2013
Fin-9	Claims Handling/Investigation		Paul Kinch	Joseph Weber		Linda Doering		Ron Boches							10/14/2013	11/15/2013
D Operations																
Gas Ops-1	Network Strategy Support and Planned Major Maintenance		Chris Brouillard	Tom Bennett		Rich MacDonald	7/12	Daniel McNamara							3/27/2013	4/27/2013
Gas Ops-2	Operations Regulatory Support		Tim Deppmeyer	Susan Fleck		Rich MacDonald	7/12	Daniel McNamara							10/26/2012	11/25/2012
Gas Ops-3	Emergency Maintenance Engineering & Technical Services		Chris Brouillard	John Flint		Rich MacDonald	7/12	Daniel McNamara							1/30/2014	2/28/2014
Gas Ops-4	Gas Field Crew Dispatching and Scheduling		Norm Gallagher	Gary Bennett		Rich MacDonald	7/12	Daniel McNamara							1/6/2014	2/6/2014
Gas Ops-5	Mandated Programs, including Leak Survey Support		Richard MacDonald	Joseph Basic		Rich MacDonald	7/12	Daniel McNamara							5/13/2013	6/13/2013
Gas Ops-6	Maps & Records		Chris Brouillard	Joseph Basic		Rich MacDonald	7/12	Daniel McNamara							6/25/2014	7/25/2014
Gas Ops-7	LNG Compliance and Training		Norm Gallagher	Frank Su		Rich MacDonald	7/12	Daniel McNamara							11/19/2013	11/26/2013
Gas Ops-8	Gas Engineering and Design		Chris Brouillard	Tim Small		Rich MacDonald	7/12	Daniel McNamara							3/27/2013	4/27/2013
Gas Ops-9	Quality Assurance/Analysis & Process Improvement		Tim Deppmeyer	Don Cordone		Rich MacDonald	7/12	Daniel McNamara							4/2/2013	5/2/2013
Gas Ops-10	Gas Support Services/Workload Planning		Rich MacDonald	Joseph Basic / Mike Bruno		Rich MacDonald	7/12	Daniel McNamara							9/3/2013	10/3/2013
Gas Ops-11	Gas Meter Operations/Meter Shop		Bryan McCallum / Rich MacDonald	Ron Johnson		Rich MacDonald	7/12	Daniel McNamara							9/3/2013	10/3/2013
Gas Ops-12	Customer Meter Support		Rich MacDonald	Christopher Gibb / Robert Preshong		Rich MacDonald	7/12	Daniel McNamara							10/9/2013	11/9/2013
Gas Ops-13	Gas Reliability Planning		Chris Brouillard	John Stavrakas		Rich MacDonald	7/12	Daniel McNamara							5/8/2014	6/8/2014
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control		Chris Brouillard	Tim Small		Rich MacDonald	7/12	Daniel McNamara							11/4/2013	12/4/2013
Gas Ops-15	Codes and Standards		Tim Deppmeyer	Robert Wilson		Rich MacDonald	7/12	Daniel McNamara							10/26/2012	11/25/2012
Gas Ops-16	Ops Misc		Mike Knott	Pat Burns		Rich MacDonald	7/12	Daniel McNamara							11/14/2013	12/14/2013
Gas Ops-17	Mutual Assistance - Gas Emergencies		Tim Deppmeyer	John Flint		Rich MacDonald	7/12	Daniel McNamara							1/16/2013	2/16/2013
D.3 Gas Control & Procurement																
Gas Supply-1	Gas Control		Norm Gallagher	Tom Amerige		Chico DaFonte		Tom Amerige							7/1/2014	8/1/2014
Gas Supply-2	Gas Procurement Services - General		Chico DaFonte	Liz Arango		Chico DaFonte		Liz Arango							11/21/2013	12/21/2013
Gas Supply-3	Energy Transactions		Chico DaFonte	Liz Arango		Chico DaFonte		Liz Arango							11/21/2013	12/21/2013
Gas Supply-4	Gas Load Forecasting		Chico DaFonte	Liz Arango		Chico DaFonte		Liz Arango							11/21/2013	12/21/2013
Gas Supply-5	Gas Procurement Consulting		Chico DaFonte	Liz Arango		Chico DaFonte		Liz Arango							11/21/2013	12/21/2013
Gas Supply-6	Gas Procurement Miscellaneous		Chico DaFonte	Liz Arango		Chico DaFonte		Liz Arango							11/21/2013	12/21/2013
Energy Solutions Delivery & Efficiency																
ESD&E-1	Energy Efficiency Programs		Eric Stanley	Carol White		William Sherry		Carol White							6/3/2014	6/28/2014
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		William Sherry	Sean Mongan		William Sherry		Sean Mongan							12/2/2013	12/31/2013
Project Management																
Project Mgt-1	Project Management Services		Rich MacDonald / Chris Brouillard	Daniel Glenning		Rich MacDonald		David Way							11/9/2012	12/9/2012
Project Mgt-2	Cost Management Access		Linda Doering	Patrick Pensabene		Rich MacDonald		David Way							10/14/2013	11/15/2013
D.6 Health, Safety & Environment (HS&E)																
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		Gaetan Mercier / Michael Knott	Timothy Woycik / Brian Varga / Stephanie Shepard		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-2	Health and Safety Field Support		Gaetan Mercier / Michael Knott	Timothy Woycik		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-3	Technical Training		Gaetan Mercier / Michael Knott / Mark Smith	Brian Varga		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-4	Environmental Compliance		Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-5	Site Investigation and Remediation		Gaetan Mercier / Michael Knott	Michele Leone		Michael Knott		Tim Woycik							11/21/2013	12/21/2013
HS&E-6	Environmental Field Support		Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-7	Spill Control/Response		Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-8	Environmental Regulatory Support & Consultation		Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-9	Licenses, Permits and Orders		Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik							10/2/2012	11/1/2012
Security																
Security-1	Site Security Services		Gaetan Mercier / Michael Knott	8/12 Anthony Itrich		Michael Knott	8/12	Anthony Itrich							3/13/2014	4/13/2014
Security-2	Security Consulting		Gaetan Mercier / Michael Knott	8/12 Anthony Itrich		Michael Knott	8/12	Anthony Itrich							11/21/2013	12/22/2013
Supply Chain and Inventory Management																
Supply-1	Supply Chain Management		Rich Foley	Jim Swalec		Rich Foley		Jim Swalec							11/30/2012	12/31/2012
Supply-2	Materials Management System Support		Rich Foley	Craig Dikeman		Rich Foley		Craig Dikeman							11/1/2013	11/30/2013
Supply-3	Supplier Contracts		Rich Foley	Jim Swalec		Rich Foley		Jim Swalec							11/30/2012	12/31/2012
Supply-4	Access to Seller Warehouses		Rich Foley	Craig Dikeman		Rich Foley		Craig Dikeman							11/30/2012	12/31/2012
Supply-5	Fleet Services		Steve McCrodon	Bill Hilbrunner		Steve McCrodon		Bill Hilbrunner							7/31/2013	8/26/2013
E Customer Services Support																
Customer Svc-1	Call Center Operations		Nicole Harris	Nancy Cianfone / Christopher Gibb (Meter Data Services)	8/12	Bill Sherry		Nancy Cianfone							12/2/2013	12/30/2013
Customer Svc-2	Meter Reading, Billing and Payment Processing		Nicole Harris / Daniel Mahoney (Meter Data Services)		8/12	Bill Sherry		Nancy Cianfone							4/16/2014	5/15/2014
Customer Svc-3	Collections Process Support		Nicole Harris	Larry Frye	8/12	Bill Sherry		Nancy Cianfone							12/2/2013	12/30/2013
Customer Svc-4	New Business Administration		Bill Sherry	Brian Schuster / Joe Basic		Bill Sherry		Nancy Cianfone							12/2/2013	12/30/2013
Customer Svc-5	Revenue Protection/Diversion & Investigation		Nicole Harris	Nancy Martin	8/12	Bill Sherry		Nancy Cianfone							12/2/2013	12/30/2013
Customer Svc-6	Customer Data Migration	8/12	David Carleton/Nicole Harris	Nancy Cianfone	8/12	Bill Sherry		Nancy Cianfone							12/2/2013	12/30/2013
F Regulatory Support																
Reg-1	Regulatory Support - General		Stephen Hall	Michael Laflamme		Christiane Mason		Michael Laflamme							2/6/2014	3/8/2014

Schedule A	Service
Reg-2	Regulatory Reporting
G	Records Management
Records-1	Identification of Books and Records
Records-2	Separation and Transfer of Books and Records
H	IT Transition Services
IT-1	Business Application Services
IT-2	Collaboration Services (E-Mail)
IT-3	Data Centers
IT-4	Client Services
IT-5	Contracts and Licenses
IT-6	Infrastructure Services
IT-7	Networking Support
IT-8	IS Energy Management Systems (EMS)
IT-9	Security Services

CURRENT SERVICE REPRESENTATIVE				APPROVED REPORTS BY CURRENT TSA LEAD				ATTACHMENTS						
								A	B	C	D	E	F	G
Updated Customer Service Representatives and TSA Leads are provided in accordance with Section V.C. 2 a. (v) of the Settlement Agreement								Monthly statements (Most Recent)(per Settlement V.C.2.a.(i))	TSA Scope Changes (per Settlement V.C.2.a.(ii))	Summary of any material disputes, claims, and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(iii))	Meeting minutes (per Settlement V.C.2.a.(iv))	Escalated Complaint - Transition Steering Committee (per Settlement V.C.2.a.(v) and TSA Schedule A Section 1.7)	Disposition of Transition Service Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(ii))	
Mo/Yr Change	Liberty Utilities	Mo/Yr Change	National Grid	Mo/Yr Change	Approved By TSA Lead - Liberty	Mo/Yr Change	Approved By TSA Lead - NG							
	Robert Campbell		Ann Leary		ChristiAne Mason		Michael Laflamme						2/6/2014	3/8/2014
7/12	Sarah Knowlton		Sharareh Goldsmith	7/12	Sarah Knowlton		Sharareh Goldsmith						11/5/2013	7/3/2013
7/12	Sarah Knowlton		Sharareh Goldsmith	7/12	Sarah Knowlton		Sharareh Goldsmith						11/5/2013	7/3/2013
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						8/8/2014	8/8/2014
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						7/26/2013	8/26/2013
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						8/8/2014	8/8/2014
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						8/8/2014	8/8/2014
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						8/8/2014	8/8/2014
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						8/8/2014	8/8/2014
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						7/2/2014	7/31/2014
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley						8/8/2014	8/8/2014

Attachment A

**Monthly Statements (July 2014 - Most Recent)
(per Settlement V.C.2.a.(i))**

See attached

Attachment A

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 08/27/2014
Invoice #: 800092282
Terms: Net 20

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

July 2014
June 2014

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	-	-	-	3,699.04	3,565.52	7,264.56	7,264.56
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
Finance	-	-	-	3,699.04	3,565.52	7,264.56	7,264.56
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	1,812.48	-	1,812.48	1,812.48
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	-	-	-	-
Resource & Workload Planning	-	-	-	-	-	-	-
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	1,974.75	-	1,974.75	1,974.75
Sub Mtnc Programs /Engineering	-	-	-	3,284.22	-	3,284.22	3,284.22
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	-	-	-	-
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	-	982.81	982.81	982.81
Relay & Protection	-	-	-	608.17	-	608.17	608.17
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	15,625.49	-	15,625.49	15,625.49
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	-	-	-	-	-	-	-
Meter Ops/Meter Shop	-	-	-	-	-	-	-
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	(162.91)	(162.91)	(162.91)
Operations	-	-	-	23,305.11	819.90	24,125.01	24,125.01
Energy Efficiency	-	-	-	-	-	-	-
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	-	-	-	-
Network Control	-	-	-	10,727.30	-	10,727.30	10,727.30
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	14,385.75	14,385.75	14,385.75
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	-	-	-
Gas Load Forecasting	-	-	-	-	3,368.95	3,368.95	3,368.95
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	-	-	-	10,727.30	17,754.70	28,482.00	28,482.00
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	-	-	-	-	-	-	-
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	-	-	-	-	-	-	-
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	-	-	-	26,480.19	-	26,480.19	26,480.19

Attachment A

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 08/27/2014
Invoice #: 800092282
Terms: Net 20

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

July 2014
June 2014

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Meter Rdg, Billing & Payment Processing	-	-	-	82,910.34	665.16	83,575.50	83,575.50
Collections Support	-	-	-	-	-	-	-
New Business Admin	-	-	-	(7,806.83)	101.03	(7,705.80)	(7,705.80)
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	3,376.73	-	3,376.73	3,376.73
Customer Service	-	-	-	104,960.43	766.19	105,726.62	105,726.62
General	-	-	-	-	-	-	-
Regulatory Reporting	-	-	-	-	-	-	-
Regulatory Support	-	-	-	-	-	-	-
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	2,101.07	(7,400.72)	(5,299.65)	83,532.11	7,220.86	90,752.97	85,453.32
Collaboration Services	-	-	-	-	-	-	-
Data Centers	5,150.82	591.20	5,742.02	-	-	-	5,742.02
Client services	3,585.60	-	3,585.60	-	-	-	3,585.60
Contracts & Licenses	3,274.88	620.15	3,895.03	35,771.69	-	35,771.69	39,666.72
Infrastructure Services	(75,936.28)	(22,201.85)	(98,138.13)	19,841.89	3,541.27	23,383.16	(74,754.97)
Networking Support	40,516.63	6,954.59	47,471.22	-	-	-	47,471.22
EMS/SCADA	3,145.66	(859.36)	2,286.30	460.39	-	460.39	2,746.69
Security Services	-	-	-	-	-	-	-
IT	(18,161.62)	(22,296.00)	(40,457.62)	139,606.08	10,762.13	150,368.21	109,910.59
TOTAL	(18,161.62)	(22,296.00)	(40,457.62)	282,297.96	33,668.44	315,966.40	275,508.78

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 B

**TSA Scope Changes
(per Settlement V.C.2.a.(ii))**

Nothing to report

Attachment C

**Summary of any material disputes, claims and adjustments
of Monthly Statements in the prior calendar month
(per Settlement V.C.2.a.(iii))**

Nothing to report

Attachment D

**Meeting Minutes
(per Settlement V.C.2.a.(iv))**

Nothing to report

Attachment E

**Escalated Complaint – Transition Steering Committee
(per Settlement V.C.2.a(iv) and TSA Schedule A Section 1.7)**

Nothing to report