

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
	Priority	Work Order #	Division	Town Code	Street	From	To	Status	Actual Completion Date	Comments	Actual Install Footage	Service Relays/Inserts	Service Reconnects	Actual Main Cost (Loaded/Excl. Degradation Fees)	Actual Service Cost (Loaded)	Actual Main & Service Costs (Loaded/Excl. MNC Degradation Fees)	Main Cost to be Removed (Non-Recoverable)	Service Cost to be Removed (Non-Recoverable)	Recoverable Main Cost	Recoverable Service Cost	Degradation Fees	Total Recoverable Cost (Excl. MNC Degradation Fees)	Estimated Carry Over Cost
1																							
2	1	8840-0001000431	South	NAS	45-69 SPALDING ST, NAS	BENSON AV	INGALLS ST	FCOMP	10/9/2014		563	4 RELAYS		\$93,418	\$8,435	\$101,853	\$0		\$93,418	\$8,435		\$101,853	
3	2	8840-0001000435	North	CCD	5-55 JOFFRE ST, CDD, HAIG, DONOVAN & NIVELLE	S MAIN ST	BOW ST	COMP	8/4/2014		2,370	30 RELAYS, 7 INSERTS, 3 NEW		\$229,560	\$95,776	\$325,336	\$0	\$46,627	\$229,560	\$49,149	\$16,812	\$278,709	
4	3	8840-919869	Central	MNC	293-329 AMHERST ST, MNC, CONCORD & ASH	BEECH ST	MAPLE ST	CASBUILT	9/19/2014		1,411	15 RELAYS	4 TRANSFERS	\$222,736	\$64,496	\$287,232	\$17,103	\$12,263	\$205,633	\$52,234	\$38,025	\$257,866	
5	4	8840-0001000434	Central	MNC	205-287 MEDFORD ST, MNC	ALLIED ST	KOOL ST	CASBUILT	12/17/2014		948	5 RELAYS, 11 INSERTS	2 TRANSFERS	\$105,403	\$41,720	\$147,124	\$5,322	\$20,967	\$100,081	\$20,754	\$30,525	\$120,834	\$78,046
6	5	8840-0001000433	South	NAS	1-61 PENNICHUCK ST, NAS	CONCORD ST	EOM	COMP	8/18/2014		1,534	30 RELAYS, 4 INSERTS		\$183,381	\$62,920	\$246,301	\$5,359	\$16,252	\$178,022	\$46,669		\$224,691	
7	6	8840-0001000448	Central	MNC	147-360 CILLEY RD, MNC, LINCOLN ST	MAPLE ST	WILSON ST	CASBUILT	10/15/2014		1,500	16 RELAYS, 3 INSERTS, 4 NEW	6 TRANSFERS	\$91,943	\$87,819	\$179,762	\$2,114	\$27,118	\$89,829	\$60,701	\$53,075	\$150,530	\$51,088
8	7	8840-919954	Central	MNC	6-100 ISLAND POND RD, MNC, & S MAMMOTH RD	S MAMMOTH RD	EOM	CASBUILT	12/5/2014		1,350	7 RELAYS, 2 NEW	7 TRANSFERS	\$136,377	\$60,071	\$196,448	\$12,520	\$25,204	\$123,858	\$34,867	\$27,500	\$158,725	\$21,981
9	8	8840-710944	North	LAC	17-103 NORTH ST, LAC, & 124-155 SCHOOL ST	SHERIDAN ST	EOM	COMP	12/16/2014		1,650	1 RELAY, 10 INSERTS, 1 NEW		\$113,455	\$32,421	\$145,876	\$22,792	\$4,362	\$90,663	\$28,060		\$118,723	\$146,381
10	9	8840-761259	South	NAS	109-115 E HOLLIS ST, NAS, DENTON ST	ARLINGTON ST	CROWN ST	COMP	11/14/2014		158	8 RELAYS, 1 INSERT	1 TRANSFER	\$29,313	\$34,606	\$63,918	\$0	\$6,155	\$29,313	\$28,450		\$57,763	\$20,541
11	10	8840-0001000437	South	NAS	14-66 SAWYER ST, NAS	GILMAN ST	LAKE ST	COMP	12/29/2014		1,066	10 RELAYS, 2 INSERTS, 1 NEW	8 TRANSFERS	\$88,844	\$56,938	\$145,782	\$12,034	\$15,164	\$76,811	\$41,774		\$118,585	\$106,117
12	11	8840-923056	Central	MNC	184-218 NORTH ST, MNC, HEMLOCK ST	OAK ST	LINDEN ST	CASBUILT	12/23/2014	1 Main cost Invoice not posted to GL, apply 35% loading to cost	765	1 RELAY, 9 INSERTS		\$85,772	\$21,475	\$107,247	\$0	\$18,029	\$85,772	\$3,446	\$27,665	\$89,219	\$108,002
13	12	8840-0001000453	Central	MNC	37-81 CASS ST, MNC	CENTRAL ST	MERRIMACK ST	CASBUILT	11/13/2014		546	6 RELAYS	2 TRANSFERS	\$124,440	\$23,746	\$148,187	\$4,541	\$10,616	\$119,899	\$13,130	\$12,320	\$133,029	
14	13	8840-0001000438	North	CCD	34-74 FRANKLIN ST, CCD	LYNDON ST	CHARLES ST	COMP	10/3/2014		1,290	12 RELAYS,, 1 INSERT	3 TRANSFERS	\$263,339	\$45,951	\$309,290	\$23,014	\$9,771	\$240,325	\$36,180	\$18,148	\$276,504	
15	14	8840-0001000442	North	CCD	3-15 LIBERTY ST, CCD, WARREN ST	PINE ST	PLEASANT ST	COMP	10/28/2014		1,158	17 RELAYS	5 TRANSFERS	\$256,313	\$78,625	\$334,938	\$2,339	\$28,349	\$253,974	\$50,276	\$18,108	\$304,250	
16	15	8840-705076	Central	MNC	137-351 VINTON ST, MNC, S WILSON ST	S WILSON ST	S HALL ST	CASBUILT	10/15/2014		1,350	12 RELAYS, 1 NEW	8 TRANSFERS	\$145,876	\$68,611	\$214,487	\$0	\$16,724	\$145,876	\$51,887	\$45,600	\$197,763	
17	16	8840-0001000441	Central	MNC	44-175 PRECOURT ST, MNC	VARNEY ST	EOM	COMP	8/7/2014		1,040	6 RELAYS, 3 INSERTS		\$65,618	\$21,851	\$87,469	\$9,128	\$5,545	\$56,490	\$16,306	\$2,000	\$72,796	
18	17	8840-0001000439	North	CCD	1-36 MERRIMACK ST, CCD	PLEASANT ST	SCHOOL ST	COMP	12/24/2014		1,244	13 RELAYS	6 TRANSFERS	\$175,103	\$74,410	\$249,513	\$2,632	\$24,785	\$172,472	\$49,625	\$17,130	\$222,096	\$111,405
19	18	8840-0001000975	North	CCD	2-33 UNION ST, CCD, MAPLE ST	CENTRE ST	WASHINGTON ST	COMP	12/24/2014		1,360	24 RELAYS, 9 INSERTS, 1 NEW		\$102,100	\$120,987	\$223,087	\$0	\$38,624	\$102,100	\$82,363	\$5,343	\$184,463	\$129,323
20	Incremental Projects																						
21	19	8840-0001001269	South	NAS	5-103 DODGE ST, NAS, & MAY ST	CONCORD ST	EOM	FCOMP	9/2/2014		1,650	17 RELAYS, 6 INSERTS, 1 ABANDON, 1 NEW		\$171,046	\$45,934	\$216,981	\$13,925	\$15,954	\$157,121	\$29,980		\$187,101	
22	20	8840-0001001270	South	NAS	2-15 BADGER ST, NAS	W HOLLIS ST	KINSLEY ST	APPR	#N/A	Permit restrictions, moved to FY 2016 CIBS program												\$0	
23	21	8840-0001001106	North	CCD	95 SHAKER RD, CCD - SHAKER RD SCHOOL	SHAKER RD	EOM	COMP	10/27/2014		230	2 RELAYS		\$54,936		\$54,936	\$0		\$54,936	\$0		\$54,936	
24	22	8840-0001001271	South	NAS	2-30 AUBURN ST, NAS & LOCUST ST	CHARLES ST	AMHERST ST	APPR	#N/A	Permit restrictions, moved to FY 2016 CIBS program												\$0	
25	23	8840-791853	South	NAS	87-98 WALNUT ST, NAS	W HOLLIS ST	MULBERRY ST	COMP	9/24/2014		471	8 RELAYS, 1 NEW		\$40,077	\$16,799	\$56,875	\$0	\$3,800	\$40,077	\$12,999		\$53,076	\$38,102
26	24	8840-0001000444	North	CCD	20-50 ALLISON ST, CCD, DUNKLEE	SPRUCE ST	PILLSBURY ST	APPR	#N/A	Permit restrictions, moved to FY 2016 CIBS program												\$0	
27	25	8840-761258	South	NAS	2-15 COLUMBIA AV, NAS, WEBSTER ST & BARTLETT AV	CONCORD ST	WELLINGTON ST	APPR	#N/A	Permit restrictions, moved to FY 2016 CIBS program												\$0	
28	26	8840-0001000443	Central	MNC	348-350 LINCOLN ST, MNC	MAPLE ST	EOM	CASBUILT	12/18/2014		390	2 RELAYS, 1 NEW	2 TRANSFERS	\$31,526	\$7,636	\$39,162	\$0	\$4,581	\$31,526	\$3,055		\$34,581	\$36,193
29	27	8840-0001001272	North	CCD	12-29 ROCKLAND RD, CCD	AUBURN ST	#17	APPR	#N/A	Permit restrictions, moved to FY 2016 CIBS program												\$0	
30	28	8840-586533	North	MNC	5-99 ROSEMONT AV, MNC	CALEF RD	S ELM ST	CASBUILT	12/23/2014		920	4 RELAYS, 1 NEW	5 TRANSFERS	\$96,154	\$31,335	\$127,489	\$10,153	\$7,666	\$86,001	\$23,669		\$109,670	\$65,428
31	Total Footage										24,964	250 RELAYS, 66 INSERTS, 1 ABANDONMENT, 17 NEW	59 TRANSFERS	\$2,906,731	\$1,102,564	\$4,009,295	\$142,977	\$358,557	\$2,763,754	\$744,007	\$312,251	\$3,507,761	\$912,607
32	FY 2014 Carry Over Costs									Total Install Mileage	4.73	Total LPP Mileage Eliminated	5.00										
33		8840-864581	South	NAS	5-21 RIDGE ST, NAS	TOLLES ST	WHITNEY ST							\$33,113	\$3,730	\$36,843			\$33,113	\$3,730		\$36,843	
34		8840-864709	South	NAS	8-18 MAPLE ST, NAS	MULBERRY SY	W HOLLIS ST							\$26,941	\$1,256	\$28,197			\$26,941	\$1,256		\$28,197	
35		8840-864739	South	NAS	20-36 SUMMER ST, NAS	NORTON ST	KENDRICK ST							\$35,537	\$12,112	\$47,649			\$35,537	\$12,112		\$47,649	
36		8840-864759	North	BMT	17-28 SUNSET DR, BMT	WINNISQUAM WY	COURTESY AV							\$11,275	\$1,658	\$12,933			\$11,275	\$1,658		\$12,933	
37		8840-915357	Central	MNC	65-138 MIDDLE ST, MNC & FRANKLIN ST	CANAL ST	MARKET ST							\$43,473	\$4,983	\$48,456			\$43,473	\$4,983		\$48,456	
38		8840-915689	North	CCD	57-87 AUBURN ST, CCD	COLUMBUS AV	#93							\$72,599	\$6,682	\$79,281			\$72,599	\$6,682		\$79,281	
39		8840-931053	South	NAS	JEWELL LN & BERKSHIRE ST	AMHERST ST	EOM							\$20,164	\$1,658	\$21,822			\$20,164	\$1,658		\$21,822	
40	Grand Totals													\$243,102	\$32,079	\$275,181			\$243,102	\$32,079		\$275,181	
41	Grand Totals													\$3,149,833	\$1,134,643	\$4,284,476			\$3,006,856	\$776,086		\$3,782,942	

	A	B	C	D	E	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS		
1	Priority	Work Order #	Division	Town Code	Street	Material	System Pressure (PSIG)	Exst Diameter (Inches)	YOI	Bare Steel Services	Copper Services	Coated Steel Services	Plastic Services	Total Services	Estimated Relay Footage	Estimated New Main Footage	Estimated Aband Footage	Estimated Total Footage	Estimated Direct Cost (Excl. MNC Degradation Fees)	Actual Direct Cost (Excl. MNC Degradation Fees)	Direct Cost Variance	Direct Variance %	Estimated Loaded Cost (Excl. MNC Degradation Fees)	Actual Loaded Cost (Excl. MNC Degradation Fees)	Loaded Cost Variance	Loaded Cost Variance %	Variance Comments		
2	1	8840-0001000431	South	NAS	45-69 SPALDING ST, NAS	BS	LP	2 & 4	1956/1963			4		4	515			515	\$109,767	\$102,845	-\$6,922	-6%	\$144,859	\$101,853	-\$43,005	-30%	Estimated contractor loading 35%, actual 10%.		
3	2	8840-0001000435	North	CCD	5-55 JOFFRE ST, CDD, HAIG, DONOVAN & NIVELLE	CI	LP to 60	4	1959	11		5	20	36	2,200		1,050	3,250	\$333,781	\$275,805	-\$57,976	-17%	\$432,117	\$325,336	-\$106,782	-25%	Estimated contractor loading 35%, actual 31%. Estimated degradation fees \$28k, actual approx. \$16k. Construction costs were under budget (17%) due to main mostly installed off pavement.		
4	3	8840-919869	Central	MNC	293-329 AMHERST ST, MNC, CONCORD & ASH	CI	LP	3 & 4	1921/1927	12		3	5	20	1,305			1,305	\$224,392	\$278,609	\$54,217	24%	\$289,887	\$287,232	-\$2,655	-1%	Estimated contractor loading 35%, actual 15%, underestimated \$17k for hand excavation and \$31k in shoring due to exst infrastructure and main depth. Extra 100 feet was installed than estimated.		
5	4	8840-0001000434	Central	MNC	205-287 MEDFORD ST, MNC	BS	60	2	1962		5	2	11	18	865			865	\$119,932	\$221,347	\$101,414	85%	\$156,892	\$225,170	\$68,278	44%	Estimated contractor loading 35%, actual 13%. Underestimated \$47k for ledge removal. Final paving to be completed in 2015, \$23k more than estimate.		
6	5	8840-0001000433	South	NAS	1-61 PENNICHUCK ST, NAS	BS	LP to 60	2 & 4	1956/1960	10		14	9	33	1,520		40	1,560	\$259,076	\$250,040	-\$9,036	-3%	\$341,191	\$246,301	-\$94,890	-28%	Estimated contractor loading 35%, actual 9%		
7	6	8840-0001000448	Central	MNC	147-360 CILLEY RD, MNC, LINCOLN ST	CI	LP	4 & 6	1916/1925/1938	11		8	11	30	1,450		285	1,735	\$270,830	\$224,203	-\$46,627	-17%	\$348,794	\$230,850	-\$117,945	-34%	Estimated contractor loading 35%, actual 13%. City decided to pave road, saved in restoration costs.		
8	7	8840-919954	Central	MNC	6-100 ISLAND POND RD, MNC, & S MAMMOTH RD	CI	LP	4 & 6	1931/1934	6		1	6	13	1,350		-	1,350	\$148,963	\$217,232	\$68,269	46%	\$191,385	\$218,429	\$27,044	14%	Project is over budget for contractor costs, \$30k in additional shoring for main and associated services due to installing main under several ducts and main was deep. Actual loading at 10%.		
9	8	8840-710944	North	LAC	17-103 NORTH ST, LAC, & 124-155 SCHOOL ST	WI/CI	LP to 60	3	1900	4		8	2	14	1,275		275	1,550	\$91,448	\$255,886	\$164,438	180%	\$119,830	\$292,257	\$172,427	144%	Contractor costs are approx. 38% over budget, due to in Pave vs No Pave, City wanted to move main install from off pavement where originally agreed to in the sidewalk. Estimated paving costs were \$100k more than estimated. Installed an extra 375 feet because of an existing BS service on someone else's property. Needed to run main up the street in front of the property to run new service. The traffic control charges were also higher than estimated. Loadings at 33%.		
10	9	8840-761259	South	NAS	109-115 E HOLLIS ST, NAS, DENTON ST	CI	LP to 60	4 & 6	1908/1915	5		4	1	10	150		510	660	\$79,062	\$84,258	\$5,197	7%	\$103,935	\$84,459	-\$19,475	-19%	Estimated contractor loading 35%, actual 9% - Offset somewhat by flagger/police charges.		
11	10	8840-0001000437	South	NAS	14-66 SAWYER ST, NAS	CI	LP	4	1912	9		5	8	22	1,050		-	1,050	\$260,565	\$239,114	-\$21,451	-8%	\$343,280	\$251,899	-\$91,380	-27%	Estimated contractor loading 35%, actual 20%. Overestimated shoring. Project was pilot for 1 foot cutback instead of 3 foot cutback.		
12	11	8840-923056	Central	MNC	184-218 NORTH ST, MNC, HEMLOCK ST	CI	LP to 60	4 & 6	1939	1		1	9	11	725		605	1,330	\$162,199	\$182,071	\$19,872	12%	\$213,765	\$215,249	\$1,485	1%	Estimated contractor loading 35%, actual 51%, offset by higher than expected estimated restoration costs.		
13	12	8840-0001000453	Central	MNC	37-81 CASS ST, MNC	CI	LP	4	1909	3		1	5	9	500		-	500	\$94,792	\$154,441	\$59,648	63%	\$124,017	\$148,187	\$24,170	19%	Estimated contractor loading 35%, actual 6%, offset by additional excavation costs from hand excavations and extra width excavation. \$9k extra in ledge removal and \$12k extra in police details.		
14	13	8840-0001000438	North	CCD	34-74 FRANKLIN ST, CCD	CI	LP	4	1892/1899/1900	10		1	4	15	1,275		65	1,340	\$237,476	\$302,754	\$65,277	27%	\$304,639	\$309,290	\$4,651	2%	Estimated contractor loading 35%, actual 13%, offset by additional 10k for ledge removal, \$7 in hand excavation and \$19k in traffic control. Also cost for welders to do service transfers to parallel steel main and weld inspections not in estimate.		
15	14	8840-0001000442	North	CCD	3-15 LIBERTY ST, CCD, WARREN ST	CI	LP	4 & 6	1892/1934/1935	18		1	6	25	1,210			1,210	\$218,133	\$323,319	\$105,185	48%	\$280,795	\$334,938	\$54,143	19%	Estimated contractor loading 35%, actual 15%, significantly offset by higher costs for additional \$28k for shoring, \$9k for traffic control, \$20k for hand excavation and \$33k in service costs than estimated. Exst pavement was thicker than estimated.		
16	15	8840-705076	Central	MNC	137-351 VINTON ST, MNC, S WILSON ST	CI	LP	4	1938/1939	9		1	9	19	1,300			1,300	\$183,414	\$195,960	\$12,546	7%	\$239,420	\$214,487	-\$24,933	-10%	Estimated contractor loading 35%, actual 20%, offset by higher excavation costs for shoring and asphalt restoration.		
17	16	8840-0001000441	Central	MNC	44-175 PRECOURT ST, MNC	CI	LP to 60	4	1930	6			2	8	1,010			1,010	\$66,779	\$81,492	\$14,713	22%	\$86,538	\$87,469	\$932	1%	Estimated contractor loading 35%, actual 19%, offset by higher shoring and service costs.		
18	17	8840-0001000439	North	CCD	1-36 MERRIMACK ST, CCD	CI	LP	4	1892	13			8	21	1,250			1,250	\$222,280	\$324,852	\$102,572	46%	\$285,865	\$360,918	\$75,053	26%	Estimated contractor loading 35%, actual 29%, significantly offset by higher excavation costs, projected restoration, and traffic control. Additional \$10k for hand excavations, \$17k in shoring costs and \$14k in service costs. Estimated carry over cost for final restoration may be high.		
19	18	8840-0001000975	North	CCD	2-33 UNION ST, CCD, MAPLE ST	CI	LP to 60	4	1888/1898	20		1	10	31	1,360		75	1,435	\$252,273	\$311,948	\$59,675	24%	\$325,576	\$352,410	\$26,834	8%	Estimated contractor loading 35%, actual 36%, offset slightly by higher traffic control costs for the 34 services. Estimated carry over cost for final restoration may be high.		
20	Incremental Projects																												
21	19	8840-0001001269	South	NAS	5-103 DODGE ST, NAS, & MAY ST	BS & CI	LP to 60	2 & 4	1930/1959/1978	7			9	8	24	1,645			1,645	\$245,329	\$208,736	-\$36,593	-15%	\$324,289	\$216,981	-\$107,309	-33%	Estimated contractor loading 35%, actual 15%, lower restoration costs due to main install on edge of pavement, reduced size of cutback.	
22	20	8840-0001001270	South	NAS	2-15 BADGER ST, NAS	BS	LP	2	1909	3			4	7	14	535			535										
23	21	8840-0001001106	North	CCD	95 SHAKER RD, CCD - SHAKER RD SCHOOL	BS	60	1	Unknown			1	1	2	250			250	\$15,596	\$50,460	\$34,864	224%	\$23,780	\$54,936	\$31,155	131%	Over budget because it was a state job that needed an outside party for a state compaction test. Outside contractor was used due to volume of work, project was invoiced as time & material. Estimated using contract bid units.		
24	22	8840-0001001271	South	NAS	2-30 AUBURN ST, NAS & LOCUST ST	CI	LP	4	1924	8		2	9	19	1,750			1,750											
25	23	8840-791853	South	NAS	87-98 WALNUT ST, NAS	BS	LP	2	1913	6			2	8	340			340	\$94,596	\$83,401	-\$11,195	-12%	\$125,199	\$94,977	-\$30,221	-24%	Estimated contractor loading 35%, actual 38%. Construction costs under budget.		
26	24	8840-0001000444	North	CCD	20-50 ALLISON ST, CCD, DUNKLEE	CI	LP	4	1907	9		1	7	17	1,175			1,175											
27	25	8840-761258	South	NAS	2-15 COLUMBIA AV, NAS, WEBSTER ST & BARTLETT AV	BS	LP to 60	2 & 4	1915	8		3	6	17	1,325		690	2,015											
28	26	8840-0001000443	Central	MNC	348-350 LINCOLN ST, MNC	BS	60	3	1954				3	3	435			435	\$38,434	\$71,022	\$32,588	85%	\$51,084	\$75,355	\$24,271	48%	Estimated contractor loading 35%, actual 23%. Expect higher restoration costs, plus job was over budget due to higher police costs, and S&L for welding. Estimated carry over cost for final restoration may be high.		
29	27	8840-0001001272	North	CCD	12-29 ROCKLAND RD, CCD	BS	LP	2	1963?	5			2	7	425			425											
30	28	8840-586533	North	MNC	5-99 ROSEMONT AV, MNC	CI	LP	4	1927	4			4	8	690			690	\$113,366	\$181,378	\$68,012	60%	\$147,436	\$192,917	\$45,481	31%	Estimated contractor loading 35%, actual 21% Construction costs over budget for ledge removal, traffic, and 230' of additional footage. Estimated carry over cost for final restoration may be high.		
31											198	5	80	175	458	28,880	0	3,595	32,475	\$3,842,484	\$4,621,172	\$778,688	20%	\$5,004,572	\$4,921,902	-\$82,670	-2%		
32	FY 2014 Carry Over Costs															Total Mileage	5.47	0.00	0.68	6.15	\$162	\$185		Cost per foot install	\$211	\$197			
33		8840-864581	South	NAS	5-21 RIDGE ST, NAS	BS	LP	2	Unknown						350			350						\$46,260	\$36,843	-\$9,417	-20%	Final restoration cost came in under than estimated.	
34		8840-864709	South	NAS	8-18 MAPLE ST, NAS	BS	LP	2	1957						330			330						\$36,071	\$28,197	-\$7,874	-22%	Final restoration cost came in under than estimated.	
35		8840-864739	South	NAS	20-36 SUMMER ST, NAS	CI/BS	LP	4	1929						506			506						\$58,805	\$47,649	-\$11,156	-19%	Final restoration cost came in under than estimated.	
36		8840-864759	North	BMT	17-28 SUNSET DR, BMT	BS	60	2	Unknown						460			460						\$21,694	\$12,933	-\$8,761	-40%	Final restoration cost came in under than estimated.	
37		8840-915357	Central	MNC	65-138 MIDDLE ST, MNC & FRANKLIN ST	CI	LP	4	1926						460			460						\$35,515	\$48,456	\$12,941	36%	Final restoration cost came in under than estimated.	
38		8840-915689	North	CCD	57-87 AUBURN ST, CCD	CI	LP	6	1963						1,350			1,350						\$118,309	\$79,281	-\$39,028	-33%	Final restoration cost came in under than estimated.	
39		8840-931053	South	NAS	JEWELL LN & BERKSHIRE ST	BS	LP	2 & 4	1947						305			305						\$35,590	\$21,822	-\$13,768	-39%	Final restoration cost came in under than estimated.	
40																							\$352,244	\$275,181	-\$77,063	-22%			
41																							\$5,356,816	\$5,197,083	-\$159,733	-3%			



Stephen R. Hall  
Director, Regulatory & Government  
O: 603-216-3523  
E: [Stephen.Hall@libertyutilities.com](mailto:Stephen.Hall@libertyutilities.com)

NHPUC 2 JAN 15 AM 8:34

December 30, 2014

**Via Electronic and US MAIL**

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429

**Re: Liberty Utilities (EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities  
Docket No. DG 14-041 Cast Iron/Bare Steel Replacement Program**

Dear Ms. Howland:

In Order No. 25,684 dated June 27, 2014 in Docket No. DG 14-041, the Commission stated its expectation that Liberty would provide a report to Staff by the end of 2014 documenting the results of its market research conducted during 2014, and its plans for marketing to new customers on a going forward basis along mains being replaced under the Company's Cast Iron/Bare Steel Replacement Program. This letter provides the report referenced in the Commission's Order.

Marketing Efforts in 2014

Liberty's marketing efforts in 2014 included efforts to acquire customers located along mains being replaced under the CIBS program as well as on existing customers who currently have gas service, but do not use gas for heating purposes.

**A. CIBS Program**

Prior to commencement of construction at any CIBS project, Liberty sent letters to all abutters along the project route. The purpose of the letter was to notify current customers about the upcoming construction, and to notify non-customers that while construction was underway, it was the most opportune time to become gas customers (due to limitations on road modifications that are imposed by some municipalities following completion of road construction). A total of 371 letters were sent to abutters as part of the 2014 CIBS program. Of these, only 47 letters were to non-customers, indicating that 87% of abutters along CIBS projects are currently gas customers. 21 of the 47 non-customers responded to Liberty's letter. 15 of the 21 customers who responded to the letter became gas customers, a success rate of 71%. As a result of these efforts, existing customer penetration rate rose from 87% to 91%.

In addition to sending letters, Liberty sales personnel placed door hangers on doors of potential customers. No potential customer responded to the door hangers. In addition, sales and field

personnel spoke to customers who were present when Liberty personnel were at the customer's location in an effort to convince customers to convert to natural gas service.

B. Low Use (R1) Residential Customers

Liberty serves approximately 3,000 low use residential customers who do not use gas for heating purposes. Liberty sent letters to those customers in October suggesting that converting their heating system to burn natural gas could be economical. Liberty received 66 responses to the letters (a 2.2% response rate). Of those responses:

- 20 customers converted to natural gas
- 33 customers indicated an interest, but decided to wait until the spring and/or for their existing fuel supply to be exhausted
- 13 customers decided not to convert to natural gas

Liberty will follow up in the spring with the 33 customers who indicated an interest.

C. Advertising/Branding Campaign

Liberty performed advertising/branding campaigns aimed at educating the public regarding energy efficiency programs and the availability of natural gas in Liberty's franchise area. The campaign included the following:

- Clear Channel Radio contest
- WMUR-TV online web banner ads
- NHPR spots

Planned Marketing Efforts in 2015

In 2015, Liberty will undertake the same marketing program for customers located along CIBS project routes, except that it will not utilize door hangers due to the lack of response to the door hangers that it received from customers in 2014. For low use customers, Liberty is not likely to repeat its 2014 marketing efforts due to the limited effectiveness of the marketing campaign. However, Liberty will follow up with the 33 low use customers who indicated an interest in converting their heating systems to natural gas.

In an effort to acquire new customers, Liberty has implemented or is in the process of implementing the following:

- A Vice President of Customer Expansion was hired at the parent corporation level to lead expansion efforts across the Liberty Utilities' footprint in the United States
- A new marketing campaign is being developed in New Hampshire [I assume it is for NH but if it is for the whole US, specify that] and is currently under internal review
- A dedicated Marketing Analyst for gas sales is expected to be hired in New Hampshire
- Liberty has established a goal of 2,000 new gas customers in 2015

- Liberty will continue to focus efforts on non-customers located on existing mains in order to keep capital expansion costs low
- Liberty will continue its marketing through direct mail, email and telephonic cold-calling

If you have any questions regarding this report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall". The signature is written in a cursive, flowing style.

Stephen R. Hall

cc: Service List



Liberty Utilities (EnergyNorth Natural Gas) Corp.  
d/b/a Liberty Utilities  
Docket No. DG 15-104  
Attachment GMC-ITC-4  
Este é um aviso importante. Queira mandá-lo traduzir.  
Este es un aviso importante. Sírvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.  
Questa è un' informazione importante, si prega di tradurla.  
ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы  
вам его перевели.

March 3, 2015

{RESIDENT NAME}  
OR CURRENT RESIDENT  
{ADDRESS}

Dear Resident/Business Owner:

*This is an important notice to inform you that Liberty Utilities will be working in your neighborhood to maintain and/or extend the integrity and reliability of our natural gas distribution system. The work will begin at **North Spring St** and will last from **Spring 2015 - Summer 2015**. Work will generally take place from **7:00 a.m. – 5:00 p.m. Monday through Saturday**. We apologize in advance for any inconvenience, but this project is part of our commitment to provide continuous improvements and keep the natural gas delivery system safe and reliable.*

- Liberty Utilities and/or a qualified contractor will perform the work. A police detail will be provided, if necessary. The road will be open to the public and parking may be limited. A construction foreman, with appropriate identification, will be on site to address your parking needs throughout the duration of the construction.
- There may be a lag between temporary and permanent restoration of the street and sidewalk, depending on weather and ground conditions.

If you have any questions about the project, please call **Jefferson T. Guild** at **603-765-1790**. For general inquiries, **Customer Service** can be reached between the hours of 7:00 a.m. and 5:00 p.m. Monday through Friday at **1-800-833-4200**.

#### **Not a Liberty Utilities natural gas customer?**

If you do not currently have natural gas, now is the best time to make the switch. Once your street is repaved, it will be multiple years before Liberty Utilities will be able to connect your residence to gas. For further information about converting to natural gas, call **1-800-833-4200** and press **option 5**. When calling, please reference Code: Abut Letter – CIBS.

Sincerely,

Liberty Utilities