

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

MONTHLY REPORT OF TRANSITION PROGRESS

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

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

	Transition Service	(A)	(B)	(C)	(D)	(E)	(F)	
		(G) through (P)		(A) + (B)		(C) - (D)		(E) / (D)
		Total Cost				Variance over/(under) Original		
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent	
Human Resources								
HR-1	Payroll Services	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%	
Financial Services								
Fin-1	Financial Reporting	397.87						
Fin-2	Accounting Consulting	63,250.77						
Fin-3	Financial Training Service	-						
Fin-4	Accounts Payable Processes	-						
Fin-5	Accounts Payable Consulting	-						
Fin-6	Cash Management	-						
Fin-7	Tax Consulting Services	776.21						
Fin-8	Property Tax Services	13,591.19						
Fin-9	Claims Handling/Investigation	682.19						
	Estimate	-						
		78,698.23	21,000.00	99,698.23	163,000.00	(63,301.77)	-39%	
Operations								
Elec Ops-1	Planned Major Maintenance & Capital Construction	115,591.25						
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	592.46						
Elec Ops-3	Field Crew Dispatching and Scheduling	1,205.39						
Elec Ops-4	Electric Engineering and Design	67,397.39						
Elec Ops-5	Resource and Workload Planning	32,805.88						
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	100,562.18						
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,509,149.02						
Elec Ops-8	Vegetation Management	468.05						
Elec Ops-9	Customer Meter Support	25,197.46						
Elec Ops-10	Electric Meter Shop	3,946.68						
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	15,831.29						
Elec Ops-14	Relay and Protection	33,638.62						
Elec Ops-15	Codes and Standards	1,715.22						
Elec Ops-16	Mutual Assistance	152,958.41						
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11						
Elec Ops-18	Electric Operations Miscellaneous	560,738.09						
	Estimate	-						
		2,800,135.39	306,250.00	3,106,385.39	3,952,000.00	(845,614.61)	-21%	
Energy Solutions Delivery & Efficiency								
ESD&E-1	Energy Efficiency Programs	41,174.90						
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62						
	Estimate	-						
		42,190.52	-	42,190.52	-	42,190.52	0%	
Energy Control & Supply								
Energy Supply-1	Electric Network Control	113,796.59						
Energy Supply-2	Electric Load Forecasting	1,800.33						
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	-						
		134,268.50	20,000.00	154,268.50	130,000.00	24,268.50	19%	
Project Management								
Project Mgt-1	Project Management Services	9,339.14						
Project Mgt-2	Cost Management Access	-						
	Estimate	-						
		9,339.14	-	9,339.14	-	9,339.14	0%	
Health, Safety & Environment (HS&E)								
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,402.56						
HS&E-2	Health and Safety Field Support	5.22						
HS&E-3	Technical Training	0.00						
HS&E-4	Environmental Compliance	-						
HS&E-5	Environmental Field Support	841.87						
HS&E-6	Spill Control/Response	-						
HS&E-7	Environmental Regulatory Support & Consultation	-						
HS&E-8	Licenses, Permits and Orders	-						
	Estimate	-						
		3,249.65	-	3,249.65	50,000.00	(46,750.35)	-94%	

	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
Security							
Security-1	Site Security Services	5.53					
Security-2	Security Consulting	-					
Security-3	NERC/NPCC- Reliability Compliance	-					
	Estimate	-					
		5.53	-	5.53	-	5.53	0%
Supply Chain and Inventory Management							
Supply-1	Supply Chain Management	62.93					
Supply-2	Materials Management System Support	-					
Supply-3	Supplier Contracts	9,927.84					
Supply-4	Access to Seller Warehouses	-					
Supply-5	Fleet Services	71,040.97					
	Estimate	-					
		81,031.74	-	81,031.74	15,000.00	66,031.74	440%
Customer Services Support							
Customer Svc-1	Call Center Operations	227,171.44					
Customer Svc-2	Meter Reading, Billing and Payment Processing	543,461.68					
Customer Svc-3	Collections Process Support	38,497.55					
Customer Svc-4	New Business Administration	134,017.21					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	55,773.76					
	Estimate	-					
		999,526.37	1,578,000.00	2,577,526.37	3,939,000.00	(1,361,473.63)	-35%
Regulatory Support							
Reg-1	Regulatory Support - General	54,427.26					
Reg-2	Regulatory Reporting	18,898.99					
	Estimate	-					
		73,326.25	3,926.83	77,253.08	45,000.00	32,253.08	72%
Records Management							
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	-	-	0%
IT Transition Services							
IT-1	Business Application Services	354,774.79					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	69,935.46					
IT-4	Client Services	34,884.73					
IT-5	Contracts and Licenses	121,142.22					
IT-6	Infrastructure Services	283,013.95					
IT-7	Networking Support	82,945.89					
IT-8	IS Energy Management Systems (EMS)	39,385.15					
IT-9	Security Services	345.32					
	Estimate	-					
		\$ 986,427.54	204,000.00	\$ 1,190,427.54	\$ 1,409,000.00	\$ (218,572.46)	-16%
		\$ 5,570,171.97	\$ 2,133,176.83	\$ 7,703,348.80	\$ 9,762,000.00	\$ (2,058,651.20)	-21%

Capital Charges Included in above actual bills

Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,044,104.40	-				
		1,044,104.40	-	\$ 1,044,104.40	\$ -	\$ 1,044,104.40	-

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

	Transition Service	(P)	(Q)	(R)	(S)	(T)	(AE)
		Cost					
		(actual) Apr-13	(actual) May-13	(actual) Jun-13	(estimated) Jul-13	(estimated) Aug-13	Total Actual & Est.
Human Resources							
HR-1	Payroll Services	-	-	-	-	-	51,910.97
HR-2	Employee Benefits	-	-	-	-	-	263,142.61
HR-3	Pension Administration	662.02	-	-	-	-	31,991.66
HR-4	Labor Relations Support	-	-	-	-	-	14,925.31
HR-5	Staffing Support	-	-	-	-	-	2.55
	Estimate	-	-	-	-	-	-
		662.02	-	-	-	-	361,973.10
Financial Services							
Fin-1	Financial Reporting	-	-	-	-	-	397.87
Fin-2	Accounting Consulting	2,966.54	3,869.40	2,966.54	-	-	63,250.77
Fin-3	Financial Training Service	-	-	-	-	-	-
Fin-4	Accounts Payable Processes	-	-	-	-	-	-
Fin-5	Accounts Payable Consulting	-	-	-	-	-	-
Fin-6	Cash Management	-	-	-	-	-	-
Fin-7	Tax Consulting Services	-	-	-	-	-	776.21
Fin-8	Property Tax Services	-	2,736.34	-	-	-	13,591.19
Fin-9	Claims Handling/Investigation	-	-	640.75	-	-	682.19
	Estimate	-	-	-	3,000.00	3,000.00	21,000.00
		2,966.54	6,605.74	3,607.29	3,000.00	3,000.00	99,698.23
Operations							
Elec Ops-1	Planned Major Maintenance & Capital Construction	32,687.94	57,957.14	(1,451.62)	-	-	115,591.25
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	-	-	-	-	-	592.46
Elec Ops-3	Field Crew Dispatching and Scheduling	(1,195.47)	-	-	-	-	1,205.39
Elec Ops-4	Electric Engineering and Design	-	9,754.01	-	-	-	67,397.39
Elec Ops-5	Resource and Workload Planning	3,016.05	868.14	1,688.11	-	-	32,805.88
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	6,065.81	15,332.46	(4,831.90)	-	-	100,562.18
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	614,160.45	431,203.71	137,161.89	-	-	1,509,149.02
Elec Ops-8	Vegetation Management	-	-	-	-	-	468.05
Elec Ops-9	Customer Meter Support	-	-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	-	24.42	20.78	-	-	3,946.68
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	1,807.39	-	(1,807.39)	-	-	3,283.89
Elec Ops-12	Infrared (IR) Testing	-	-	-	-	-	-
Elec Ops-13	Mapping & Records	1,356.20	660.31	-	-	-	15,831.29
Elec Ops-14	Relay and Protection	1,727.50	824.67	592.97	-	-	33,638.62
Elec Ops-15	Codes and Standards	-	-	-	-	-	1,715.22
Elec Ops-16	Mutual Assistance	(11,012.44)	-	669.23	-	-	152,958.41
Elec Ops-17	Business Continuity Support and Emergency Logistics	-	-	-	-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	(84,271.08)	20,212.74	26,056.03	-	-	560,738.09
	Estimate	-	-	-	69,250.00	63,750.00	306,250.00
		564,342.35	536,837.60	158,098.10	69,250.00	63,750.00	3,106,385.39
Energy Solutions Delivery & Efficiency							
ESD&E-1	Energy Efficiency Programs	2,281.92	12,367.28	(5,109.70)	-	-	41,174.90
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	1,015.62
	Estimate	-	-	-	-	-	-
		2,281.92	12,367.28	(5,109.70)	-	-	42,190.52
Energy Control & Supply							
Energy Supply-1	Electric Network Control	12,470.80	15,205.71	13,982.61	-	-	113,796.59
Energy Supply-2	Electric Load Forecasting	426.83	454.17	381.63	-	-	1,800.33
Energy Supply-3	Energy Procurement Services	(5,000.00)	-	-	-	-	11,451.86
Energy Supply-4	Energy Procurement Consulting	-	-	-	-	-	6,477.63
Energy Supply-5	Distributed Generation Services	-	-	656.14	-	-	742.09
	Estimate	-	-	-	8,000.00	8,000.00	20,000.00
		7,897.63	15,659.88	15,020.38	8,000.00	8,000.00	154,268.50
Project Management							
Project Mgt-1	Project Management Services	-	-	-	-	-	9,339.14
Project Mgt-2	Cost Management Access	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	9,339.14
Health, Safety & Environment (HS&E)							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	-	-	-	-	-	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

		(P)	(Q)	(R)	(S)	(T)	(AE)
Transition Service		Cost					
		(actual) Apr-13	(actual) May-13	(actual) Jun-13	(estimated) Jul-13	(estimated) Aug-13	Total Actual & Est.
Security							
Security-1	Site Security Services						5.53
Security-2	Security Consulting						-
Security-3	NERC/NPCC- Reliability Compliance						-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	5.53
Supply Chain and Inventory Management							
Supply-1	Supply Chain Management						62.93
Supply-2	Materials Management System Support						-
Supply-3	Supplier Contracts						9,927.84
Supply-4	Access to Seller Warehouses						-
Supply-5	Fleet Services						71,040.97
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	81,031.74
Customer Services Support							
Customer Svc-1	Call Center Operations	29,085.54	23,533.80	27,346.63			227,171.44
Customer Svc-2	Meter Reading, Billing and Payment Processing	(76,922.79)	55,878.86	87,500.56			543,461.68
Customer Svc-3	Collections Process Support	6,635.43	775.90	(8,604.08)			38,497.55
Customer Svc-4	New Business Administration	12,184.27	10,737.09	3,314.46			134,017.21
Customer Svc-5	Revenue Protection/Diversion & Investigation						-
Customer Svc-6	Customer Data Migration	604.74					604.74
Customer Svc-7	Meter Data Services Support	6,104.22	8,067.05	3,926.55			55,773.76
	Estimate	-	-	-	210,000.00	210,000.00	1,578,000.00
		(22,308.59)	98,992.70	113,484.12	210,000.00	210,000.00	2,577,526.37
Regulatory Support							
Reg-1	Regulatory Support - General	(3,021.06)	3,860.09	6,424.23			54,427.26
Reg-2	Regulatory Reporting		1,322.02	4,124.58			18,898.99
	Estimate	-	-	-	1,463.41	1,463.41	3,926.83
		(3,021.06)	5,182.11	10,548.81	1,463.41	1,463.41	77,253.08
Records Management							
Records-1	Identification of Books and Records						-
Records-2	Separation and Transfer of Books and Records						-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
IT Transition Services							
IT-1	Business Application Services	144,845.72	11,413.29	11,757.98			354,774.79
IT-2	Collaboration Services (E-Mail)						0.03
IT-3	Data Centers	50,713.24	(537.31)	5,074.58			69,935.46
IT-4	Client Services	13,007.09	(805.97)	4,023.02			34,884.73
IT-5	Contracts and Licenses	15,710.46	36,688.40	15,615.76			121,142.22
IT-6	Infrastructure Services	(136,285.79)	(42,416.76)	48,466.72			283,013.95
IT-7	Networking Support	43,110.52	46,278.28	(24,434.08)			82,945.89
IT-8	IS Energy Management Systems (EMS)	20,282.35	11,876.76	2,110.55			39,385.15
IT-9	Security Services	-	-	-	17,000.00	17,000.00	345.32
	Estimate	-	-	-	17,000.00	17,000.00	204,000.00
		\$ 151,383.59	\$ 62,496.69	\$ 62,614.53	\$ 17,000.00	\$ 17,000.00	\$ 1,190,427.54
		\$ 704,204.40	\$ 738,142.00	\$ 358,263.53	\$ 308,713.41	\$ 303,213.41	\$ 7,703,348.80

Capital Charges Included in above actual bills

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

EnergyNorth Natural Gas, Inc.
File Date: August 15, 2013
Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)		(A) + (B)		(C) - (D)	(E) / (D)
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Human Resources						
HR-1	Payroll Services	14,691.64					
HR-2	Employee Benefits	95,625.38					
HR-3	Pension Administration	34,303.83					
HR-4	Labor Relations Support	3,629.16					
HR-5	Staffing Support	0.46					
	Estimate	-					
		148,250.47	-	148,250.47	68,000.00	80,250.47	118%
	Financial Services						
Fin-1	Financial Reporting	37,002.96					
Fin-2	Accounting Consulting	44,632.19					
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	-					
		91,294.84	14,000.00	105,294.84	294,000.00	(188,705.16)	-64%
	Operations						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	36,646.72					
Gas Ops-2	Operations Regulatory Support	5,516.88					
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	49,670.61					
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	8.65					
Gas Ops-5	Mandated Programs, including Leak Survey Support	13,871.73					
Gas Ops-6	Maps & Records	118,676.32					
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	18,983.94					
Gas Ops-11	Gas Meter Operations/Meter Shop	117,972.51					
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	329,826.79					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	(3,533.87)					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		810,019.60	553,000.00	1,363,019.60	5,376,000.00	(4,012,980.40)	-75%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	40,018.51					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		110,970.55	-	110,970.55	77,000.00	33,970.55	44%
	Gas Control & Procurement						
Gas Supply-1	Gas Control	201,671.69					
Gas Supply-2	Gas Procurement Services - General	391,452.02					
Gas Supply-3	Energy Transactions	(238,853.98)					
Gas Supply-4	Gas Load Forecasting	38,583.13					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		392,852.86	-	392,852.86	0.00	392,852.86	39285286137%
	Project Management						
Project Mgt-1	Project Management Services	5,488.17					
Project Mgt-2	Cost Management Access	2,979.29					
	Estimate	-					
		8,467.46	-	8,467.46	0.00	8,467.45	846745499%
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,153.73					
HS&E-2	Health and Safety Field Support	495.18					
HS&E-3	Technical Training	-					
HS&E-4	Environmental Compliance	22.50					
HS&E-5	Site Investigation and Remediation	18,260.09					
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	-					
		21,084.00	48,000.00	69,084.00	215,000.00	(145,916.00)	-68%
	Security						

	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
Security-1	Site Security Services	30,120.42					
Security-2	Security Consulting	353.84					
	Estimate	-					
		30,474.26	-	30,474.26		30,474.26	0%
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management	76.43					
Supply-2	Materials Management System Support	319.78					
Supply-3	Supplier Contracts	-					
Supply-4	Access to Seller Warehouses	173,298.11					
Supply-5	Fleet Services	18,537.65					
	Estimate	-					
		192,231.97	-	192,231.97	75,000.00	117,231.97	156%
	Customer Services Support						
Customer Svc-1	Call Center Operations	872,724.38					
Customer Svc-2	Meter Reading, Billing and Payment Processing	552,867.92					
Customer Svc-3	Collections Process Support	5,689.47					
Customer Svc-4	New Business Administration	16,432.32					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,447,714.10	1,584,000.00	3,031,714.10	6,570,000.00	(3,538,285.90)	-54%
	Regulatory Support						
Reg-1	Regulatory Support - General	98,923.41					
Reg-2	Regulatory Reporting	82,920.74					
	Estimate	-					
		181,844.15	15,000.00	196,844.15	156,000.00	40,844.15	26%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	48,000.00	(48,000.00)	-100%
	IT Transition Services						
IT-1	Business Application Services	466,427.64					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	20,700.36					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	227,911.30					
IT-6	Infrastructure Services	324,399.19					
IT-7	Networking Support	78,723.62					
IT-8	IS Energy Management Systems (EMS)	42,018.15					
IT-9	Security Services	8,891.95					
	Estimate	-					
		\$ 1,212,594.07	408,000.00	\$ 1,620,594.07	\$ 2,817,000.00	\$ (1,196,405.93)	-42%
		\$ 4,647,798.34	\$ 2,622,000.00	\$ 7,269,798.34	\$ 15,696,000.00	\$ (8,426,201.66)	-54%

Capital Charges Included in above actual bills

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

EnergyNorth Natural Gas, Inc.
File Date: August 15, 2013
Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(P)	(Q)	(R)	(S)	(T)	(AE)
		Cost					
		(actual) Apr-13	(actual) May-13	(actual) Jun-13	(estimated) Jul-13	(estimated) Aug-13	Total Actual & Est.
	Human Resources						
HR-1	Payroll Services						14,691.64
HR-2	Employee Benefits						95,625.38
HR-3	Pension Administration	2,481.82					34,303.83
HR-4	Labor Relations Support						3,629.16
HR-5	Staffing Support						0.46
	Estimate	-	-	-	-	-	-
		2,481.82	-	-	-	-	148,250.47
	Financial Services						
Fin-1	Financial Reporting			858.20			37,002.96
Fin-2	Accounting Consulting	2,966.54	3,869.40	2,966.54			44,632.19
Fin-3	Financial Training Service						-
Fin-4	Accounts Payable Processes						-
Fin-5	Accounts Payable Consulting						-
Fin-6	Cash Management						-
Fin-7	Tax Consulting Services						140.61
Fin-8	Property Tax Services		1,824.22				9,508.54
Fin-9	Claims Handling/Investigation						10.55
	Estimate	-	-	-	7,000.00	7,000.00	14,000.00
		2,966.54	5,693.62	3,824.74	7,000.00	7,000.00	105,294.84
	Operations						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance						36,646.72
Gas Ops-2	Operations Regulatory Support						5,516.88
Gas Ops-3	Emergency Maintenance Engineering & Technical Services						49,670.61
Gas Ops-4	Gas Field Crew Dispatching and Scheduling						8.65
Gas Ops-5	Mandated Programs, including Leak Survey Support						13,871.73
Gas Ops-6	Maps & Records	6,356.33	8,335.97	16,850.90			118,676.32
Gas Ops-7	LNG Compliance and Training						-
Gas Ops-8	Gas Engineering and Design		226.14				70,944.37
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	(2,170.35)	(334.36)	(1,145.01)			14,272.61
Gas Ops-10	Gas Support Services/Workload Planning	146.13	108.21	1.34			18,983.94
Gas Ops-11	Gas Meter Operations/Meter Shop	7,782.65	7,397.25	4,842.65			117,972.51
Gas Ops-12	Customer Meter Support						15,081.42
Gas Ops-13	Gas Reliability Planning						10,417.98
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control		17,445.88	2,139.46			329,826.79
Gas Ops-15	Codes and Standards						11,662.95
Gas Ops-16	Ops Misc	21,133.73	37,141.71	17,332.01			(3,533.87)
Gas Ops-17	Mutual Assistance - Gas Emergencies						-
	Estimate	-	-	-	108,000.00	89,000.00	553,000.00
		33,248.49	70,320.80	40,021.35	108,000.00	89,000.00	1,363,019.60
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	239.72		770.23			40,018.51
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers						70,952.05
	Estimate	-	-	-	-	-	-
		239.72	-	770.23	-	-	110,970.55
	Gas Control & Procurement						
Gas Supply-1	Gas Control	17,480.68	15,586.53	10,998.84			201,671.69
Gas Supply-2	Gas Procurement Services - General	142.50	21.38	1,948.91			391,452.02
Gas Supply-3	Energy Transactions	17,731.20	(2,206.68)				(238,853.98)
Gas Supply-4	Gas Load Forecasting	881.23	1,781.69	13,549.36			38,583.13
Gas Supply-5	Gas Procurement Consulting						-
Gas Supply-6	Gas Procurement Miscellaneous						-
	Estimate	-	-	-	-	-	-
		36,235.61	15,182.92	26,497.11	-	-	392,852.86
	Project Management						
Project Mgt-1	Project Management Services						5,488.17
Project Mgt-2	Cost Management Access						2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training						2,153.73
HS&E-2	Health and Safety Field Support						495.18
HS&E-3	Technical Training						-
HS&E-4	Environmental Compliance						22.50
HS&E-5	Site Investigation and Remediation	885.35	187.35	496.66			18,260.09
HS&E-6	Environmental Field Support						152.50
HS&E-7	Spill Control/Response						-
HS&E-8	Environmental Regulatory Support & Consultation						-
HS&E-9	Licenses, Permits and Orders						-
	Estimate	-	-	-	5,000.00	5,000.00	48,000.00
		885.35	187.35	496.66	5,000.00	5,000.00	69,084.00
	Security						

	Transition Service	(P)	(Q)	(R)	(S)	(T)	(AE)
		Cost					
		(actual) Apr-13	(actual) May-13	(actual) Jun-13	(estimated) Jul-13	(estimated) Aug-13	Total Actual & Est.
Security-1	Site Security Services	(24,095.83)					30,120.42
Security-2	Security Consulting						353.84
	Estimate	-	-	-	-	-	-
		(24,095.83)	-	-	-	-	30,474.26
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management						76.43
Supply-2	Materials Management System Support						319.78
Supply-3	Supplier Contracts						-
Supply-4	Access to Seller Warehouses						173,298.11
Supply-5	Fleet Services						18,537.65
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	192,231.97
	Customer Services Support						
Customer Svc-1	Call Center Operations	57,332.22	35,609.37	3,079.88			872,724.38
Customer Svc-2	Meter Reading, Billing and Payment Processing	69,920.34	30,305.32	26,120.74			552,867.92
Customer Svc-3	Collections Process Support	4.15	(0.80)	4.82			5,689.47
Customer Svc-4	New Business Administration	73.80	109.48	82.48			16,432.32
Customer Svc-5	Revenue Protection/Diversion & Investigation						-
Customer Svc-6	Customer Data Migration						-
	Estimate	-	-	-	352,000.00	352,000.00	1,584,000.00
		127,330.51	66,023.37	29,287.92	352,000.00	352,000.00	3,031,714.10
	Regulatory Support						
Reg-1	Regulatory Support - General	1,224.26	833.03	526.08			98,923.41
Reg-2	Regulatory Reporting	14,937.35	(11,870.66)	12,875.99			82,920.74
	Estimate	-	-	-	5,000.00	5,000.00	15,000.00
		16,161.61	(11,037.63)	13,402.07	5,000.00	5,000.00	196,844.15
	Records Management						
Records-1	Identification of Books and Records						-
Records-2	Separation and Transfer of Books and Records						-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	IT Transition Services						
IT-1	Business Application Services	37,139.09	168,740.17	11,773.78			466,427.64
IT-2	Collaboration Services (E-Mail)						0.08
IT-3	Data Centers	6,101.55		3,050.78			20,700.36
IT-4	Client Services						43,521.79
IT-5	Contracts and Licenses	13,404.96	32,827.80	28,591.72			227,911.30
IT-6	Infrastructure Services	(23,650.37)	38,326.26	25,949.29			324,399.19
IT-7	Networking Support	14,739.22	6,791.53	5,470.34			78,723.62
IT-8	IS Energy Management Systems (EMS)	7,508.63	2,213.14	(2,725.70)			42,018.15
IT-9	Security Services						8,891.95
	Estimate	-	-	-	34,000.00	34,000.00	408,000.00
		\$ 55,243.08	\$ 248,898.90	\$ 72,110.21	\$ 34,000.00	\$ 34,000.00	\$ 1,620,594.07
		\$ 250,696.90	\$ 395,269.33	\$ 186,410.29	\$ 511,000.00	\$ 492,000.00	\$ 7,269,798.34

Capital Charges Included in above actual bills

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

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 07/26/2013
Invoice #: 800033168
Terms: Net 20

Initial Billing for Transition Services Activity: June 2013
Final Billing for Transition Services Activity: April 2013

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Payroll	-	-	-	-	-	-	-
Employee Benefits	-	-	-	-	-	-	-
Pension Administration	-	-	-	-	-	-	-
Labor Relations	-	-	-	-	-	-	-
Staffing Support	-	-	-	-	-	-	-
Human Resources	-	-	-	-	-	-	-
Financial Reporting	-	-	-	-	858.20	858.20	858.20
Accounting Consulting	-	-	-	2,966.54	2,966.54	5,933.08	5,933.08
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	640.75	-	640.75	640.75
Finance	-	-	-	3,607.29	3,824.74	7,432.03	7,432.03
Planned Major Mtnc	-	-	-	(1,451.62)	-	(1,451.62)	(1,451.62)
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	-	-	-	-
Resource & Workload Planning	-	-	-	1,688.11	-	1,688.11	1,688.11
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	(4,831.90)	-	(4,831.90)	(4,831.90)
Sub Mtnc Programs /Engineering	-	-	-	137,161.89	-	137,161.89	137,161.89
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	20.78	-	20.78	20.78
Electric Lab	(1,807.39)	-	(1,807.39)	-	-	-	(1,807.39)
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	-	16,850.90	16,850.90	16,850.90
Relay & Protection	-	-	-	592.97	-	592.97	592.97
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	669.23	-	669.23	669.23
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	26,056.03	-	26,056.03	26,056.03
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	-	(1,145.01)	(1,145.01)	-	-	-	(1,145.01)
Gas Support/Workload Planning	-	-	-	-	1.34	1.34	1.34
Meter Ops/Meter Shop	-	-	-	-	4,842.65	4,842.65	4,842.65
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	2,139.46	2,139.46	2,139.46
Ops Misc	-	-	-	-	17,332.01	17,332.01	17,332.01
Operations	(1,807.39)	(1,145.01)	(2,952.40)	159,905.49	41,166.36	201,071.85	198,119.45
Energy Efficiency	-	-	-	(5,109.70)	770.23	(4,339.47)	(4,339.47)
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	(5,109.70)	770.23	(4,339.47)	(4,339.47)
Network Control	-	-	-	13,982.61	-	13,982.61	13,982.61
Load Forecasting	-	-	-	381.63	-	381.63	381.63
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	656.14	-	656.14	656.14
Gas Control	-	-	-	-	10,998.84	10,998.84	10,998.84
Procurement Svcs General	-	-	-	-	1,948.91	1,948.91	1,948.91
Energy Transactions	-	-	-	-	-	-	-
Gas Load Forecasting	-	-	-	-	13,549.36	13,549.36	13,549.36
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	-	-	-	15,020.38	26,497.11	41,517.49	41,517.49
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	-	-	-	-	496.66	496.66	496.66
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	-	-	-	-	496.66	496.66	496.66
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	-	-	-	27,346.63	3,079.88	30,426.51	30,426.51

Attachment A.2 - Transition Services Cost Report Supporting Detail

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 07/26/2013
Invoice #: 800033168
Terms: Net 20

Initial Billing for Transition Services Activity: June 2013
Final Billing for Transition Services Activity: April 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	-	-	-	87,500.56	26,120.74	113,621.30	113,621.30
Collections Support	-	-	-	(8,604.08)	4.82	(8,599.26)	(8,599.26)
New Business Admin	-	-	-	3,314.46	82.48	3,396.94	3,396.94
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	3,926.55	-	3,926.55	3,926.55
Customer Service	-	-	-	113,484.12	29,287.92	142,772.04	142,772.04
General	-	-	-	6,424.23	526.08	6,950.31	6,950.31
Regulatory Reporting	-	-	-	4,124.58	12,875.99	17,000.57	17,000.57
Regulatory Support	-	-	-	10,548.81	13,402.07	23,950.88	23,950.88
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	3,159.73	(2,071.40)	1,088.33	8,598.25	13,845.18	22,443.43	23,531.76
Collaboration Services	-	-	-	-	-	-	-
Data Centers	5,074.58	3,050.78	8,125.36	-	-	-	8,125.36
Client services	4,023.02	-	4,023.02	-	-	-	4,023.02
Contracts & Licenses	2,869.32	3,590.03	6,459.35	12,746.44	25,001.69	37,748.13	44,207.48
Infrastructure Services	6,788.83	(9,393.00)	(2,604.17)	41,677.89	35,342.29	77,020.18	74,416.01
Networking Support	(24,434.08)	5,470.34	(18,963.74)	-	-	-	(18,963.74)
EMS/SCADA	1,985.42	(2,725.70)	(740.28)	125.13	-	125.13	(615.15)
Security Services	-	-	-	-	-	-	-
IT	(533.18)	(2,078.95)	(2,612.13)	63,147.71	74,189.16	137,336.87	134,724.74
TOTAL	(2,340.57)	(3,223.96)	(5,564.53)	360,604.10	189,634.25	550,238.35	544,673.82

CHECK

Please remit payments to the following:

U.S. Mail
National Grid USA Misc Accounts Receivable 300 Erie Boulevard West Syracuse, NY 13202

Wire
National Grid USA Bank: Bank of America ABA: 026009593 Acct# 000050020915

**Attachment A.3 – Monthly Transition Progress
Granite State Electric Company**

Granite State Electric Company				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13			01/14
Operations	06/13	11/13	02/14	07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 ¹	11/13 ²	01/14 ²	07/14 ¹
	06/13 ²			07/14 ²
Project Management				06/13
Health Safety and Environment				11/12
Security		05/13	08/13	01/14
Supply Chain and Inventory Management				07/14
Customer Services Support				06/14
Regulatory Support				01/14
Records Management				07/14
IT Transition Services				01/14

¹Energy Procurement

²Operations

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

EnergyNorth Natural Gas				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13			01/14
Operations	03/13	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 ²	07/13 ¹ 07/13 ²	09/13 ¹ 01/14 ²	07/14 ¹ 07/14 ²
Project Management				03/13
Health Safety and Environment			11/12	12/13
Security			08/13	01/14
Supply Chain and Inventory Management		12/12		07/14
Customer Services Support				01/14
Regulatory Support				01/14
Records Management				07/14
IT Transition Services				01/14

¹Energy Procurement

²Operations

ATTACHMENT B

IT STATUS REPORTS

Please see the following attachments:

Attachment B.1 – IT Monthly Overall Status Information

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

Attachment B.3 – IT Change Request (*as needed*)



Granite State and EnergyNorth Governance Update

July 24, 2013

General Update

- Business Steering Committee Meeting # 3 scheduled for July 24
- Business Readiness Workshop scheduled for Aug 1 & 2 in New Hampshire
- Detailed Cut-Over plan has been drafted and is being circulated

Meter-to-Cash Project

<p>Overall Project Health</p>		<p>Test cycle 4 extended – Expected completion date July 26th - Dress Rehearsal 2 rescheduled – July 26th</p>
<p>Category Health</p>		<p>Timelines - see above Resources - no issues Cost - no issues Scope - no issues</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>Cycle 4 Testing is nearing completion (July 27th) UAT Begins next week Waiting for Cogsdale to deliver final fixes for critical defects New IVR Platform (phase 2) implemented for Liberty`s other operations Sign off of NH specific requirements for the IVR has happened Started cutover discussion with NGRID PM. MV90 equipment installed and tested. Completed first Electric data mapping session (Wk. July 8th)</p>

Engineering & Operations Project

<p>Overall Project Health</p>		<p>Project Health turned to Yellow pending review of SCADA scope (vendor has indicated we need an additional module)</p>
<p>Category Health</p>		<p>Timelines - no issues Resources - no issues Cost - no issues Scope - no issues</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>GIS project is tracking to success (Sep for Phase; Jan for Phase 2) Fortis Project tracking to Success October date for SCADA is under review Data Transfer is underway and progressing well now Additional Resources have been identified</p>

Work Management Project

<p>Overall Project Health</p>		<p>Schedule is tight but we expect to be ready for Sept</p>
<p>Category Health</p>	<p>.    </p>	<p>Timelines - Cycle 2 testing due to complete this week, extending to next week for PCS testing and data load testing. Resources - Continued good engagement with the business team, actively working to plan UAT and Cutover. Cost - Continue to monitor costs and identify means to offset overruns Scope - no issues</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> 1. 2. 3. 	<p>Testing is ongoing UAT and Training Plan reviewed and agreed to with Business Users Cutover plan updated with Work Management content.</p>

Gastar Project

<p>Overall Project Health</p>		<p>The overall project is considered YELLOW due to vendor delays and defects. Contingency Plan has been developed.</p>
<p>Category Health</p>		<p>Timelines - Wholesale implementation to go live has been delayed Resources - no issues Cost - are estimated to exceed budget Scope - no issues</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> 1. 2. 3. 	<p>Test Results as of July 23rd:</p> <ul style="list-style-type: none"> ▪ Wholesale - 5 defects currently open - all low impact <p>Therm factor has been agreed to 3-decimal points for New Hampshire</p> <p>Contingency Plan has been developed but needs to be tested</p> <p>Staffing Levels to be confirmed in the context of the Contingency Plan</p>

<p>Overall Project Health</p>		<p>All activities progressing as planned</p>
<p>Category Health</p>		<p>Timelines - no issues Resources - no issues Cost - no issues Scope - no issues</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 	<p>Read Only copy of Onyx and Spipe system testing in progress in QA. Fortis system build starting in QA . To replace Onyx, BCM Contact Manager - added more users to Microsoft BCM , loaded users computers with BCM software. Itronix tablet replacement with Panasonic Tough Books: Working with region on install of a test system. Completed turn up of network equipment in server room at Londonderry, completed wide area network and testing with Century Link , local network tested where possible , internet, voice gateway installed , file server ready. Over 12 people now working at the new office.</p>

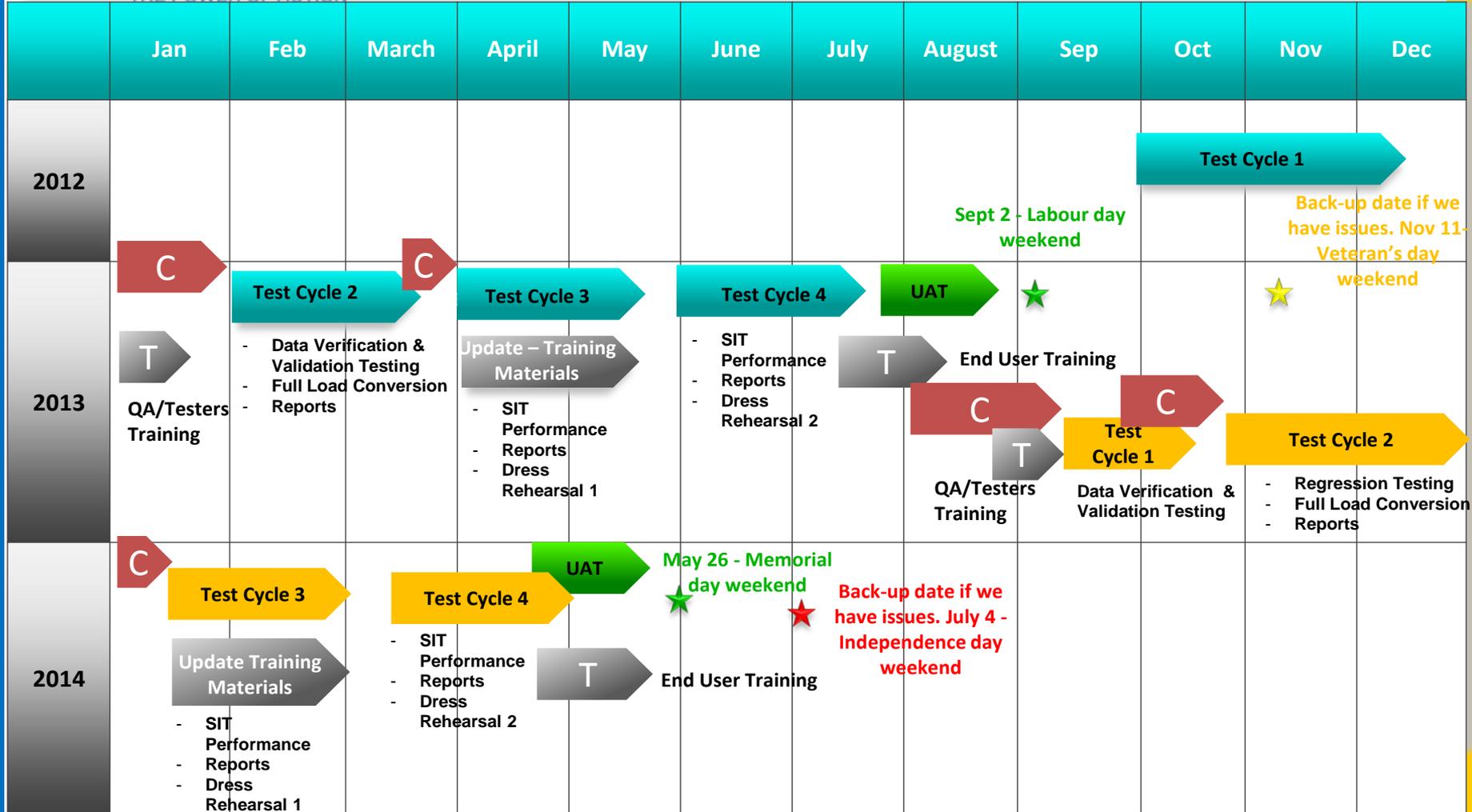
<p>Overall Project Health</p>		<p>Several of the project work streams are in progress (Meter to Cash, Engineering and Ops, Energy Management, Work Management, and Service Delivery). All Day 1 residual work has been completed.</p>
<p>Category Health</p>		<p>Timelines - dependent on getting data file confirmations and business decisions in a timely manner. Resources - no issues Cost - Day 2 costs are on track Scope - Scope for Day 2 is being tightly controlled but business decisions are still pending which could create additional scope changes</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	<p>The EMS SCADA engineering meeting was held on Wednesday, July 17th in Reservoir Woods. TRC will obtain substation mapping information from Chris Brouillard and will begin substation site visits next week. The group agreed to get back together once the Liberty site visits are completed – 2 to 3 weeks from now.</p> <p>Planning for the 1-800 contact center number transition to Liberty continues with AT&T and CenturyLink (Liberty’s provider).</p> <p>Delivered BMS full volume refresh to support Gstar testing.</p> <p>Delivered Metretek meter number and route sequence report to support MV90 setup.</p> <p>Delivered Metretek configuration file (refresh with active customers) to support MV90 configuration/testing.</p> <p>Held 1st round of detailed data mapping workshop for Electric customer (CSS) conversion with Liberty/Cogsdale team.</p> <p>Delivered Gas GIS (ArcFM) full volume samples to support development of conversion routines.</p> <p>Delivered full volume refresh for all work management systems (Maximo, Digsafe, DTS, SPIPE, PCS) in access db format to address excel limitation on maximum number of records.</p>

Appendix

PROJECT MILESTONES

NH - GAS & ELECTRIC - Meter to Cash – PROJECT

TIMELINES



Go Live



Training



UAT



Gas



Electric



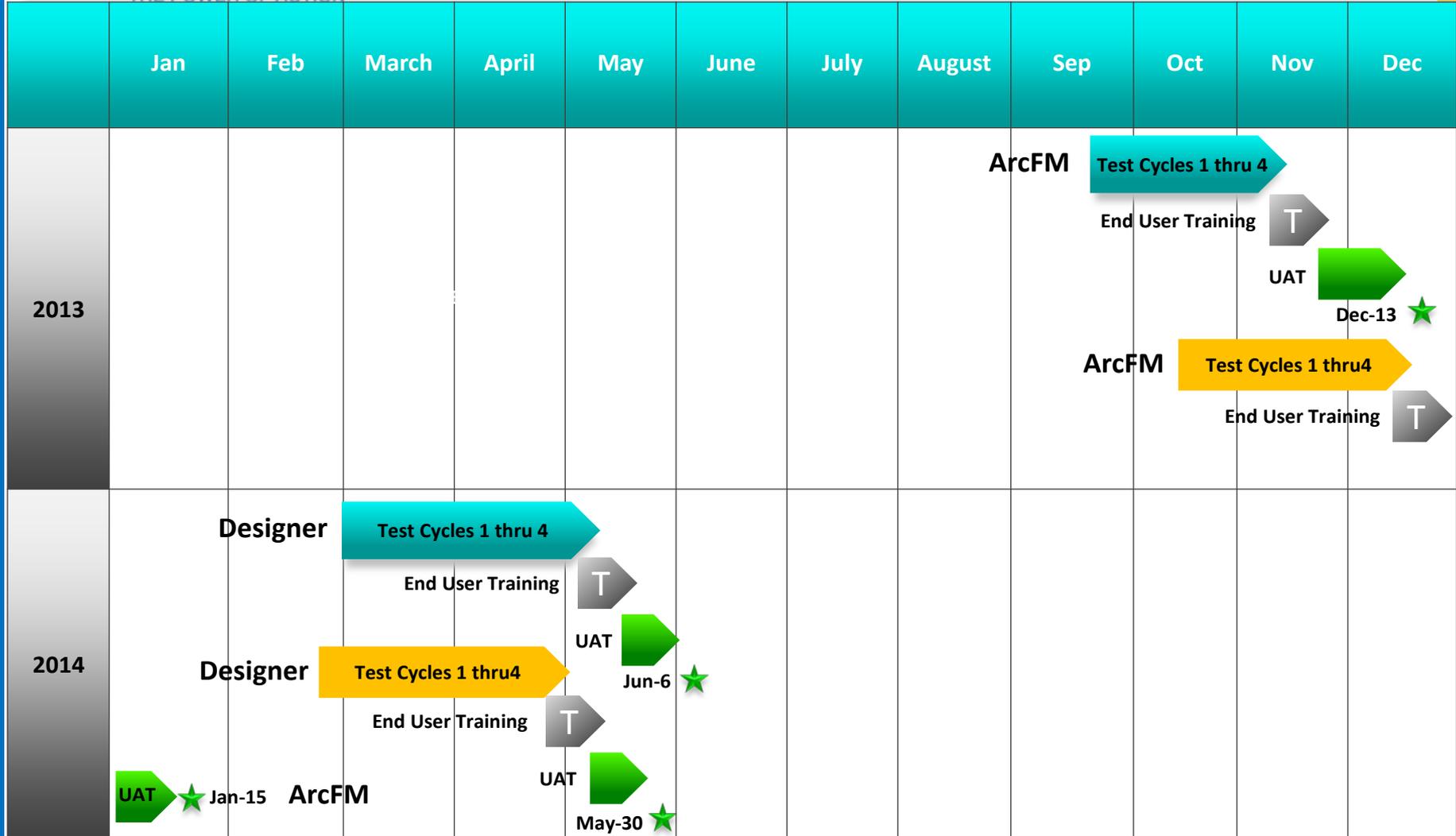
Build Data conversion

NH - GAS & ELECTRIC GIS (ArcFM & Designer) - PROJECT TIMELINES



Liberty Utilities

THE POWER OF ACTION



★ Go Live

T Training

UAT

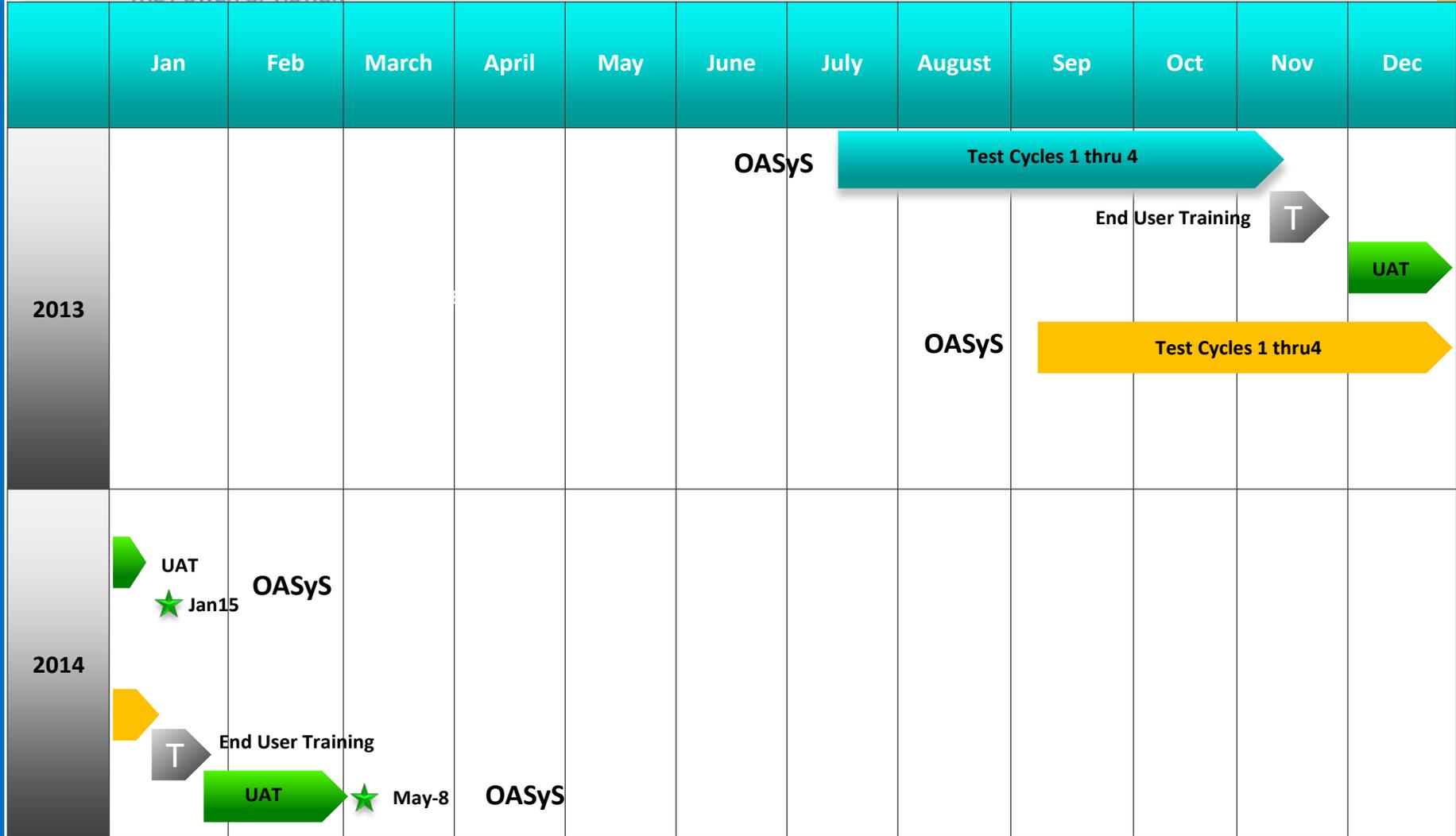
Gas

Electric

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



THE POWER OF ACTION



- ★ Go Live
- ▣ Training
- ▣ UAT
- ▣ Gas
- ▣ Electric

NH-ELECTRIC Outage Management (Responder) - PROJECT TIMELINES



THE POWER OF ACTION

	Jan	Feb	March	April	May	June	July	August	Sep	Oct	Nov	Dec
2013												
2014	Responder	Test Cycles 1 thru 4		End User Training	UAT	★ May-26						

★ Go Live

▣ Training

▣ UAT

▣ Gas

▣ Electric

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

	Mobile Tech	02/14	02/14	02/14	02/14	02/14	05/14
	Job Cost	02/14	02/14	02/14	02/14	02/14	05/14
	Work Estimating (Quadra)	06/13	10/13	10/13	10/13	11/13	11/13

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

Energy North Natural Gas							
		Functionality Design	Data Conversion Plan	Testing Design	Testing Begins	Cutover Planning	Implementation Target
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	06/12	09/12	09/12	10/12	05/13	09/13
	Itron	Currently in place	N/A	04/13	04/13	05/13	09/13
	IVR	Currently in place	N/A	06/13	06/13	05/13	09/13
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	04/13	04/13	05/13	09/13
Gastar	Gastar	04/12	09/12	04/13	05/13	05/13	09/13 Wholesale 09/13 Retail
Engineering and Operations	GIS – ArcFM	09/13	09/13	10/13	11/13	10/13	01/14
	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	05/13	05/13	07/13	08/13	08/13	10/13
Work Management	Equipment Management	05/13	06/13	05/13	05/13	08/13	09/13
	Service Management	05/13	06/13	05/13	05/13	08/13	09/13
	Mobile Tech	05/13	06/13	05/13	05/13	08/13	09/13

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

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

Attachment B.3 – IT Change Requests



 Information Systems

Project Change Request Form

Project/System Information

Date:	July 23, 2013
--------------	---------------

Subproject:	GASTAR - New Hampshire	Project/System Name:	
Client Name:		Date Prepared:	July 9, 2013
Prepared By:	Scott Campbell	Delivering Organization:	
Project Manager:	Scott Campbell	Date Delivered to Project Manager:	
Description of Requested Change and Business Justification:			
Brief Description of QA Test Plan:			
Summary of Changes:			
▪			

Cause of Change Request

<input checked="" 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 type="checkbox"/> Other	Description/Comments: GASTAR New Hampshire Wholesale was to be put into Production on July 1, 2013. The team continues to test to ensure all high defects have been fixed. GASTAR New Hampshire Retail was to be put into Production on September 2, 2013. This will not be completed at this time, and we are currently meeting to discuss next steps at this time. A contingency program has been developed to complete both Wholesale and Retail work within Liberty beginning on September 3rd (first business day of the month). This change request is related to the GASTAR Project Plan submitted January 30, 2013, task number 239.
---	--

Description of Recommendation

Proposed Next Steps:

- Testing is planned to be completed at the end of August, and once we have signoff from the business that the testing is successful, we will approach the Change Advisory Board (CAB) for permission to promote to Production. We anticipate that Wholesale will be in production by mid-September or earlier depending on availability of IT resources.
- Liberty is currently working with the vendor on next steps for Retail.
- There will be no additional costs attributed to the vendor.

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>Additional x weeks duration added to project timeline.</p> <p>Original project duration:</p> <p>Original end date: July 1, 2013 for Wholesale September 2, 2013 for Retail/EBB</p> <p>Proposed project duration:</p> <p>Proposed end date: September 15, 2013 for Wholesale TBD for Retail/EBB</p> <p>Revised Estimates for Resource Effort (FTE) and Cost:</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>July</th> <th>Aug</th> <th>Sept</th> <th>Oct</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr> <td>DBA(s)</td> <td>\$10k</td> <td></td> <td></td> <td></td> <td>\$10k</td> </tr> <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>Estimated Additional Cost: \$</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	July	Aug	Sept	Oct	Total Cost	DBA(s)	\$10k				\$10k																																																								Original	Proposed	Project Pre-work			Phase 1			Expenses			Total Project Budget			<p>Request Disposition:</p> <p><input checked="" type="checkbox"/> Approved</p> <p><input type="checkbox"/> Rejected</p> <p>Date of Disposition:</p>
Role	July	Aug	Sept	Oct	Total Cost																																																																														
DBA(s)	\$10k				\$10k																																																																														
	Original	Proposed																																																																																	
Project Pre-work																																																																																			
Phase 1																																																																																			
Expenses																																																																																			
Total Project Budget																																																																																			

Authorizations

Title	Name	Date
Program/Project Manager	Scott Campbell	August 23, 2013
TMO	Bob Wood	August 23, 2013

Information Systems

Project Change Request Form

Project/System Information

Date:	August 20, 2013
--------------	-----------------

Subproject:	Electric ArcFM/GIS	Project/System Name:	Electric ArcFM/GIS
Client Name:	Liberty New Hampshire	Date Prepared:	August 20, 2013
Prepared By:	Chris Harding	Delivering Organization:	Liberty Utilities
Project Manager:	Chris Harding	Date Delivered to Project Manager:	August 20, 2013

Description of Requested Change and Business Justification:

Under the Transfer Services Agreement National Grid is not obligated to convert any data prior to delivery. They only need to provide the data in its native format. As such, Liberty Utilities has engaged the services of Spatial Business Systems to convert National Grid's Smallworld GIS database to an ESRI Staging Geodatabase for migration purposes.

Brief Description of QA Test Plan:

Vendor will provide their QA/QC procedures. Liberty Utilities will validate the QA/QC work performed by the vendor. Liberty Utilities will include additional QA/QC procedures as required.

Summary of Changes:

- This change will add costs and scope
- Spatial Business Systems has provided an estimate of roughly \$70,000 for this job
- Additional time & effort will be required from Schneider/Telvent. To date they have submitted a change order of roughly \$14,000 to attend a two day workshop they need to be involved with. There may be additional costs yet to be determined.
- We are trying to minimize the impact on schedule since Electric ArcFM/GIS needs to be completed prior to the Outage Management System (Responder), which needs to be in-line with the Customer System (Cogsdale) cutover scheduled for May 23rd, 2014. The impacts on schedule are still being determined.

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	Description/Comments: National Grid extracts data from Smallworld to an ESRI format to perform asset management functions. Liberty Utilities took a sample of the ESRI data to plan the project and it was assumed that the acquisition of additional data in an ESRI format would not be difficult. However, it was discovered during data migration workshops this wouldn't be straight forward. National Grid wanted to operate under the terms of the Transfer Services Agreement and supplied additional data in its native Smallworld format. As such, Liberty Utilities needed to engage the services of Spatial Business Systems to convert the Smallworld data to an ESRI staging database for migration purposes.
---	---

Description of Recommendation

Proposed Next Steps:

- Continue working with Spatial Business Systems to convert the data as quickly as possible and try to minimize the impact on the project schedule

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 checked="" type="checkbox"/> Cost</p> <p><i>Please provide supporting documents.</i></p> <p>The Spatial Business Systems Statement of Work and a Schneider/Telvent change order are attached.</p>	<ul style="list-style-type: none"> • The impacts on schedule are still being determined • The costs as they are known at this moment are summarized below. <ul style="list-style-type: none"> ➤ Spatial Business Systems data conversion \$70K ➤ Schneider/Telvent additional time and costs \$14K <p>Revised Estimates for Resource Effort (FTE) and Cost:</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>Estimated Additional Cost: \$</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>
Role	June	July	April	May	Total Cost																																																																								
	Original	Proposed																																																																											
Project Pre-work																																																																													
Phase 1																																																																													
Expenses																																																																													
Total Project Budget																																																																													

Authorizations

Title	Name	Date



 Information Systems

Project Change Request Form

Project/System Information

Date:	August 16, 2013
--------------	-----------------

Subproject:	Quadra Electric	Project/System Name:	New Hampshire Work Management Phase 2 / Phase 3
Client Name:	Liberty New Hampshire	Date Prepared:	August 16, 2013
Prepared By:	Alison McGregor	Delivering Organization:	Corporate TMO
Project Manager:	Bob Wood	Date Delivered to Project Manager:	August 17, 2013

Description of Requested Change and Business Justification:

Revise completion dates for Quadra Electric build, test and deliver activities, to complete after New Hampshire Gas Work Management Go Live, in November 2013.

Brief Description of QA Test Plan:

No change

Summary of Changes:

- Change Data Conversion Plan date from N/A to 10/13
- Change Testing Design date from 05/13 to 10/13
- Change Testing Begins date from 05/13 to 10/13
- Change Cutover Planning date from 06/13 to 11/13
- Change Implementation Target date from 07/13 to 11/13

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>Description/Comments:</p> <p>Proposed plan is dependent on two key resource groups – Liberty New Hampshire Engineering, and Grid IT Data Conversion. Both groups are heavily involved in New Hampshire Gas Go Live, and will not have availability to complete required build and data conversion activities until after that project is delivered.</p>
---	---

Description of Recommendation

Proposed Next Steps:

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

ATTACHMENT C

UPDATED STRUCTURAL ORGANIZATIONAL CHARTS

There are no changes to report for this month.