

CURRENT SERVICE REPRESENTATIVE				APPROVED REPORTS BY CURRENT TSA LEAD			
Updated Customer Service Representatives and TSA Leads are provided in accordance with Section V.C. 2 a. (v) of the Settlement Agreement							
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
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley
	David Carleton	7/1	Robert Lorkiewicz		David Carleton		Madalyn Hanley

ATTACHMENTS						
A	B	C	D	E	F	G
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)	Transition Service Notice - Date (per Settlement V.C.2.a.(vi))	Disposition of Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(ii))

Schedule A

IT-6	Infrastructure Services	Service
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						
		Updated Customer Service Representatives and TSA Leads are provided in accordance with Section V.C. 2 a. (v) of the Settlement Agreement								A	B	C	D	E	F	G
Schedule A	Service	Mo/Yr Change	Mo/Yr Liberty Utilities	Mo/Yr 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.(j))	Summary of any material disputes, claims, and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(k)).	Meeting minutes (per Settlement V.C.2.a.(l)).	Escalated Compliant - Transition Steering Committee (per Settlement V.C.2.a.(v) and TSA Schedule A Section 1.7)	Transition Service Notice - Date (per Settlement V.C.2.a.(m))	Disposition of Transition Service Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(n))	
A	General Protocol Correspondence, Invoices, Notices and other Communication															
B	Human Resources															
HR-1	Payroll Services	7/12	Mark Smith	Laurie Hale												
HR-2	Employee Benefits		Mark Smith	Lori Santoro												
HR-3	Pension Administration		Mark Smith	Lori Santoro												
HR-4	Labor Relations Support		Mark Smith	Thomas Ryan												
HR-5	Staffing Support		Mark Smith	Marviane Baer												
C	Financial Services															
Fin-1	Financial Reporting		Linda Doering	Ron Boches												
Fin-2	Accounting Consulting		Linda Doering	Mike Wald												
Fin-3	Financial Training Service		Linda Doering	Mike Wald												
Fin-4	Accounts Payable Processes		Linda Doering	John Napolitano												
Fin-5	Accounts Payable Consulting		Linda Doering	John Napolitano												
Fin-6	Cash Management		Linda Doering	Chris DiGilio												
Fin-7	Tax Consulting Services		Linda Doering	Arthur Koberberg												
Fin-8	Property Tax Services		Linda Doering	Paula Leaverton												
Fin-9	Claims Handling/Investigation		Paul Kinch	Joseph Weber												
D	Operations															
Elec Ops-1	Planned Major Maintenance & Capital Construction		Chris Brouillard	Mark Phillips												
Elec Ops-2	Emergency Maintenance Engineering and Technical Services		Chris Brouillard	Marie Jordan												
Elec Ops-3	Field Crew Dispatching and Scheduling		Norm Gallagher	Gary Bennett												
Elec Ops-4	Electric Engineering and Design		Chris Brouillard	Rob Bradley												
Elec Ops-5	Resource and Workload Planning		Chris Brouillard	Jim Patterson												
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning		Chris Brouillard	Rob Sheridan												
Elec Ops-7	Substation Maintenance Programs/Substation Engineering		Chris Brouillard	John Gawn												
Elec Ops-8	Vegetation Management		Kurt Demmer	Anne Marie Moran / Craig Allen												
Elec Ops-9	Customer Meter Support		Kurt Demmer	Christopher Gibb / Robert Preshong												
Elec Ops-10	Electric Meter Shop		Kurt Demmer	James Kelly												
Elec Ops-11	Electric Lab (testing/calibration of tools, equipment and PPE)		Kurt Demmer	James Kelly												
Elec Ops-12	Infrared (IR) Testing		Kurt Demmer	James Kelly												
Elec Ops-13	Mapping & Records		Chris Brouillard	Michael Yarbrough / Brian Miller												
Elec Ops-14	Relay and Protection		Chris Brouillard	Mark Peterson												
Elec Ops-15	Codes and Standards		Tim Despmevay	Grant Purdy												
Elec Ops-16	Mutual Assistance		Tim Despmevay	Kathy Lyford												
Elec Ops-17	Business Continuity Support and Emergency Logistics		Tim Despmevay	8/12 Dan Bunszell												
Elec Ops-18	Electric Operations Miscellaneous		Kurt Demmer	Kathy Lyford												
E	Energy Solutions Delivery & Efficiency															
ESD&E-1	Energy Efficiency Programs		Eric Stanley	Carol White												
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		William Sherry	Sean Morgan												
D.3	Energy Control & Supply															
Energy Supply-1	Electric Network Control		Norm Gallagher	Mike Gallagher												
Energy Supply-2	Electric Load Forecasting		Chico DaFonte	Joseph Greider												
Energy Supply-3	Energy Procurement Services		Chico DaFonte	Margaret Janzen												
Energy Supply-4	Energy Procurement Consulting		Chico DaFonte	Margaret Janzen												
Energy Supply-5	Distributed Generation Services		Chris Brouillard	Kevin Kelly / Marie Jordan												
Project Mgt-1	Project Management		Chris Brouillard	Daniel Glenning												
Project Mgt-2	Project Management Services		Linda Doering	Patrick Pensabene												
Project Mgt-3	Cost Management Access															
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												
HS&E-2	Health and Safety Field Support		Gaetan Mercier / Michael Knott	Timothy Woycik												
HS&E-3	Technical Training		Gaetan Mercier / Michael Knott / Mark Smith	Brian Varga												
HS&E-4	Environmental Compliance		Gaetan Mercier / Michael Knott	Peter Harley												
HS&E-5	Environmental Field Support		Gaetan Mercier / Michael Knott	Peter Harley												
HS&E-6	Spill Control/Response		Gaetan Mercier / Michael Knott	Peter Harley												
HS&E-7	Environmental Regulatory Support & Consultation		Gaetan Mercier / Michael Knott	Peter Harley												
HS&E-8	Licenses, Permits and Orders		Gaetan Mercier / Michael Knott	7/12 Peter Harley												
Security-1	Security															
Security-2	Site Security Services		Gaetan Mercier / Michael Knott	8/12 Anthony Itrich												
Security-3	Security Consulting		Gaetan Mercier / Michael Knott	8/12 Anthony Itrich												
Security-4	NERC/NPCC - Reliability Compliance		Gaetan Mercier / Michael Knott	Vicki M. O'Leary												
Supply Chain and Inventory Management																
Supply-1	Supply Chain Management		Rich Foley	Jim Swalec												
Supply-2	Materials Management System Support		Rich Foley	Craig Dikeman												
Supply-3	Supplier Contracts		Rich Foley	Jim Swalec												
Supply-4	Access to Seller Warehouses		Rich Foley	Craig Dikeman												
Supply-5	Fleet Services		Steve McCrodon	Bill Hilbrunner												
E	Customer Services Support															
Customer Svc-1	Call Center Operations		Nicole Harris	Nancy Cianfone												
Customer Svc-2	Meter Reading, Billing and Payment Processing		Nicole Harris	Nancy Cianfone / Christopher Gibb												
Customer Svc-3	Collections Process Support		Nicole Harris	Larry Fife												
Customer Svc-4	New Business Administration		Bill Sherry	Brian Schuster / Joe Basic												
Customer Svc-5	Revenue Protection/Division & Investigation		Nicole Harris	Jeff Martin												
Customer Svc-6	Customer Data Migration		David Carleton / Nicole Harris	7/12 Nancy Cianfone												
Customer Svc-7	Meter Data Services Support		Daniel Mahoney	Thomas Ametage / Michael Murphy												
F	Regulatory Support															
Reg-1	Regulatory Support - General		Christina Mason	Michael Lallamne												
Reg-2	Regulatory Reporting		Mesra Reynolds	Jessie Lloyd												
Records-1	Records Management															
Records-2	Identification of Books and Records		7/12 Sarah Knowlton	Sharareh Goldsmith												
Records-3	Separation and Transfer of Books and Records		7/12 Sarah Knowlton	Sharareh Goldsmith												
H	IT Transition Services															
IT-1	Business Application Services		David Carleton	7/13 Robert Lorkiewicz												

CURRENT SERVICE REPRESENTATIVE				APPROVED REPORTS BY CURRENT TSA LEAD				ATTACHMENTS						
Updated Customer Service Representatives and TSA Leads are provided in accordance with Section V.C. 2.a. (v) of the Settlement Agreement														
Mo/Yr Change		Mo/Yr Change		Mo/Yr Change		Mo/Yr Change		A	B	C	D	E	F	G
Liberty Utilities		National Grid		Liberty		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.(k))	Summary of any material disputes, claims, and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(j)).	Meeting minutes (per Settlement V.C.2.a.(v)).	Escalated Complaint - Transition Steering Committee (per Settlement V.C.2.a.(v) and TSA Schedule A Section 1.7)	Transition Service Notice - Date (per Settlement V.C.2.a.(h))	Disposition of Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(g))
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							
	David Carleton	7/13	Robert Lorkiewicz		David Carleton		Madalyn Hanley							

Schedule A	Service
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

Attachment A

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

See attached

Attachment A

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 2/20/2014
Invoice #: 800063362
Terms: Net 20

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

January 2014
December 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	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	2,196.62	2,196.62	4,393.24	4,393.24
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
Finance	-	-	-	2,196.62	2,196.62	4,393.24	4,393.24
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	11,807.87	-	11,807.87	11,807.87
Resource & Workload Planning	-	-	-	-	-	-	-
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	408.77	-	408.77	408.77
Sub Mtnc Programs /Engineering	-	-	-	13,851.01	-	13,851.01	13,851.01
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	-	-	-	-
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	561.96	2,773.23	3,335.19	3,335.19
Relay & Protection	-	-	-	15.24	-	15.24	15.24
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	23,796.35	-	23,796.35	23,796.35
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	-	-	-	-	135.73	135.73	135.73
Meter Ops/Meter Shop	-	-	-	-	853.36	853.36	853.36
Reliability Planning	-	-	-	-	-	-	-
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	14,341.02	14,341.02	14,341.02
Operations	-	-	-	50,441.20	18,103.34	68,544.54	68,544.54
Energy Efficiency	-	-	-	718.11	-	718.11	718.11
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	-	-	-	718.11	-	718.11	718.11
Network Control	-	-	-	9,500.20	-	9,500.20	9,500.20
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	15,446.30	15,446.30	15,446.30
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	(480.64)	(480.64)	(480.64)
Gas Load Forecasting	-	-	-	-	-	-	-
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	-	-	-	9,500.20	14,965.66	24,465.86	24,465.86
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	-	-	-	-	1,182.40	1,182.40	1,182.40
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	-	-	-	-	1,182.40	1,182.40	1,182.40
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	-	-	-	41,441.58	67.03	41,508.61	41,508.61
Meter Rdg, Billing & Payment Processing	-	-	-	15,847.73	2,993.65	18,841.38	18,841.38

Attachment A

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 2/20/2014
Invoice #: 800063362
Terms: Net 20

Initial Billing for Transition Services Activity: January 2014
Final Billing for Transition Services Activity: December 2013

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Collections Support	-	-	-	1,895.39	(0.77)	1,894.62	1,894.62
New Business Admin	-	-	-	5,360.31	105.76	5,466.07	5,466.07
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	13,572.11	-	13,572.11	13,572.11
Customer Service	-	-	-	78,117.12	3,165.67	81,282.79	81,282.79
General	-	-	-	-	-	-	-
Regulatory Reporting	-	-	-	-	-	-	-
Regulatory Support	-	-	-	-	-	-	-
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	-	-	-	-	-	-	-
Business Applications	3,368.18	(8,240.17)	(4,871.99)	5,449.84	74,073.52	79,523.36	74,651.37
Collaboration Services	-	-	-	-	-	-	-
Data Centers	1,390.33	549.14	1,939.47	-	-	-	1,939.47
Client services	4,276.78	-	4,276.78	-	-	-	4,276.78
Contracts & Licenses	27,625.80	(26,737.15)	888.65	302.05	19,075.99	19,378.04	20,266.69
Infrastructure Services	(24,537.57)	(29,842.87)	(54,380.44)	65,778.77	12,871.65	78,650.42	24,269.98
Networking Support	1,738.76	3,792.61	5,531.37	-	-	-	5,531.37
EMS/SCADA	1,109.24	2.64	1,111.88	(10,463.18)	-	(10,463.18)	(9,351.30)
Security Services	-	-	-	-	-	-	-
IT	14,971.52	(60,475.80)	(45,504.28)	61,067.48	106,021.16	167,088.64	121,584.36
TOTAL	14,971.52	(60,475.80)	(45,504.28)	202,040.73	145,634.85	347,675.58	302,171.30

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