

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

**MONTHLY REPORT OF TRANSITION PROGRESS**

**For the Month of March 2014**

**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 March 2014)*
- A.3 GSE and ENNG Monthly Transition Progress

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (Granite State Electric) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)		(A) + (B)		(C) - (D)	(E) / (D)
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
<b>Human Resources</b>							
HR-1	Payroll Services	51,910.97					
HR-2	Employee Benefits	263,142.61					
HR-3	Pension Administration	31,991.66					
HR-4	Labor Relations Support	14,925.31					
HR-5	Staffing Support Estimate	2.55					
		361,973.10	-	361,973.10	59,000.00	302,973.10	514%
<b>Financial Services</b>							
Fin-1	Financial Reporting	397.87					
Fin-2	Accounting Consulting	83,781.06					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	5,883.68					
Fin-8	Property Tax Services	13,591.19					
Fin-9	Claims Handling/Investigation Estimate	731.39					
		104,385.19	8,367.58	112,752.77	163,000.00	(50,247.23)	-31%
<b>Operations</b>							
Elec Ops-1	Planned Major Maintenance & Capital Construction	115,818.75					
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	592.46					
Elec Ops-3	Field Crew Dispatching and Scheduling	4,535.63					
Elec Ops-4	Electric Engineering and Design	86,658.52					
Elec Ops-5	Resource and Workload Planning	46,537.74					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	110,218.71					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,778,644.77					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	10,678.08					
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	17,689.61					
Elec Ops-14	Relay and Protection	61,961.49					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	158,266.14					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous Estimate	834,902.42					
		3,432,223.05	245,978.99	3,678,202.04	3,952,000.00	(273,797.96)	-7%
<b>Energy Solutions Delivery &amp; Efficiency</b>							
ESD&E-1	Energy Efficiency Programs	49,750.12					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		50,765.74	679.75	51,445.49	-	51,445.49	0%
<b>Energy Control &amp; Supply</b>							
Energy Supply-1	Electric Network Control	248,810.56					
Energy Supply-2	Electric Load Forecasting	5,097.47					
Energy Supply-3	Energy Procurement Services	11,451.86					
Energy Supply-4	Energy Procurement Consulting	6,477.63					
Energy Supply-5	Distributed Generation Services	742.09					
	Estimate	-					
		272,579.61	6,080.57	278,660.18	130,000.00	148,660.18	114%
<b>Project Management</b>							
Project Mgt-1	Project Management Services	9,339.14					
Project Mgt-2	Cost Management Access	-					
	Estimate	-					
		9,339.14	-	9,339.14	-	9,339.14	0%
<b>Health, Safety &amp; Environment (HS&amp;E)</b>							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,402.56					
HS&E-2	Health and Safety Field Support	5.22					
HS&E-3	Technical Training	0.00					
HS&E-4	Environmental Compliance	-					
HS&E-5	Environmental Field Support	841.87					
HS&E-6	Spill Control/Response	-					
HS&E-7	Environmental Regulatory Support & Consultation	-					
HS&E-8	Licenses, Permits and Orders	-					
	Estimate	-					
		3,249.65	-	3,249.65	50,000.00	(46,750.35)	-94%

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (Granite State Electric) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(A)	(B)	(C)	(D)	(E)	(F)	
		(G) through (P)		(A) + (B)		(C) - (D)		(E) / (D)
		Total Cost				Variance over/(under) Original		
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent	
<b>Security</b>								
Security-1	Site Security Services	5.53						
Security-2	Security Consulting	-						
Security-3	NERC/NPCC- Reliability Compliance	-						
	Estimate	-						
		5.53	-	5.53	-	5.53	0%	
<b>Supply Chain and Inventory Management</b>								
Supply-1	Supply Chain Management	62.93						
Supply-2	Materials Management System Support	-						
Supply-3	Supplier Contracts	9,927.84						
Supply-4	Access to Seller Warehouses	-						
Supply-5	Fleet Services	71,040.97						
	Estimate	-						
		81,031.74	-	81,031.74	15,000.00	66,031.74	440%	
<b>Customer Services Support</b>								
Customer Svc-1	Call Center Operations	518,619.91						
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,164,022.13						
Customer Svc-3	Collections Process Support	41,042.92						
Customer Svc-4	New Business Administration	212,006.16						
Customer Svc-5	Revenue Protection/Diversion & Investigation	-						
Customer Svc-6	Customer Data Migration	604.74						
Customer Svc-7	Meter Data Services Support	109,594.65						
	Estimate	-						
		2,045,890.50	403,509.78	2,449,400.28	3,939,000.00	(1,489,599.72)	-38%	
<b>Regulatory Support</b>								
Reg-1	Regulatory Support - General	59,752.33						
Reg-2	Regulatory Reporting	22,031.73						
	Estimate	-						
		81,784.06	19,426.16	101,210.22	45,000.00	56,210.22	125%	
<b>Records Management</b>								
Records-1	Identification of Books and Records	-						
Records-2	Separation and Transfer of Books and Records	-						
	Estimate	-						
		-	-	-	-	-	0%	
<b>IT Transition Services</b>								
IT-1	Business Application Services	577,172.81						
IT-2	Collaboration Services (E-Mail)	0.03						
IT-3	Data Centers	97,370.99						
IT-4	Client Services	107,581.69						
IT-5	Contracts and Licenses	346,739.05						
IT-6	Infrastructure Services	321,196.43						
IT-7	Networking Support	114,996.81						
IT-8	IS Energy Management Systems (EMS)	110,681.06						
IT-9	Security Services	459.14						
	Estimate	-						
		\$ 1,676,198.01	330,032.75	\$ 2,006,230.76	\$ 1,409,000.00	\$ 597,230.76	42%	
		\$ 8,119,425.34	\$ 1,014,075.58	\$ 9,133,500.91	\$ 9,762,000.00	\$ (628,499.09)	-6%	

**Capital Charges Included in above actual bills**

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

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (Granite State Electric) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(X)	(Y)	(Z)	(AA)	(AB)	(AE)
		Cost					
		(actual) Dec-13	(actual) Jan-14	(actual) Feb-14	(actual) Mar-14	(estimated) Apr-14	Total Actual & Est.
<b>Human Resources</b>							
HR-1	Payroll Services	-	-	-	-	-	51,910.97
HR-2	Employee Benefits	-	-	-	-	-	263,142.61
HR-3	Pension Administration	-	-	-	-	-	31,991.66
HR-4	Labor Relations Support	-	-	-	-	-	14,925.31
HR-5	Staffing Support	-	-	-	-	-	2.55
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	361,973.10
<b>Financial Services</b>							
Fin-1	Financial Reporting	-	-	-	-	-	397.87
Fin-2	Accounting Consulting	1,018.72	2,196.62	2,801.48	3,831.38	2,789.19	92,148.64
Fin-3	Financial Training Service	-	-	-	-	-	-
Fin-4	Accounts Payable Processes	-	-	-	-	-	-
Fin-5	Accounts Payable Consulting	-	-	-	-	-	-
Fin-6	Cash Management	-	-	-	-	-	-
Fin-7	Tax Consulting Services	369.34	-	-	-	-	5,883.68
Fin-8	Property Tax Services	-	-	-	-	-	13,591.19
Fin-9	Claims Handling/Investigation	-	-	-	-	-	731.39
	Estimate	-	-	-	-	-	-
		1,388.06	2,196.62	2,801.48	3,831.38	2,789.19	112,752.77
<b>Operations</b>							
Elec Ops-1	Planned Major Maintenance & Capital Construction	-	-	-	-	-	115,818.75
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	-	-	-	-	-	592.46
Elec Ops-3	Field Crew Dispatching and Scheduling	-	-	-	-	-	4,535.63
Elec Ops-4	Electric Engineering and Design	1,969.49	-	4,498.00	-	9,625.88	115,536.15
Elec Ops-5	Resource and Workload Planning	506.22	11,807.87	-	-	1,368.06	50,641.92
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	-	408.77	145.88	395.64	-	110,218.71
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	25,657.14	13,851.01	(2,862.28)	5,266.87	61,094.90	1,961,929.46
Elec Ops-8	Vegetation Management	-	-	-	-	-	468.05
Elec Ops-9	Customer Meter Support	-	-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	4,282.05	-	547.51	-	62.68	10,866.13
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	40.90	561.96	338.03	249.93	727.15	19,143.91
Elec Ops-14	Relay and Protection	1,567.00	15.24	2,276.93	9,774.66	-	61,961.49
Elec Ops-15	Codes and Standards	-	-	-	-	-	1,715.22
Elec Ops-16	Mutual Assistance	-	-	-	-	14,035.07	186,336.28
Elec Ops-17	Business Continuity Support and Emergency Logistics	-	-	-	-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	25,877.74	23,796.35	35,961.21	36,902.72	-	834,902.42
	Estimate	-	-	-	-	-	-
		59,900.54	50,441.20	40,905.28	52,589.82	86,913.74	3,678,202.04
<b>Energy Solutions Delivery &amp; Efficiency</b>							
ESD&E-1	Energy Efficiency Programs	393.22	718.11	498.04	131.56	339.88	50,429.88
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	1,015.62
	Estimate	-	-	-	-	-	-
		393.22	718.11	498.04	131.56	339.88	51,445.49
<b>Energy Control &amp; Supply</b>							
Energy Supply-1	Electric Network Control	16,291.61	9,500.20	16,761.37	13,259.36	3,040.28	254,891.13
Energy Supply-2	Electric Load Forecasting	-	-	-	-	-	5,097.47
Energy Supply-3	Energy Procurement Services	-	-	-	-	-	11,451.86
Energy Supply-4	Energy Procurement Consulting	-	-	-	-	-	6,477.63
Energy Supply-5	Distributed Generation Services	-	-	-	-	-	742.09
	Estimate	-	-	-	-	-	-
		16,291.61	9,500.20	16,761.37	13,259.36	3,040.28	278,660.18
<b>Project Management</b>							
Project Mgt-1	Project Management Services	-	-	-	-	-	9,339.14
Project Mgt-2	Cost Management Access	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	9,339.14
<b>Health, Safety &amp; Environment (HS&amp;E)</b>							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	-	-	-	-	-	2,402.56
HS&E-2	Health and Safety Field Support	-	-	-	-	-	5.22
HS&E-3	Technical Training	-	-	-	-	-	0.00
HS&E-4	Environmental Compliance	-	-	-	-	-	-
HS&E-5	Environmental Field Support	-	-	-	-	-	841.87
HS&E-6	Spill Control/Response	-	-	-	-	-	-
HS&E-7	Environmental Regulatory Support & Consultation	-	-	-	-	-	-
HS&E-8	Licenses, Permits and Orders	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	3,249.65

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (Granite State Electric) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(X)	(Y)	(Z)	(AA)	(AB)	(AE)
		Cost					
		(actual) Dec-13	(actual) Jan-14	(actual) Feb-14	(actual) Mar-14	(estimated) Apr-14	Total Actual & Est.
<b>Security</b>							
Security-1	Site Security Services	-	-	-	-	-	5.53
Security-2	Security Consulting	-	-	-	-	-	-
Security-3	NERC/NPCC- Reliability Compliance	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	5.53
<b>Supply Chain and Inventory Management</b>							
Supply-1	Supply Chain Management	-	-	-	-	-	62.93
Supply-2	Materials Management System Support	-	-	-	-	-	-
Supply-3	Supplier Contracts	-	-	-	-	-	9,927.84
Supply-4	Access to Seller Warehouses	-	-	-	-	-	-
Supply-5	Fleet Services	-	-	-	-	-	71,040.97
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	81,031.74
<b>Customer Services Support</b>							
Customer Svc-1	Call Center Operations	30,252.44	41,441.58	8,557.04	20,425.90	18,305.66	573,536.88
Customer Svc-2	Meter Reading, Billing and Payment Processing	31,678.85	15,847.73	59,904.45	(42,529.01)	90,244.93	1,434,756.93
Customer Svc-3	Collections Process Support	0.44	1,895.39	4.20	-	5,817.90	58,496.63
Customer Svc-4	New Business Administration	(3,876.07)	5,360.31	3,152.59	4,825.45	11,079.06	245,243.34
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	604.74
Customer Svc-7	Meter Data Services Support	7,580.09	13,572.11	8,654.43	(454.38)	9,055.71	136,761.77
	Estimate	-	-	-	-	-	-
		65,635.75	78,117.12	80,272.71	(17,732.04)	134,503.26	2,449,400.28
<b>Regulatory Support</b>							
Reg-1	Regulatory Support - General	32.17	-	5,714.69	85.55	6,390.30	78,923.24
Reg-2	Regulatory Reporting	-	-	-	-	85.08	22,286.98
	Estimate	-	-	-	-	-	-
		32.17	-	5,714.69	85.55	6,475.39	101,210.22
<b>Records Management</b>							
Records-1	Identification of Books and Records	-	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
<b>IT Transition Services</b>							
IT-1	Business Application Services	11,563.47	8,818.02	79,817.12	67,816.81	17,847.11	630,714.12
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.03
IT-3	Data Centers	(1,268.97)	1,390.33	6,187.03	2,409.85	-	97,370.99
IT-4	Client Services	4,093.42	4,276.78	3,642.77	2,731.60	-	107,581.69
IT-5	Contracts and Licenses	39,684.05	27,927.85	34,165.86	20,468.32	-	346,739.05
IT-6	Infrastructure Services	209.86	41,241.20	(15,319.77)	6,507.38	91,786.76	596,556.72
IT-7	Networking Support	1,557.19	1,738.76	8,813.16	224.41	-	114,996.81
IT-8	IS Energy Management Systems (EMS)	24,461.98	(9,353.94)	6,169.43	9,392.72	377.05	111,812.20
IT-9	Security Services	113.82	-	-	-	-	459.14
	Estimate	-	-	-	-	-	-
		\$ 80,414.82	\$ 76,039.00	\$ 123,475.60	\$ 109,551.09	\$ 110,010.92	\$ 2,006,230.76
		\$ 224,056.17	\$ 217,012.25	\$ 270,429.17	\$ 161,716.72	\$ 344,072.65	\$ 9,133,500.91

**Capital Charges Included in above actual bills**

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

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)	(A) + (B)		(C) - (D)	(E) / (D)	
		Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	<b>Human Resources</b>						
HR-1	Payroll Services	14,691.64					
HR-2	Employee Benefits	95,625.38					
HR-3	Pension Administration	34,303.83					
HR-4	Labor Relations Support	3,629.16					
HR-5	Staffing Support	0.46					
	Estimate	-					
		148,250.47	-	148,250.47	68,000.00	80,250.47	118%
	<b>Financial Services</b>						
Fin-1	Financial Reporting	37,909.00					
Fin-2	Accounting Consulting	62,180.06					
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	-					
		109,748.75	8,367.58	118,116.33	294,000.00	(175,883.67)	-60%
	<b>Operations</b>						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	36,646.72					
Gas Ops-2	Operations Regulatory Support	5,516.88					
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	49,670.61					
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	8.65					
Gas Ops-5	Mandated Programs, including Leak Survey Support	13,871.73					
Gas Ops-6	Maps & Records	195,009.43					
Gas Ops-7	LNG Compliance and Training	-					
Gas Ops-8	Gas Engineering and Design	70,944.37					
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	14,272.61					
Gas Ops-10	Gas Support Services/Workload Planning	19,685.14					
Gas Ops-11	Gas Meter Operations/Meter Shop	127,916.68					
Gas Ops-12	Customer Meter Support	15,081.42					
Gas Ops-13	Gas Reliability Planning	12,709.48					
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	336,321.23					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	39,263.26					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		948,581.15	7,052.55	955,633.71	5,376,000.00	(4,420,366.29)	-82%
	<b>Energy Solutions Delivery &amp; Efficiency</b>						
ESD&E-1	Energy Efficiency Programs	41,410.52					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		112,362.56	50.30	112,412.86	77,000.00	35,412.86	46%
	<b>Gas Control &amp; Procurement</b>						
Gas Supply-1	Gas Control	354,073.16					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,738.52)					
Gas Supply-4	Gas Load Forecasting	43,194.66					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		523,515.12	-	523,515.12	0.00	523,515.12	52351512137%
	<b>Project Management</b>						
Project Mgt-1	Project Management Services	5,488.17					
Project Mgt-2	Cost Management Access	2,979.29					
	Estimate	-					
		8,467.46	-	8,467.46	0.00	8,467.45	846745499%
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,153.73					
HS&E-2	Health and Safety Field Support	495.18					
HS&E-3	Technical Training	-					
HS&E-4	Environmental Compliance	22.50					
HS&E-5	Site Investigation and Remediation	23,540.17					
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	-					
		26,364.08	-	26,364.08	215,000.00	(188,635.92)	-88%

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

Transition Service	(A)	(B)	(C)	(D)	(E)	(F)
	(G) through (P)	(A) + (B)		(C) - (D)		(E) / (D)
	Total Cost					
	Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
<b>Security</b>						
Security-1	Site Security Services	30,120.42				
Security-2	Security Consulting	353.84				
	Estimate	-				
		30,474.26	-	30,474.26		0%
<b>Supply Chain and Inventory Management</b>						
Supply-1	Supply Chain Management	76.43				
Supply-2	Materials Management System Support	319.78				
Supply-3	Supplier Contracts	-				
Supply-4	Access to Seller Warehouses	173,298.11				
Supply-5	Fleet Services	18,537.65				
	Estimate	-				
		192,231.97	-	192,231.97	75,000.00	117,231.97 156%
<b>Customer Services Support</b>						
Customer Svc-1	Call Center Operations	986,943.60				
Customer Svc-2	Meter Reading, Billing and Payment Processing	847,484.76				
Customer Svc-3	Collections Process Support	5,667.94				
Customer Svc-4	New Business Administration	16,701.21				
Customer Svc-5	Revenue Protection/Diversion & Investigation	-				
Customer Svc-6	Customer Data Migration	-				
	Estimate	-				
		1,856,797.52	-	1,856,797.52	6,570,000.00	(4,713,202.48) -72%
<b>Regulatory Support</b>						
Reg-1	Regulatory Support - General	94,699.03				
Reg-2	Regulatory Reporting	74,606.51				
	Estimate	-				
		169,305.54	25,267.00	194,572.54	156,000.00	38,572.54 25%
<b>Records Management</b>						
Records-1	Identification of Books and Records	-				
Records-2	Separation and Transfer of Books and Records	-				
	Estimate	-				
		-	-	-	48,000.00	(48,000.00) -100%
<b>IT Transition Services</b>						
IT-1	Business Application Services	962,475.19				
IT-2	Collaboration Services (E-Mail)	0.08				
IT-3	Data Centers	52,278.33				
IT-4	Client Services	43,521.79				
IT-5	Contracts and Licenses	374,342.67				
IT-6	Infrastructure Services	260,281.31				
IT-7	Networking Support	101,142.40				
IT-8	IS Energy Management Systems (EMS)	51,397.43				
IT-9	Security Services	8,891.95				
	Estimate	-				
		\$ 1,854,331.14	3,442.78	\$ 1,857,773.92	\$ 2,817,000.00	\$ (959,226.08) -34%
		\$ 5,980,430.03	\$ 44,180.21	\$ 6,024,610.24	\$ 15,696,000.00	\$ (9,671,389.76) -62%

**Capital Charges Included in above actual bills**

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

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(X)	(Y)	(Z)	(AA)	(AB)	(AE)
		Cost					
		(actual) Dec-13	(actual) Jan-14	(actual) Feb-14	(actual) Mar-14	(estimated) Apr-14	Total Actual & Est.
	<b>Human Resources</b>						
HR-1	Payroll Services	-	-	-	-	-	14,691.64
HR-2	Employee Benefits	-	-	-	-	-	95,625.38
HR-3	Pension Administration	-	-	-	-	-	34,303.83
HR-4	Labor Relations Support	-	-	-	-	-	3,629.16
HR-5	Staffing Support	-	-	-	-	-	0.46
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	148,250.47
	<b>Financial Services</b>						
Fin-1	Financial Reporting	(72.63)	-	-	-	-	37,909.00
Fin-2	Accounting Consulting	1,018.72	2,196.62	2,801.48	2,546.80	2,789.19	70,547.64
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	-	-	-	-	-	-
		946.09	2,196.62	2,801.48	2,546.80	2,789.19	118,116.33
	<b>Operations</b>						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	-	-	-	-	-	36,646.72
Gas Ops-2	Operations Regulatory Support	-	-	-	-	-	5,516.88
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	-	-	-	-	-	49,670.61
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	-	-	-	-	-	8.65
Gas Ops-5	Mandated Programs, including Leak Survey Support	-	-	-	-	-	13,871.73
Gas Ops-6	Maps & Records	4,007.14	2,773.23	5,306.46	(176.50)	3,526.28	202,061.98
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	161.56	135.73	(297.29)	-	-	19,685.14
Gas Ops-11	Gas Meter Operations/Meter Shop	164.73	853.36	(1,018.09)	-	-	127,916.68
Gas Ops-12	Customer Meter Support	-	-	-	-	-	15,081.42
Gas Ops-13	Gas Reliability Planning	-	-	-	2,291.50	-	12,709.48
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	336,321.23
Gas Ops-15	Codes and Standards	-	-	-	-	-	11,662.95
Gas Ops-16	Ops Misc	7,947.12	14,341.02	6,177.35	489.16	-	39,263.26
Gas Ops-17	Mutual Assistance - Gas Emergencies	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		12,280.55	18,103.34	10,168.43	2,604.16	3,526.28	955,633.71
	<b>Energy Solutions Delivery &amp; Efficiency</b>						
ESD&E-1	Energy Efficiency Programs	-	-	-	-	25.15	41,460.81
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	70,952.05
	Estimate	-	-	-	-	-	-
		-	-	-	-	25.15	112,412.86
	<b>Gas Control &amp; Procurement</b>						
Gas Supply-1	Gas Control	15,857.30	15,446.30	15,559.00	17,090.01	-	354,073.16
Gas Supply-2	Gas Procurement Services - General	-	-	-	-	-	390,985.82
Gas Supply-3	Energy Transactions	(37.10)	(480.64)	-	-	-	(264,738.52)
Gas Supply-4	Gas Load Forecasting	-	-	-	-	-	43,194.66
Gas Supply-5	Gas Procurement Consulting	-	-	-	-	-	-
Gas Supply-6	Gas Procurement Miscellaneous	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		15,820.20	14,965.66	15,559.00	17,090.01	-	523,515.12
	<b>Project Management</b>						
Project Mgt-1	Project Management Services	-	-	-	-	-	5,488.17
Project Mgt-2	Cost Management Access	-	-	-	-	-	2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	<b>Health, Safety &amp; Environment (HS&amp;E)</b>						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	-	-	-	-	-	2,153.73
HS&E-2	Health and Safety Field Support	-	-	-	-	-	495.18
HS&E-3	Technical Training	-	-	-	-	-	-
HS&E-4	Environmental Compliance	-	-	-	-	-	22.50
HS&E-5	Site Investigation and Remediation	782.49	1,182.40	-	-	-	23,540.17
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	-	-	-	-	-	-
		782.49	1,182.40	-	-	-	26,364.08

# Attachment A.1 – Transition Services Cost Report

Liberty Utilities (EnergyNorth Natural Gas) Corp.  
 File Date: April 30, 2014  
 Settlement Agreement, p. 16 C.1.b. & Attachment F

	Transition Service	(X)	(Y)	(Z)	(AA)	(AB)	(AE)
		Cost					
		(actual) Dec-13	(actual) Jan-14	(actual) Feb-14	(actual) Mar-14	(estimated) Apr-14	Total Actual & Est.
	<b>Security</b>						
Security-1	Site Security Services	-	-	-	-	-	30,120.42
Security-2	Security Consulting	-	-	-	-	-	353.84
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	30,474.26
	<b>Supply Chain and Inventory Management</b>						
Supply-1	Supply Chain Management	-	-	-	-	-	76.43
Supply-2	Materials Management System Support	-	-	-	-	-	319.78
Supply-3	Supplier Contracts	-	-	-	-	-	-
Supply-4	Access to Seller Warehouses	-	-	-	-	-	173,298.11
Supply-5	Fleet Services	-	-	-	-	-	18,537.65
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	192,231.97
	<b>Customer Services Support</b>						
Customer Svc-1	Call Center Operations	3,399.48	67.03	-	(3,399.48)	-	986,943.60
Customer Svc-2	Meter Reading, Billing and Payment Processing	(2,624.62)	2,993.65	1,904.62	-	-	847,484.76
Customer Svc-3	Collections Process Support	0.46	(0.77)	10.45	-	-	5,667.94
Customer Svc-4	New Business Administration	123.96	105.76	92.87	-	-	16,701.21
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		899.28	3,165.67	2,007.94	(3,399.48)	-	1,856,797.52
	<b>Regulatory Support</b>						
Reg-1	Regulatory Support - General	-	-	168.17	-	5,986.05	112,657.18
Reg-2	Regulatory Reporting	-	-	127.86	-	2,436.28	81,915.36
	Estimate	-	-	-	-	-	-
		-	-	296.03	-	8,422.33	194,572.54
	<b>Records Management</b>						
Records-1	Identification of Books and Records	-	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	<b>IT Transition Services</b>						
IT-1	Business Application Services	3,659.60	65,833.35	(63,015.81)	(5,356.37)	-	962,475.19
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.08
IT-3	Data Centers	-	549.14	507.95	507.95	-	52,278.33
IT-4	Client Services	-	-	-	-	-	43,521.79
IT-5	Contracts and Licenses	(2,493.07)	(7,661.16)	11,916.44	19,143.54	-	374,342.67
IT-6	Infrastructure Services	24,729.23	(16,971.22)	(3,586.87)	14,003.49	1,721.39	263,724.09
IT-7	Networking Support	2,931.16	3,792.61	3,413.29	1,455.37	-	101,142.40
IT-8	IS Energy Management Systems (EMS)	1,832.42	2.64	871.36	849.06	-	51,397.43
IT-9	Security Services	(113.82)	-	-	-	-	8,891.95
	Estimate	-	-	-	-	-	-
		\$ 30,545.52	\$ 45,545.36	\$ (49,893.64)	\$ 30,603.04	\$ 1,721.39	\$ 1,857,773.92
		\$ 61,274.13	\$ 85,159.05	\$ (19,060.76)	\$ 49,444.53	\$ 16,484.34	\$ 6,024,610.24

**Capital Charges Included in above actual bills**

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

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

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 04/29/2014  
Invoice #: 800074325  
Terms: Net 20

Initial Billing for Transition Services Activity: March 2014  
Final Billing for Transition Services Activity: Nov 2013 through Feb 2014

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Payroll	-	-	-	-	-	-	-
Employee Benefits	-	-	-	-	-	-	-
Pension Administration	-	-	-	-	-	-	-
Labor Relations	-	-	-	-	-	-	-
Staffing Support	-	-	-	-	-	-	-
<b>Human Resources</b>	-	-	-	-	-	-	-
Financial Reporting	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	3,831.38	2,546.80	6,378.18	6,378.18
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
<b>Finance</b>	-	-	-	<b>3,831.38</b>	<b>2,546.80</b>	<b>6,378.18</b>	<b>6,378.18</b>
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	-	-	-	-
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	-	-	-	-
Resource & Workload Planning	-	-	-	-	-	-	-
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	395.64	-	395.64	395.64
Sub Mtnc Programs /Engineering	-	-	-	5,266.87	-	5,266.87	5,266.87
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	-	-	-	-
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	249.93	(176.50)	73.43	73.43
Relay & Protection	-	-	-	9,774.66	-	9,774.66	9,774.66
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	36,902.72	-	36,902.72	36,902.72
Network Strategy & Planned Major Mtnc	-	-	-	-	-	-	-
Operations Regulatory Support	-	-	-	-	-	-	-
Emergency Mtnc Engineering & Technical Svcs	-	-	-	-	-	-	-
Mandated Programs, inc Leak Surveys	-	-	-	-	-	-	-
LNG Compliance & Training	-	-	-	-	-	-	-
Gas Engineering & Design	-	-	-	-	-	-	-
QA/Analysis & Process Improvement	-	-	-	-	-	-	-
Gas Support/Workload Planning	-	-	-	-	-	-	-
Meter Ops/Meter Shop	-	-	-	-	-	-	-
Reliability Planning	-	-	-	-	2,291.50	2,291.50	2,291.50
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	489.16	489.16	489.16
<b>Operations</b>	-	-	-	<b>52,589.82</b>	<b>2,604.16</b>	<b>55,193.98</b>	<b>55,193.98</b>
Energy Efficiency	-	-	-	131.56	-	131.56	131.56
C&I Sales/Support	-	-	-	-	-	-	-
<b>Energy Solutions Delivery &amp; Efficiency</b>	-	-	-	<b>131.56</b>	-	<b>131.56</b>	<b>131.56</b>
Network Control	-	-	-	13,259.36	-	13,259.36	13,259.36
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	17,090.01	17,090.01	17,090.01
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	-	-	-
Gas Load Forecasting	-	-	-	-	-	-	-
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
<b>Energy Control &amp; Supply</b>	-	-	-	<b>13,259.36</b>	<b>17,090.01</b>	<b>30,349.37</b>	<b>30,349.37</b>
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
<b>Project Management</b>	-	-	-	-	-	-	-
HS&E Monitoring,Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmetal Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	-	-	-
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
<b>Health, Safety &amp; Environment</b>	-	-	-	-	-	-	-
Site Services	-	-	-	-	-	-	-
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
<b>Security</b>	-	-	-	-	-	-	-
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-
<b>Supply Chain &amp; Inventory</b>	-	-	-	-	-	-	-
Call Center Ops	3,399.48	(3,399.48)	-	17,026.42	-	17,026.42	17,026.42

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

Liberty Utilities  
11 Northeastern Blvd  
Salem, NH

Date: 04/29/2014  
Invoice #: 800074325  
Terms: Net 20

Initial Billing for Transition Services Activity: March 2014  
Final Billing for Transition Services Activity: Nov 2013 through Feb 2014

TSA Name	Prior Month Adjustment			Initial Billing			Invoice Total
	Granite State	Energy North	Total	Granite State	Energy North	Total	
Meter Rdg, Billing & Payment Processing	(82,430.14)	-	(82,430.14)	39,901.13	-	39,901.13	(42,529.01)
Collections Support	-	-	-	-	-	-	-
New Business Admin	-	-	-	4,825.45	-	4,825.45	4,825.45
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	(454.38)	-	(454.38)	(454.38)
<b>Customer Service</b>	<b>(79,030.66)</b>	<b>(3,399.48)</b>	<b>(82,430.14)</b>	<b>61,298.62</b>	<b>-</b>	<b>61,298.62</b>	<b>(21,131.52)</b>
General	-	-	-	85.55	-	85.55	85.55
Regulatory Reporting	-	-	-	-	-	-	-
<b>Regulatory Support</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>85.55</b>	<b>-</b>	<b>85.55</b>	<b>85.55</b>
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
<b>Records Management</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Business Applications	4,846.84	(11,057.71)	(6,210.87)	62,969.97	5,701.34	68,671.31	62,460.44
Collaboration Services	-	-	-	-	-	-	-
Data Centers	2,409.85	507.95	2,917.80	-	-	-	2,917.80
Client services	2,731.60	-	2,731.60	-	-	-	2,731.60
Contracts & Licenses	33,045.43	(29,525.55)	3,519.88	(12,577.11)	48,669.09	36,091.98	39,611.86
Infrastructure Services	(32,279.82)	(9,284.78)	(41,564.60)	38,787.20	23,288.27	62,075.47	20,510.87
Networking Support	224.41	1,455.37	1,679.78	-	-	-	1,679.78
EMS/SCADA	7,704.63	849.06	8,553.69	1,688.09	-	1,688.09	10,241.78
Security Services	-	-	-	-	-	-	-
<b>IT</b>	<b>18,682.94</b>	<b>(47,055.66)</b>	<b>(28,372.72)</b>	<b>90,868.15</b>	<b>77,658.70</b>	<b>168,526.85</b>	<b>140,154.13</b>
<b>TOTAL</b>	<b>(60,347.72)</b>	<b>(50,455.14)</b>	<b>(110,802.86)</b>	<b>222,064.44</b>	<b>99,899.67</b>	<b>321,964.11</b>	<b>211,161.25</b>

CHECK

Please remit payments to the following:

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

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

**Attachment A.3 – Monthly Transition Progress**  
**Liberty Utilities (Granite State Electric) Corp.**

<b>Liberty Utilities (Granite State Electric) Corp.</b>				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	07/14
Operations	06/13	11/13		07/14
Energy Solutions Delivery and Efficiency				06/14
Energy Control and Supply	03/13 <sup>1</sup> 06/13 <sup>2</sup>	11/13 <sup>2</sup>	01/14 <sup>2</sup>	07/14 <sup>1</sup> 07/14 <sup>2</sup>
Project Management		4/13		11/13
Health Safety and Environment				11/12
Security		05/13		04/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support				06/14
Regulatory Support				03/14
Records Management				07/13
IT Transition Services				06/14

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

**Attachment A.3 – Monthly Transition Progress**

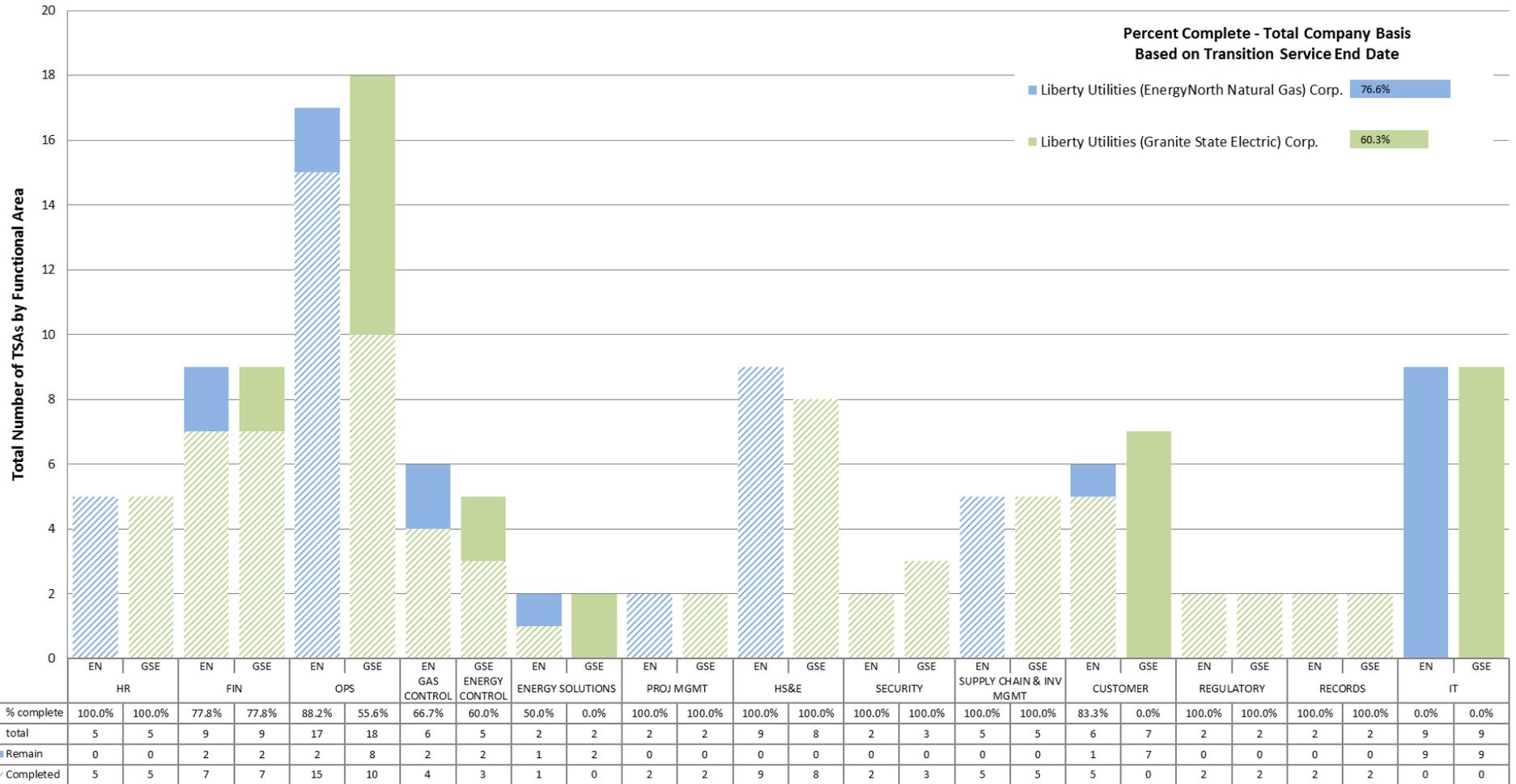
**Liberty Utilities (EnergyNorth Natural Gas) Corp.**

<b>Liberty Utilities (EnergyNorth Natural Gas) Corp.</b>				
	25%	50%	75%	100%
<i>Transition Service Group</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Human Resources			11/12	05/13
Financial Services	02/13		11/13	07/14
Operations	03/13	07/13	01/14	07/14
Energy Solutions Delivery and Efficiency		12/13		06/14
Energy Control and Supply	03/13 <sup>2</sup>	07/13 <sup>1</sup> 07/13 <sup>2</sup>	09/13 <sup>1</sup> 01/14 <sup>2</sup>	07/14 <sup>1</sup> 07/14 <sup>2</sup>
Project Management		12/12		11/13
Health Safety and Environment			11/12	12/13
Security				04/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support			12/13	05/14
Regulatory Support				03/14
Records Management				07/13
IT Transition Services				06/14

<sup>1</sup>Energy Procurement

<sup>2</sup>Operations

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



**ATTACHMENT B**

**IT STATUS REPORTS**

Please see the following attachments:

Attachment B.1 – IT Monthly Overall Status Information

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

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

**Attachment B.1 - IT Monthly Overall Status Information**

*Please see attached.*

# Granite State and Energy North Transition Governance Update

March 26, 2014

# Highlights

## ▪ Program overview:

- Overall program remains yellow but steady. Aggressive schedules and competing priorities for both internal {IT and Business} and external resources contribute to the concerns.
  - Specific items causing this status are:
    - M2C – concern over ability to complete remaining testing within the schedule and to mitigate the issues that will arise during testing.
    - WM – challenge in getting users comfortable with the solution and finalizing design and data decisions.
- Cogsdale version 29 was delivered on March 03 as planned and where possible functionality that was delivered was tested as part of cycle 3 testing. The final testing cycle {4} began March 22.
- Cycle 4 testing began with a dress rehearsal of the Memorial day weekend cutover. The purpose of the rehearsal is to refine the cutover time line and help ensure understanding and coordination of integrated tasks. Tasks are performed by NGrid / Liberty business and IT resources as well as third party vendors. As anticipated the rehearsal has identified opportunities for improvement.

# Highlights (Cont.)

- Settlements, EDI, Itron, Cisco workstreams all progressing well.
- WennSoft cycle 2 testing completed, minor defects identified and remediation in progress in conjunction with Meter to Cash team. Participated in dress rehearsal with all tasks completed as planned. Updated code for Cogsdale-WennSoft integration, to address complex meter configurations, received from vendor on March 24th.
- Quadra early go live has been deferred to allow both Business and It resources to focus on the joint deployment of Designer integrated with Quadra for Memorial day weekend.
- All operations and engineering systems {Gas- GIS and SCADA, Electric- GIS and SCADA, Designer and OMS- Responder} are making good progress. Competing priorities for both Liberty and Telvent resources are a significant concern. Integrated deployment plans are nearing completion and will help us focus on priorities.
- The business readiness workshop held last month has resulted in an increased focus on solution \ business readiness. Business units and the IT team are work together to understand and mitigate potential gaps.

# Appendix

Overall Project Health		Project is progressing well but it is yellow due to Cogsdale delivery schedule.
Category Health	  	<b>Timelines</b> - Compressed <b>Resources</b> - no issues <b>Scope</b> - no issues.
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> </ol>	<p>Cycle 3 testing in progress– Release 11.29 delivered by Cogsdale which Included Service order integration testing, Customer Choice and TOU.</p> <p>Demo held week of March 10<sup>th</sup>.</p> <p>System function tests – 560 of 943 test scripts executed 119 failed (21%)- Failures being addressed. 133 blocked and 250 still to be executed (Customer Choice, Service orders, Regression and Finance GL)</p> <p>Control Totals – Reviewed with business stakeholders March 14 – Financial totals within allowable tolerance once identified issues are addressed. More work is stilled required for Non-Financial totals.</p> <p>Sample bill files sent to Fiserv to continue development of the Electric bill.</p> <p><b>Key planned Accomplishments for the next reporting period:</b></p> <p>Continue cycle 3 testing – Cycle extended to March 21<sup>th</sup>.</p> <p>Receive CSM 11.29.1 from Cogsdale – Remaining TOU functionality.</p> <p>Dress Rehearsal 2 – March 22<sup>nd</sup> Weekend.</p> <p>Payment – Continue to work on all payment channels with vendor.</p>

<b>Overall Project Health</b>		<b>Overall Health is Green trending yellow.</b>
<b>Category Health</b>	  	<p><b>Timelines</b> - -On target for May 2014 electric deployment.</p> <p><b>Resources</b> - Resources working on design and configuration for Electric activities and on completing Quadra setup for testing.</p> <p><b>Scope</b> - No change.</p>
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> </ol>	<p>Quadra replanning activities shared with business team – workshop booked in NH to review outstanding items</p> <p>Cancelled deployment of new NGrid JCJD file for Quadra (due to delays in completing testing, the interim process of STORMS to Quadra is not feasible to deploy before Go Live, and focus is being shifted to Designer-Quadra integration and testing).</p> <p>Quote for AVLS application received from TrackStar, procurement in process (new license and server to be set up at LU data centres).</p> <p>Procurement of ToughBooks for New Hampshire Ops team initiated</p> <p><b>Key Planned Accomplishments for the next reporting period:</b></p> <p>Continue with Quadra replanning activities, including workshop March 19 and 20 in NH.</p> <p>Receive Dress Rehearsal #2 extracts of Work Management applications from Ngrid.</p> <p>Receive extract of AVLS data for testing with TrackStar AVLS.</p> <p>Receive updated code for Cogsdale-WennSoft integration, to address complex meter configurations.</p>



<p><b>Overall Project Health</b></p>		<p><b>The projects are in decent health; however there are some issues with the potential to negatively impact schedules.</b></p>
<p><b>Category Health</b></p>	  	<p><b>Timelines</b> - <i>The Electric GIS data needs some significant fixes for use with Responder (OMS). Liberty Utilities found solutions to manually make the fixes. This adds unplanned efforts to the project.</i></p> <p><b>Resources</b> - <i>There are multiple projects with tight time constraints running in parallel and sharing resources. All resources are fully allocated and in some cases contributing extra efforts</i></p> <p><b>Scope</b> - <i>No issues</i></p>
<p><b>Transition Update</b></p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> </ol>	<p><b>OASyS (SCADA):</b>                      Transfer of NGrid's Sensus Pole Top Recloser hosted solution is in progress.                      Gas Pre-Site Acceptance Testing is in progress. Schneider is validating the systems and infrastructure in preparation for Site Acceptance Testing                      Gas Operators completed OASyS training.</p> <p><b>ArcFM (GIS):</b>                      Received final electric data migration from Schneider. Liberty is testing the data deliverable.                      It will be very difficult to go live with gas and electric at the same time since Liberty and Schneider are using the same resources across these projects as well as Responder and Designer.</p> <p><b>Designer (GIS):</b>                      Schneider components of the Quadra to Designer integration 85% complete.                      Received a final set of CUs from NH.                      Set the deployment plan (testing, training, roll out) with Schneider. Verifying the plan with NH.</p> <p><b>Responder (OMS)</b>                      Installation and configuration of Liberty's test and production environments is in progress.                      Custom Reports development is in progress.                      Set the deployment plan (testing, training, roll out) with Schneider. Verifying the plan with NH.</p>

<b>Overall Project Health</b>		<b>The contract has been signed and the project is progressing well.</b>
<b>Category Health</b>		<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> </ol>	<p>Processed and coded changes to fill gaps.</p> <p>Identified any new processes.</p> <p>Updated existing maps for Trading Partners and created new maps.</p> <p>Developed and approved the cutover plan.</p> <p>Test scripts created and approved for integrated testing Cogsdale to EDI and EDI to Cogsdale.</p> <p>Finished Testing with Trading Partner (initial Retailer).</p> <p>Configured all trading partners in system.</p> <p><b>Testing Status:</b></p> <p>Systrends provided their test plan that will be used with each of the Retailers - John Warshaw and Melyssa Flaherty to review.</p> <p>Allan Boucher completed a walkthrough with QA and New Hampshire business team of Cogsdale Customer Choice code enhancements for enrollments / drops / switches, historical usage and invoice/payment transactions</p> <p>Completed Cogsdale configuration of rate table extension, marketer table, and marketer rates to be used in testing</p> <p>Daily testing checkpoint meetings have been scheduled with QA and Supplier Services business team</p> <p>Initial set of .xml request files created by Systrends for testing of historical usage</p>

<b>Overall Project Health</b>		<b>The contract has been signed the project is progressing well.</b>
<b>Category Health</b>		<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues
<b>Transition Update</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	<p>Developed and approved the cutover plan.</p> <p><b>Cycle 1 Testing:</b></p> <p>MV90 data and HSP data has been delivered to CGI.</p> <p><b>Testing Update</b></p> <p>Daily testing checkpoint meetings have been scheduled with QA and Load Data Services business team for Cycle 1 testing.</p> <p><b>Cutover Planning</b></p> <p>Allan Boucher updated detailed task list for LERS cutover to include configuration design book tasks and prioritization of MV90 summary maps for interval metered consumption points.</p> <p>Cutover contingency planning - Allan Boucher will conduct knowledge transfer sessions in April to ensure resources trained to create IDR, DLD and HSP files during the cutover period</p>

Overall Project Health		The Infrastructure team is underway with progress on Electric Scada network and the planning for additions to business systems, customer systems, call management systems, data and telecom requirements for Electric operations.
Category Health		<b>Timelines</b> - no issues <b>Resources</b> - no issues <b>Scope</b> - no issues
Transition Update	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	<p><b>OMS:</b> Vendor now installing application at New Jersey data center . Infrastructure and Application team assisting vendor and daily sessions for install tasks , progress is going well.</p> <p><b>Sensus VPN:</b> Vendor provided information for turn up , working with Sensus on a schedule date for turn up of link</p> <p><b>Radios:</b> Region has submitted purchase order for 9 new Toughbook PC , Two Way radio PO being submitted this week, local IT meeting with Trans-Cor on install of equipment in trucks for power modems, code blue switches. AVLS vendor meetings to discuss setup and install of servers in Liberty Network and transfer of data / config from National Grid.</p> <p><b>Key Planned Accomplishments for the next reporting period:</b></p> <p>4. Toronto Data Center – Scada network and servers in configuration by Telvent - Continues</p> <p>5. New Jersey data center - Scada servers in configuration with Telvent - Continues.</p>

## NG Team Status

<p>Overall Project Health</p>		<p><b>Project schedules are compressed and will need to be tightly managed. A number of activities are overlapping which can cause additional strain on the resources and plans.</b></p>
<p>Category Health</p>		<p><b>Timelines</b> - IT timelines are being revisited for future releases to ensure alignment with Liberty.  <b>Resources</b> - no issues  <b>Scope</b> - Minor work to implement some items held out of Day 2 are being managed.</p>
<p>Transition Update</p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> <li>9.</li> <li>10.</li> <li>11.</li> <li>12.</li> <li>13.</li> <li>14.</li> <li>15.</li> <li>16.</li> <li>17.</li> <li>18.</li> <li>19.</li> </ol>	<p>Collections cutover strategy confirmed. Experian to stop NH referrals on 4/30 and recall accounts from agencies 5/16.</p> <p>Payment processing approach discussed and waiting confirmation from LU / Fiserv.</p> <p>CSS data rollback strategy defined in case of a final No-Go.</p> <p>Continued NG / LU weekly cutover planning sessions in Work Management and Customer streams.</p> <p>Financial control total validated. Discrepancies understood and corrections in progress for C 4.</p> <p>Six (6) CSS cutover reports completed and will be provided to LU during the dress rehearsal.</p> <p>Walked through LERS cutover plan with NG &amp; LU business and IS teams.</p> <p>Provided EDI Inbound and Outbound Files to Liberty for Feb 2014.</p> <p>Meeting held with Liberty to transition Electrical Substation Data (Maps and Drawings).</p> <p>SPIPE data extract and control counts for Feb data delivered to LU.</p> <p>ArcFM GIS full volume data provided to Liberty.</p> <p>ArcFM Viewer February data extracted and delivered to LU.</p> <p>FeedPro application data requirements finalized and Feb data to be sent by 3/14.</p> <p>PowerON application descoped. GIS data will be pulled from Smallworld and OMS data will be sent from IDS application.</p> <p>Guidance provided for query to identify all open work requests with open requirement number.</p> <p>Sample MWORK DW data extract delivered to LU, waiting on feedback.</p> <p>Continue to hold RTU/Electric SCADA implementation planning meetings with Liberty (Chuck Wilson-EIG).</p> <p>Liberty has requested a change in asset ownership for the Golden Rock substation with respect to equipment behind the panels. Legal will review with the New Hampshire NGRID Regulatory staff and get back to Bob and John.</p> <p>As of 3/13/2014, Liberty has re-issued the TSA termination paperwork regarding the AMAG to C-Cure conversion at Liberty.</p>

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

*Please see attached.*

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

<b>Liberty Utilities (Granite State Electric) Corp.</b>							
		<b>Functionality Design</b>	<b>Data Conversion Plan</b>	<b>Testing Design</b>	<b>Testing Begins</b>	<b>Cutover Planning</b>	<b>Implementation Target</b>
		<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>	<i>MMYY</i>
Meter to Cash	Cogsdale	12/13	09/13	09/13	10/13	03/14	05/14
	Itron	Currently in place	N/A	12/13	01/14	03/14	05/14
	IVR	Currently in place	N/A	12/13	01/14	03/14	05/14
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	03/14	05/14
Gastar	Gastar	NA	NA	NA	NA	NA	NA
Engineering and Operations	GIS – ArcFM	01/14	12/13	02/14	04/14	03/14	05/14
	Designer	01/14	NA	03/14	04/14	04/14	05/14
	Responder (Outage Mgmt. System)	01/14	Pending	02/14	04/14	03/14	05/14
	Fortis (Document Mgmt. System)	NA	NA	NA	NA	NA	NA
	SCADA	10/13	10/13	01/14	12/13	01/14	05/14
Work Management	Equipment Management	02/14	02/14	02/14	02/14	04/14	05/14
	Service Management	02/14	02/14	02/14	02/14	02/14	05/14
	Mobile Tech	02/14	02/14	02/14	02/14	02/14	05/14
	Job Cost	02/14	02/14	02/14	02/14	02/14	05/14
	Work Estimating (Quadra)	06/13	10/13	9/13	11/13	11/13	12/13

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

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

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

*There are no changes to report this month.*

**Attachment C – Updated Structural Organizational Charts**

*There are no changes to report this month.*