

STATE OF NEW HAMPSHIRE

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PUBLIC UTILITIES COMMISSION
21 S. Fruit St., Suite 10
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NHPUC 12MAY14PM1:59

May 12, 2014

Debra A. Howland
N.H. Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301

RE: DG 11-040 Status Conference Regarding Liberty's Information Technology
Transition and Customer Account Conversion Issues

Dear Ms. Howland:

Enclosed please find a series of questions for the Commission's consideration in connection with the upcoming May 27, 2014 status conference scheduled in the above-referenced proceeding. In preparing the suggested questions, Staff has considered Liberty's April 24, 2014 response to Staff's April 16, 2014 memorandum and has identified areas where further information, explanation and discussion appear to be warranted. The questions are grouped by subject matter and in order of identification in the April 16, 2014 Staff memo.

Staff recommends that Liberty be instructed to attend the status conference prepared to address these questions with the appropriate executive and managerial personnel and other subject matter experts, including such subject matter experts as are engaged by Liberty as consultants, contractors or vendors.

Sincerely,

A handwritten signature in blue ink that reads "Amanda O. Noonan".

Amanda O. Noonan
Director, Consumer Affairs

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:**
- DEBRA A HOWLAND
EXECUTIVE DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429
- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.**
- c) Serve a written copy on each person on the service list not able to receive electronic mail.**