

STATE OF NEW HAMPSHIRE  
BEFORE THE  
PUBLIC UTILITIES COMMISSION

N.H.P.U.C. Case No.	DG 10-017
Exhibit No.	# 9
Witness	Panel 1
DO NOT REMOVE FROM FILE	

EnergyNorth Natural Gas, Inc. d/b/a National Grid NH

Docket DG 10-017

Direct Testimony  
of  
Susan L. Fleck

February 26, 2010

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1   **I.    INTRODUCTION AND QUALIFICATIONS**

2   **Q.    Please state your full name, business address and title.**

3   A.    My name is Susan Fleck. My business address is 40 Sylvan Road, Waltham, MA  
4        02451. I am Vice President of Engineering Standards and Policy for National  
5        Grid USA (“National Grid”).

6

7   **Q.    Please describe your educational background and professional experience.**

8   A.    I received a B.S. in Civil Engineering from Carnegie-Mellon University in 1980.  
9        In 1989, I received an M.B.A. with a finance concentration from Boston College.  
10       From 1980 to 1981, I worked as an engineer for Columbia Gas Transmission  
11       Company in the Measurement and Regulation Department. In 1981, I joined The  
12       Brooklyn Union Gas Company as an Engineer, where I remained until 1982.  
13       From 1982 to 1985, I was employed by Consolidated Edison Company as an  
14       Associate Engineer in the Gas Operations Department. In 1985, I joined Boston  
15       Gas Company (“Boston Gas”) as a Measurement and Design Engineer. I  
16       remained with Boston Gas through the end of 2000, progressing through  
17       numerous positions including: Superintendent Distribution Administration,  
18       Director Distribution System Planning, Group Leader Distribution System  
19       Design, Construction Engineer, Vice President Engineering and Gas Control, and  
20       Vice-President Engineering and Environmental Management. Following the  
21       acquisition of Boston Gas by KeySpan Corporation (“KeySpan”), I relocated to  
22       New York and was named Vice-President NYC Gas Operations for KeySpan

1 Energy Delivery New York. Following the acquisition of KeySpan Corporation  
2 by National Grid plc in August of 2007, I returned to New England and was  
3 named to my current position.

4

5 **Q. Are you a member of any professional organizations?**

6 A. Yes. I am a member of the American Gas Association. I am also a member of  
7 the American Society of Civil Engineers.

8

9 **Q. Have you ever testified before a regulatory agency?**

10 A. Yes. When I was with Boston Gas, I testified before the Massachusetts  
11 Department of Public Utilities in support of a proposal to uprate the intermediate  
12 pressure distribution system. I have submitted written testimony and have  
13 testified before the Rhode Island Public Utilities Commission in National Grid's  
14 last gas rate case. I also submitted written testimony in the last rate case for  
15 EnergyNorth Natural Gas, Inc. d/b/a National Grid NH ("National Grid NH"), DG  
16 08-009.

17

18 **Q. Please briefly describe your current areas of responsibility for National Grid.**

19 A. In my position as Vice-President of Engineering Standards and Policy, I have  
20 several areas of responsibility. First, I am responsible for ensuring Gas  
21 Operations' compliance with all state and federal codes and standards related to  
22 gas pipeline safety. This includes responsibility for reporting and  
23 communications with regulatory agencies. Second, I am responsible for review,

1 development and communications of all internal company policies, codes and  
2 standards related to gas pipeline safety. Third, I am responsible for material  
3 specifications and review of material failures. Finally, I am responsible for  
4 coordination of National Grid's research and development activities that relate to  
5 gas pipeline safety.

6  
7 **II. PURPOSE OF TESTIMONY**

8 **Q. What is the purpose of your testimony?**

9 A. My testimony: (i) describes the gas operations of National Grid NH (also referred  
10 to as the "Company") and its system investment plans; (ii) discusses capital  
11 improvements to the National Grid NH system since the Company's last base rate  
12 case; (iii) discusses the non-growth capital investments that the Company makes  
13 and their impact on the Company's ability to earn the rate of return authorized by  
14 this Commission as well as the Company's proposal to adjust rates to reflect such  
15 capital additions; and (iv) provides an overview of the Company's performance  
16 versus some key metrics that were established in the KeySpan/National Grid  
17 merger proceeding.

18  
19 **III. NATIONAL GRID NH OPERATIONS AND SYSTEM INVESTMENT**

20 **Q. Would you please provide an overview of National Grid NH's operations?**

21 A. National Grid NH distributes natural gas to approximately 86,000 residential,  
22 commercial, and industrial customers in 30 cities and towns in southern and

1 central New Hampshire as well as to the City of Berlin in northern New  
2 Hampshire. The system consists of 1,329 miles of distribution main.

3

4 **Q. When were National Grid NH's delivery rates last reviewed by the**  
5 **Commission?**

6 A. In February 2008, the Company filed its first rate case in over fifteen years. The  
7 rates in that case, DG 08-009, were effective as of August 24, 2008. As I  
8 discussed in my testimony in that proceeding, the Company was able to maintain  
9 rate stability during the period between its 1991 rate case and its 2008 rate case  
10 through a combination of sales growth, merger synergies and cost reductions, and  
11 efficiency programs. Ultimately, inflation, investment in non-growth-related  
12 capital projects designed to improve the safety and reliability of the Company's  
13 distribution system and other increases in the costs of providing service to  
14 customers caught up with the Company and affected its financial performance.  
15 Frankly, there was also a period of time when the Company's earnings level was  
16 sufficiently low that it would normally have triggered a rate filing, but the  
17 pending KeySpan/National Grid merger discussions delayed that filing.

18

19 **Q. What has occurred with regard to the Company's ongoing capital investment**  
20 **in its system that has resulted in the Company deciding to seek rate relief in**  
21 **this case, given that its 2008 rate case was only recently finally resolved?**

22 A. As I will discuss below, only about 44% of the Company's capital investment has  
23 been growth-related in recent years. The remainder of the capital investment

1 relates to non-revenue-producing projects. At the same time, as other witnesses  
2 discuss in their testimony, the Company has seen minimal customer growth and  
3 essentially flat usage per customer. The combination of substantial ongoing  
4 capital spending on non-growth-related projects and flat or declining sales has  
5 resulted in the Company's being unable to earn its allowed return. This subject is  
6 addressed in detail by Dr. Tierney, whose testimony discusses the ratemaking  
7 mechanisms traditionally employed in New Hampshire and the challenges this  
8 poses to the Company's ability to earn its allowed rate of return almost  
9 immediately upon the setting of new rates. Through my testimony, I hope to  
10 explain what is going on in the Company's capital investment program that  
11 contributes to this challenge and what the Company hopes can be done to address  
12 it.

13

14 **Q. Can you provide a breakdown of the Company's capital spending between**  
15 **growth and non-growth related projects?**

16 A. Yes. Attachment SLF-1 provides a detailed listing of the investments since the  
17 last rate case, broken down into growth-related projects, mandatory projects<sup>1</sup>,  
18 reliability-related projects, discretionary projects and capital allocations. As  
19 Attachment SLF-1 shows, about 55% of the capital investment is non-  
20 discretionary and non-growth related in nature.

---

<sup>1</sup> Mandatory projects include projects where the timing of the project is discretionary, although the ultimate need for the project is not. Included in this category would be main replacements where the Company can coordinate project timing with a governmental paving project.

1 **Q. Please describe the major capital projects undertaken by the Company since**  
2 **its last rate case that are included in rate base in this case.**

3 A. The Company's total capital additions in the two years since the test year utilized  
4 in its last rate case (the twelve months ending June 30, 2007) total approximately  
5 \$36.9 million. Of this amount, \$16.4 million relates to revenue-producing  
6 projects. The two largest growth-related projects were a system reinforcement on  
7 Nashua Street in Amherst and a new main to serve the new prison constructed in  
8 Berlin. Of the \$36.9 million total in rate base additions, non-revenue-producing  
9 projects equaled \$20.3 million, \$4.1 million of which is included in the  
10 Company's cast iron/bare steel ("CIBS") replacement program. (As the  
11 Commission is aware, under the approved settlement in the KeySpan/National  
12 Grid merger proceeding, DG 06-107, all but \$500,000 of the approved investment  
13 in the CIBS replacement program is eligible for inclusion in an annual rate  
14 adjustment mechanism.) This leaves \$16.2 million in other non-revenue-  
15 producing projects for which the Company has no ability to recover its costs  
16 outside a base rate proceeding.

17

18 **Q. Please provide an overview of the types of projects that are included in the**  
19 **\$16.1 million in other non-revenue-producing projects that are not included**  
20 **in the annual rate adjustment mechanism for CIBS projects.**

21 A. The major projects within this non-revenue-producing category include  
22 approximately \$6.6 million (18% of total capital spending) for public works-  
23 related spending in connection with cast iron encroachments and main

1 replacements and relocations due to street reconstruction. These projects include  
2 replacing or relocating pipe in conjunction with public works projects on Kinsley  
3 Street, Nashua; Pine Street, Front Street, Jewett Street, Mast Road, Union Street,  
4 Lake Avenue, and Cross Street in Manchester; Rockland Avenue, Goffstown; and  
5 Fisherville Road in Concord. The other projects were all main replacements that  
6 were carried out pursuant to the Company's cast iron encroachment policy, which  
7 requires the replacement and/or protection of cast iron piping which will become  
8 exposed and undermined or will otherwise be subjected to undue stresses because of  
9 its proximity to third party or in house excavations. (Projects undertaken pursuant  
10 to the Company's cast iron encroachment policy are not of a nature that they  
11 would qualify for recovery under the CIBS rate adjustment mechanism.) Despite  
12 the substantial capital cost of these projects, they do not generate new revenues  
13 because these projects simply involve replacement of existing mains of a similar  
14 size.

15  
16 In addition, the Company incurred approximately \$3.9 million in unremunerated  
17 mandated capital expense related to service replacements and meter purchases.  
18 The last category of unremunerated capital expense includes approximately \$4.1  
19 million in maintenance work at LNG plants, take stations and district regulators.  
20

21 **Q. In the direct testimony submitted by Mr. Lombardo and Mr. Adams, they**  
22 **note that the Company expects to incur substantial additional costs**  
23 **associated with changes in excavation and pavement restoration**

1           **requirements adopted by the cities of Manchester and Concord. Will the**  
2           **new requirements have an impact on capital spending or just operating**  
3           **expense?**

4       A.     The expanded requirements will increase the Company's capital costs as well as  
5           its operating expenses associated with excavation projects in those cities. As  
6           noted by Mr. Lombardo and Mr. Adams, annual operating costs will increase by  
7           \$212,411 because of increased cut back requirements. In addition, the increased  
8           cut back requirements will result in an increase in capital expenditures for all  
9           projects in these municipalities. These additional capital costs are all non-  
10          revenue-producing in nature.

11

12       **Q.     Is it common for new requirements, such as the paving requirements in**  
13       **Manchester and Concord, to arise causing additional costs?**

14       A.     New and often onerous paving and permit requirements are becoming more  
15           common in recent years, often causing additional costs and project delays for  
16           utilities working in the public right of way. These new mandates increase the  
17           Company's operating costs and required investment, yet there is no new revenue  
18           associated with the additional investment and so, under the current system of  
19           setting rates, in the absence of a new general rate case, they result in a direct  
20           erosion of the Company's earned return. As Dr. Tierney's testimony explains,  
21           that is why the Company is proposing an annual rate adjustment mechanism—to  
22           attempt to capture costs of this nature in a more timely manner.

23

1 **Q. What efforts does the Company make to coordinate its main replacement**  
2 **activities with work being undertaken by municipal, state or federal entities**  
3 **that may be planning projects in the public right of way?**

4 A. The Company has a robust program that is designed to take advantage of  
5 opportunities to minimize spending by coordinating its construction activities  
6 with local, state and federal government agencies' own plans to perform work in  
7 the public right of way. This program includes fostering ongoing relationships  
8 with the municipalities and agencies in our service territory by:

- 9 • Hosting informational meetings for all local DPW officials and their staff.
- 10 • Issuing letters to all municipalities and state and federal agencies requesting  
11 lists of public works and paving projects planned for each year.
- 12 • Assigning an individual to serve as an Internal Liaison for each municipality  
13 that the Company serves in order to ensure an ongoing flow of information.

14

15 The Internal Liaisons actively communicate with the agencies in their assigned  
16 areas through email, phone conversations, and face-to-face meetings. The  
17 Liaisons are in contact at least once a month with any municipality where the  
18 Company has cast iron main, and at least four times annually with municipalities  
19 where the Company does not have cast iron facilities. In addition, the Internal  
20 Liaisons attend pre-construction meetings for any large public works project  
21 (water/sewer/drain/bridge) that includes capital work on our system. They may  
22 also attend coordination meetings during construction of a public works project.

23

1 **Q. Can you identify other ways that the Company has sought to operate more**  
2 **efficiently while continuing to invest in its gas operations?**

3 A. The Company continues to develop and implement new cost-effective and  
4 efficient operational and delivery technologies that focus on system integrity,  
5 customer convenience, and the environment. For example, the Company is now  
6 utilizing keyhole technology to reduce the size of the excavations it makes in  
7 roadways to access its facilities. The Company also continues to focus on quality  
8 assurance programs to ensure that the work performed by its employees and  
9 contractors meets company and regulatory standards. The Company's ReDig  
10 program instituted in 2008 whereby the Company randomly spot checks work on  
11 recently completed projects is one such program that has yielded significant  
12 improvement in terms of the quality of work performed.

13

14 **Q. Is all of the capital investment that the Company has included in rate base in**  
15 **this case used and useful in providing service to the Company's customers?**

16 A. Yes. All of these projects are operational and providing service to the Company's  
17 customers.

18

19 **Q. Were the costs for all of the projects prudently incurred?**

20 A. Yes. The Company continually monitors its capital spending to ensure that  
21 projects are constructed on a least cost basis. There are a number of ways in  
22 which the Company seeks to control the cost of capital projects. First, with regard  
23 to main replacement projects and leak repairs and replacements, as described

1 earlier in my testimony, the Company tries to coordinate its projects with public  
2 works projects in order to minimize paving and excavation costs. Second, the  
3 Company performs an integrity and reliability review of the gas distribution  
4 network every year. Based on the results of the review, the Company establishes a  
5 work plan to ensure continued safe and reliable operation of the network as well  
6 as meeting all regulatory and statutory requirements. The projects identified in  
7 the work plan are designed and project costs are estimated by the Company's  
8 Engineering and Construction organizations in preparation for construction. The  
9 Company's Contract Administration group ensures that, for all work performed  
10 by outside contractors, the work is performed pursuant to contracts that adhere to  
11 National Grid's procurement guidelines and procedures. The Company's  
12 Contractor Oversight group also ensures that all work performed by contractors is  
13 done in accordance with all local, state, and federal rules and regulations, under  
14 the guidelines established by the applicable contracts, as well as all National  
15 Grid's Operating and Maintenance Procedures. In addition, the Company adheres  
16 to the conditions of the merger settlement by ensuring there is a three to four  
17 person span of control within our Contractor Oversight group. Each month a  
18 review of the work status and associated costs is undertaken by our Gas Finance,  
19 Engineering and Construction groups against the budget and work plan.  
20 Revisions and corrective actions are implemented as necessary to stay within  
21 budget and work plan targets.

22  
23 **Q. What are the Company's future system investment plans?**

1 A. National Grid NH plans to invest an additional \$63 million in non-growth-related  
2 capital projects over the next five years. This is comprised of \$21 million of  
3 mandated work due to public works projects, main encroachments and other  
4 similar situations, \$42 million of reliability and system integrity projects and \$0.3  
5 million of capital equipment purchases.

6

7 **Q. Dr. Tierney states in her testimony that the Commission should modify its**  
8 **ratemaking approach by utilizing an updated rate base figure to determine**  
9 **current rates and expanding the existing CIBS rate adjustment mechanism**  
10 **to include public works related capital projects. Please explain, from your**  
11 **perspective, why such a change is needed and what benefit there would be to**  
12 **customers from such a change in ratemaking.**

13 A. As I have already noted, a majority of the Company's capital investment is related  
14 to non-revenue-producing needs. That fact, combined with the flat or declining  
15 usage per customer that the Company has been experiencing, has put the  
16 Company in a situation where it is chronically unable to earn the return allowed  
17 by this Commission. The CIBS rate adjustment mechanism has certainly been  
18 important to the Company in terms of enabling it to better focus on replacing old  
19 and leaking mains and providing some ability to earn a return on that investment  
20 in a more timely fashion, but that program is too limited to be a complete  
21 solution. As currently designed, the CIBS mechanism does not cover the first  
22 \$500,000 of cast iron/bare steel main replacement work nor does it cover other  
23 non-growth related investments. Such a situation puts the Company's need for

1 financial health at odds with the interests of customers, a situation that is plainly  
2 undesirable.

3

4 **Q. What do you mean by that?**

5 A. During the 2008 and 2009 construction seasons, the Company chose not to  
6 replace approximately four miles of leak prone pipe in conjunction with public  
7 works projects that were not included in the current year's work plan because of  
8 the regulatory lag associated with remuneration of the capital expense. If the  
9 Company had the financial support to accelerate replacement of leak prone pipe in  
10 conjunction with public works projects, customers would benefit through a  
11 reduction over the long run in the Company's capital unit costs for paving  
12 restoration. Without regulatory support, however, the Company's rates are  
13 insufficient to pursue such opportunities on an aggressive basis.

14

15 **Q. Can you provide an example of the type of situation you are referring to?**

16 A. This type of situation I am referring to is likely to involve a main that has  
17 experienced an increasing frequency of leaks but where those leaks do not yet rise  
18 to the level of a safety issue. In such situations, the Company can do nothing for  
19 a period of time and simply monitor the main until the leaks become a matter of  
20 greater concern, it can perform a limited repair to address the more problematic  
21 sections of the pipe, or it can replace the main. As I indicated, there are  
22 opportunities to replace such mains at reduced cost when public works projects  
23 cause municipalities to excavate and repave public streets. In fact, the Company

1 monitors municipal plans for such projects and matches the location of those  
2 projects with its own data base of leak prone pipe to look for opportunities to  
3 piggy-back upcoming public works projects. Given the financial pressures on the  
4 Company, it is much less likely to take advantage of such opportunities if the  
5 capital costs cannot be recovered until the next general rate case. The Company  
6 estimates that in 2008 it would have replaced an additional 2.53 miles of main,  
7 and in 2009 it would have replaced an additional 1.43 miles of main associated  
8 with paving projects if more timely recovery of the investment had been possible.  
9

10 **Q. Are capital cost reductions the only benefit of such an opportunistic**  
11 **approach?**

12 A. No. Another significant benefit is increased customer and public satisfaction.  
13 Customer satisfaction is increased because future leaks and service disruptions  
14 can be avoided by replacing aging main before replacement becomes critical and  
15 there is a more extended history of leaks. Public satisfaction is increased because  
16 use of the public right of way is disrupted only once—while the municipality was  
17 undertaking its own project, rather than having to excavate and disrupt use of the  
18 public way on a separate occasion for utility purposes. In addition, abutters of the  
19 project—whether commercial interests or residences— benefit directly from less  
20 disruption of a public way that is immediately adjacent to their home or business.  
21

22 **Q. Hasn't the Company historically performed such work and, if so, why does it**  
23 **now need a rate adjustment mechanism to continue to do so?**

1 A. Yes. The Company has performed such public works-related projects for many  
2 years. As I indicated earlier, however, what has changed is that the Company's  
3 customer growth has slowed substantially in recent years and usage per customer  
4 is now flat or declining. This means that the additional revenue that used to be  
5 available to support non-revenue producing investment has disappeared.  
6 Moreover, the federal economic stimulus spending that is encouraging a  
7 significant expansion of public works projects, which may result in non-  
8 discretionary, non-revenue-producing expenditures, and the advancing age of the  
9 Company's distribution infrastructure are both increasing the need for main  
10 replacements, thereby putting additional pressure on the Company's earnings. The  
11 result is that, without an appropriate cost recovery mechanism, the Company's  
12 incentive is to slow down non-revenue-producing spending that can be delayed in  
13 order to minimize its earnings shortfall.

14

15 **Q. You indicated that the Company has seen very limited customer growth and**  
16 **declining use per customer in recent years. Can you provide supporting**  
17 **data?**

18 A. Figure NG-SFT-2 in Dr. Tierney's testimony shows flat usage per customer over  
19 the last five years. In addition, Attachment SLF-2 shows the number of new  
20 service installations has declined over the last five years, with 2009 installation  
21 volumes 64.5% lower than in 2005 (391 v. 1,100).

22

23 **Q. Is the Company proposing to expand the current CIBS rate adjustment**

1           **mechanism to include other projects?**

2    A.    Yes. The CIBS mechanism has worked well since its approval in DG 06-107, and  
3           the Company is proposing that it be expanded to include all mandatory and  
4           discretionary (as to timing, as noted earlier) public works-related projects. The  
5           discretionary public works projects would be subject to review and approval by  
6           the Commission staff in advance of their implementation, just as the CIBS  
7           replacement projects are currently. In addition, the Company is proposing to  
8           eliminate the \$500,000 threshold under the current CIBS program, so that all  
9           capital invested to replace cast iron and bare steel main would qualify for  
10          inclusion in the adjustment mechanism.

11

12   **Q.    How would such a rate adjustment mechanism work?**

13    A.    The specifics of the process and the timing for adjusting the Company's rates are  
14          discussed in the testimony of Ann Leary.

15

16   **IV.   PERFORMANCE METRICS**

17   **Q.    The settlement agreement from the KeySpan/National Grid merger**  
18          **proceeding provides that the Company will comply with certain emergency**  
19          **response time standards beginning in January 2008. Has the Company**  
20          **continued to comply with that requirement?**

21    A.    Yes. The emergency response time standards to which the Company agreed are  
22          set forth at Exhibit EN-4 of the merger settlement and reproduced below:

1

<b>Emergency Response Performance Measures</b>		
<b>Performance Measures</b>	<b>Response Time</b>	<b>Percent to Achieve</b>
<b>Normal Business Hours</b>	30 Minutes	82%
	45 minutes	90%
	60 minutes	97%
<b>After Hours</b>	30 Minutes	80%
	45 minutes	86%
	60 minutes	95%
<b>Weekends/Holidays</b>	30 Minutes	76%
	45 minutes	84%
	60 minutes	94%

2

3 To meet these emergency response performance targets, the Company developed  
4 and implemented a capacity enhancement strategy that enabled it to reduce  
5 emergency response time after hours and on weekends, the times when historical  
6 performance had been below the agreed upon targets prior to the  
7 KeySpan/National Grid merger. The Company has continued to comply with  
8 these leak response time goals since its last rate case. Attachment SLF-3 shows  
9 the Company's performance in this regard.

10

11 **Q. The merger settlement also provided that by the end of 2008, the Company**  
12 **would answer 80% of calls within 30 seconds. Has the Company complied**  
13 **with this provision?**

14 A. Yes. The call center is not within my area of responsibility and control, but I have

1           obtained information regarding this area from the appropriate Company  
2           personnel. Attachment SLF-4 sets forth the Company's call answering  
3           performance since the merger. Call Center performance has improved  
4           consistently since the merger, and the Company continues to exceed the 80% goal  
5           on a monthly and rolling 12 month average basis since July 2009.

6

7   **Q.    Does that conclude your testimony?**

8   **A.    Yes. It does.**

Capital Projects  
July 2007 to June 2009

		Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Total	Percent
<b>Growth (Revenue Producing)</b>	Growth - Customer Contributions	\$ (247,506)	\$ (297,632)	\$ (545,138)	
	Growth - Fitting	\$ 238,020	\$ 343,827	\$ 581,847	
	Growth - Install Main	\$ 2,051,337	\$ 1,900,299	\$ 3,951,636	
	Growth - Install Services	\$ 2,086,281	\$ 2,723,886	\$ 4,810,166	
	Growth - Meter Installations	\$ 128,550	\$ 111,232	\$ 239,783	
	Growth - Meter Purchases	\$ 333,305	\$ 355,208	\$ 688,513	
	Growth - Sales Fulfillment	\$ -	\$ 20,262	\$ 20,262	
	Growth - System Reinforcement	\$ 4,382,948	\$ 2,253,720	\$ 6,636,669	
<b>Growth Total</b>		<b>\$ 8,972,935</b>	<b>\$ 7,410,803</b>	<b>\$ 16,383,738</b>	<b>44%</b>
<b>Mandated Non Remunerated</b>	Mandated - Corrosion	\$ 592,292	\$ 751,703	\$ 1,343,994	
	Mandated - CSC	\$ 4,065,041	\$ 2,575,781	\$ 6,640,821	
	Mandated - Main Replacement	\$ 783,956	\$ 3,356,197	\$ 4,140,153	
	Mandated - Maintain Programs	\$ 126,954	\$ 163,708	\$ 290,662	
	Mandated - Meter Changes	\$ 192,438	\$ 199,069	\$ 391,507	
	Mandated - Meter Purchases	\$ 375,720	\$ 669,828	\$ 1,045,548	
	Mandated - Pipeline Integrity	\$ 179	\$ -	\$ 179	
	Mandated - Reimbursements	\$ (867,128)	\$ (64,925)	\$ (932,053)	
	Mandated - Service Replacements Proactive	\$ 131,031	\$ 6,621	\$ 137,652	
	Mandated - Service Replacements Reactive - Leaks	\$ 620,342	\$ 820,902	\$ 1,441,244	
	Mandated - Service Replacements Reactive - Other	\$ 677,828	\$ 707,637	\$ 1,385,465	
	Mandated -Reimbursables	\$ 101,415	\$ 177,009	\$ 278,425	
<b>Mandated Non Remunerated Total</b>		<b>\$ 6,800,068</b>	<b>\$ 9,363,530</b>	<b>\$ 16,163,598</b>	<b>44%</b>
<b>Madated Remunerated Total</b>	<b>Mandated - Main Replacement</b>	<b>\$ 783,956</b>	<b>\$ 3,356,197</b>	<b>\$ 4,140,153</b>	<b>11%</b>
<b>Non Rev Producing Reliability</b>	N/A	\$ 28,499	\$ 52,884	\$ 81,383	
	Reliability - Gas Planning	\$ 600,263	\$ 591,909	\$ 1,192,172	
	Reliability - I&R	\$ 162,804	\$ 43,181	\$ 205,985	
	Reliability - LNG	\$ 237,959	\$ 584,676	\$ 822,635	
	Reliability - Other	\$ 1,473,677	\$ 16,685	\$ 1,490,363	
	Reliability - Pressure Regulating Facilities (District Regulators)	\$ (5,827)	\$ 124,136	\$ 118,309	
	Reliability - Special Projects - Control Line Integrity	\$ 5,757	\$ 431	\$ 6,188	
	Reliability - Valve Installation/Replacement (Ace 110)	\$ 110,514	\$ 53,142	\$ 163,656	
<b>Non Rev Producing Reliability Total</b>		<b>\$ 2,613,646</b>	<b>\$ 1,467,044</b>	<b>\$ 4,080,690</b>	<b>11%</b>
<b>Discretionary</b>	Discretionary - CMS	\$ 56,358	\$ (737)	\$ 55,621	
	Discretionary - Maintain	\$ 137,050	\$ 85,069	\$ 222,119	
	Discretionary - Various	\$ 1,054	\$ -	\$ 1,054	
<b>Discretionary Total</b>		<b>\$ 194,461</b>	<b>\$ 84,333</b>	<b>\$ 278,794</b>	<b>1%</b>
<b>Grand Total</b>		<b>\$ 18,581,111</b>	<b>\$ 18,325,709</b>	<b>\$ 36,906,820</b>	
<b>Summary</b>					
Revenue Producing		\$ 8,972,935	\$ 7,410,803	\$ 16,383,738	44.4%
Non Revenue Producing - Renumerated (CIBS)		\$ 783,956	\$ 3,356,197	\$ 4,140,153	11.2%
Non Revenue Producing - Non Renumerated (Mandated and Reliability)		\$ 8,629,759	\$ 7,474,377	\$ 16,104,135	43.6%
Discretionary		\$ 194,461	\$ 84,333	\$ 278,794	0.8%

Category	Capital by Category FY10	Project Desc	Data			
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total	
Discretionary	Discretionary - CMS	FLAME IONIZATION UNITS (6)	\$ 56,358	\$ (737)	\$ 55,621	
	Discretionary - CMS Total		\$ 56,358	\$ (737)	\$ 55,621	
	Discretionary - Maintain		Airline Respirators-CC378	\$ -	\$ -	\$ -
			COMPUTERS LAPTOP (4)	\$ -	\$ -	\$ -
			Laptop Computers	\$ 157	\$ -	\$ 157
			NE CNG Major Capital Proj	\$ 686	\$ (57)	\$ 629
			New Laptop-CC150	\$ 33,584	\$ -	\$ 33,584
			New Printer-CC150	\$ 6,032	\$ -	\$ 6,032
			PRINTER HP DESIGN JET 1055CM	\$ 27,750	\$ -	\$ 27,750
			TOOLS - 323ENH MANCHESTER	\$ -	\$ -	\$ -
	Discretionary - Maintain Total		TOOLS-MANCHESTER-NH 323 2006	\$ 68,841	\$ 66,855	\$ 135,696
			TOOLS-MANCH-NH 322ENH 2006	\$ -	\$ 18,271	\$ 18,271
Discretionary - Various	METER MISC EQUIPMENT 2006	\$ 788	\$ -	\$ 788		
	REPL OBSOLETE MODEMS	\$ 265	\$ -	\$ 265		
Discretionary - Various Total		\$ 1,054	\$ -	\$ 1,054		
Discretionary Total			\$ 194,461	\$ 84,333	\$ 278,794	
Non Rev Producing-Non Remunerated	Mandated - Corrosion	ENH CMP Pgm	\$ 546,297	\$ 725,982	\$ 1,272,279	
		MANDATED FITTING ENERGY NORTH	\$ 45,995	\$ 25,721	\$ 71,715	
	Mandated - Corrosion Total		\$ 592,292	\$ 751,703	\$ 1,343,994	
Mandated - CSC		339299 37 E HOLLIS ST, NAS	\$ 1	\$ -	\$ 1	
		340645 PUTNAM ST, MNC, @CARTIE	\$ 12	\$ -	\$ 12	
		363162 CANDIA RD, MNC	\$ 100,233	\$ 263	\$ 100,495	
		381849 SECOND ST, MNC	\$ 900	\$ -	\$ 900	
		416715 HEVEY ST, MNC	\$ 100	\$ -	\$ 100	
		416725 QUIRIN ST, MNC	\$ 300	\$ -	\$ 300	
		424329 KELLEY ST, MNC	\$ 6,000	\$ -	\$ 6,000	
		438168 E HOLLIS ST, NAS, HUDSO	\$ -	\$ -	\$ -	
		477096 73-225 DANIEL WEBSTER H	\$ 164,846	\$ -	\$ 164,846	
		479436 21-77 DERRY ST, HUD	\$ 189	\$ -	\$ 189	
		482665 50 WEBSTER ST, HUD	\$ 4,394	\$ -	\$ 4,394	
		484209 540-781 UNION AV, LAC	\$ (10,230)	\$ -	\$ (10,230)	
		485237 43-55 LAKE ST, NAS	\$ 778	\$ -	\$ 778	
		498368 350-407 SPRUCE ST, MNC	\$ 53,682	\$ -	\$ 53,682	
		498760 1-20 LAUREL ST, LAC	\$ 1,300	\$ -	\$ 1,300	
		502771 1'-23 WALKER ST, CCD	\$ 100	\$ -	\$ 100	
		503016 598-562 DUBUQUE ST, MNC	\$ 2,202	\$ -	\$ 2,202	
		503109 548-617 RIMMON ST, MNC	\$ 4,419	\$ -	\$ 4,419	
		503640 122-129 GLASS ST, PEM	\$ 500	\$ -	\$ 500	
		507082 90-129 CLINTON ST, CCD	\$ 2,700	\$ -	\$ 2,700	
511600 56-61 BOW CENTER RD, BO	\$ 18,892	\$ -	\$ 18,892			
513469 1-64 CHENEY PL, MNC	\$ 100	\$ -	\$ 100			

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Non Rev Producing-Non Remunerated	Mandated - CSC	514353 BERKELEY ST, NAS	\$ 2,939	\$ -	\$ 2,939
		515288 554-621 CEDAR ST, MNC	\$ 20,072	\$ -	\$ 20,072
		515300 250-343 LAUREL ST, MNC	\$ 67,706	\$ -	\$ 67,706
		519036 SWART ST, NAS	\$ 100	\$ -	\$ 100
		534821 MCGRATH ST, LAC, Memori	\$ 48,307	\$ -	\$ 48,307
		535329 2-34 MCDUFFIE ST, MNC	\$ 500	\$ -	\$ 500
		535400 3 SYMMES DR, LON	\$ 477	\$ -	\$ 477
		535498 182-194 ROCKINGHAM RD,	\$ 46,772	\$ 53	\$ 46,825
		535798 159-200 BOYNTON ST, MNC	\$ 2,704	\$ -	\$ 2,704
		538030 537-601 MONTGOMERY ST,	\$ 7,702	\$ -	\$ 7,702
		538110 218-235 REED ST, MNC	\$ 5,174	\$ -	\$ 5,174
		540121 24-113 SPRINGDALE RD, M	\$ 53,314	\$ -	\$ 53,314
		540122 1-61 COTTAGE RD, MNC	\$ 14,244	\$ -	\$ 14,244
		540123 69-92 BOSSE AV, MNC	\$ 15,588	\$ 194	\$ 15,782
		540124 76-110 CLEVELAND ST, MN	\$ 73,012	\$ 573	\$ 73,585
		541615 42-75 KINSLEY ST, NAS	\$ 375,470	\$ -	\$ 375,470
		542450 173-303 JEWETT ST, MNC	\$ 243,268	\$ -	\$ 243,268
		542864 750-800 CILLEY RD, MNC	\$ 37,410	\$ -	\$ 37,410
		542866 1-30 S CYPRESS ST, MNC	\$ 49,423	\$ -	\$ 49,423
		542868 40-71 SAGAMORE ST, MNC	\$ 35,298	\$ -	\$ 35,298
		542873 620-650 PINE ST, MNC	\$ 192,148	\$ -	\$ 192,148
		546150 168-171 ROCKINGHAM RD,	\$ 21,508	\$ -	\$ 21,508
		547697 101-199 ZACHARY RD, MNC	\$ 1,292	\$ -	\$ 1,292
		550492 1-44 BANK ST, MNC	\$ 29,116	\$ -	\$ 29,116
		550745 91-107 BOYNTON ST, MNC	\$ 38,863	\$ -	\$ 38,863
		550967 2026-8000 S WILLOW ST,	\$ 238,468	\$ 8,727	\$ 247,195
		553989 300-399 JEWETT ST, MNC	\$ 11,746	\$ -	\$ 11,746
		553990 189-190 ROCKINGHAM RD,	\$ 10,854	\$ 95,792	\$ 106,646
		555599 4183-4241 BROWN AV, MNC	\$ 55,869	\$ 1,956	\$ 57,825
		555878 36-80 OLD GRANITE ST, M	\$ 57,361	\$ 6,342	\$ 63,703
		556495 HARVEY RD, MNC	\$ 17,011	\$ -	\$ 17,011
		561340 15-21 LAKE ST, CCD	\$ 6,537	\$ -	\$ 6,537
		561347 295-300 S MERRIMACK RD,	\$ 10,917	\$ -	\$ 10,917
		561353 145-165 MCQUESTEN ST, M	\$ 38,068	\$ -	\$ 38,068
		561356 76-110 REED ST, MNC	\$ 45,326	\$ -	\$ 45,326
		561459 223-263 GREEN ST, MNC	\$ 59,527	\$ -	\$ 59,527
		561633 37 FEDERAL ST, CCD	\$ 8,348	\$ -	\$ 8,348
		563820 32 LAKE ST, CCD	\$ 6,416	\$ -	\$ 6,416
		565627 533-507 MAST RD, MNC	\$ 189,372	\$ (5)	\$ 189,367
		571385 1-25 OLD FALLS RD, MNC	\$ 35,755	\$ 12,226	\$ 47,980
		573162 134-136 VINTON ST, MNC	\$ 24,205	\$ -	\$ 24,205
		573855 650-679 PINE ST, MNC	\$ 149,536	\$ 9,559	\$ 159,095
		574311 598-562 DUBUQUE ST, MNC	\$ 2,011	\$ -	\$ 2,011
		577149 25 MANCHESTER ST, MMK	\$ 3,891	\$ -	\$ 3,891

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Non Rev Producing-Non Remunerated	Mandated - CSC	577403 ASH ST, MNC	\$ 14,843	\$ 798	\$ 15,641
		578628 LOWELL RD, HUD	\$ 24,414	\$ -	\$ 24,414
		578630 CONCORD ST, NAS	\$ 7,433	\$ -	\$ 7,433
		578760 PERIMETER RD E, LON	\$ 14,426	\$ -	\$ 14,426
		578786 BROWN AV, MNC	\$ 119,432	\$ -	\$ 119,432
		588550 36-80 OLD GRANITE ST, M	\$ 78,392	\$ 24,510	\$ 102,903
		589919 ROCKLAND AV, GOF	\$ 119,915	\$ 77,156	\$ 197,071
		590775 1-14 TAHANTO ST, CCD	\$ 62,953	\$ 6,933	\$ 69,886
		590785 1-6 ORCHARD ST, CCD	\$ 6,646	\$ 43,350	\$ 49,996
		590793 13-30 SUMMIT ST, CCD	\$ 20,775	\$ 4,025	\$ 24,800
		590827 1-20 PRINCE ST, CCD	\$ 224	\$ 30,177	\$ 30,401
		590832 1-11 SHORT ST, CCD	\$ -	\$ 43,556	\$ 43,556
		591606 33-37 FEDERAL ST, CCD	\$ -	\$ 8,934	\$ 8,934
		592324 1-19 GALE ST, CCD	\$ 44,214	\$ 14,832	\$ 59,046
		592331 7-22 REDINGTON RD, CCD	\$ 36,138	\$ 1,670	\$ 37,808
		597744 E BROADWAY, DER	\$ 1,360	\$ 45	\$ 1,405
		598694 HEVEY ST, MNC	\$ -	\$ 34,068	\$ 34,068
		604328 1-52 MERRIMACK ST, NAS	\$ 52,848	\$ 111,491	\$ 164,339
		604590 DEWEY ST, MNC	\$ 19,222	\$ 68,142	\$ 87,365
		609114 479-503 LAKE AVE, MNC	\$ 52,157	\$ 63,649	\$ 115,806
		609463 4091-4241 BROWN AVE, MN	\$ 53,258	\$ 12,801	\$ 66,059
		612286 OAKDALE AV, MNC	\$ -	\$ 46,161	\$ 46,161
		614441 84-123 N STATE ST, CCD	\$ -	\$ 16,332	\$ 16,332
		614562 258-324 CARTIER ST, MNC	\$ -	\$ 93,804	\$ 93,804
		615174 36-44 LAKE ST, NAS	\$ -	\$ 77,571	\$ 77,571
		617942 250-324 DUBUQUE ST, MNC	\$ -	\$ 90,200	\$ 90,200
		619600 615-636 UNION ST, MNC	\$ -	\$ 120,611	\$ 120,611
		621246 FISHERVILLE RD, CCD	\$ -	\$ 172,610	\$ 172,610
		621269 150 MCGRATH ST, LAC (ME	\$ -	\$ 18,903	\$ 18,903
		625371 LIBERTY ST, CCD	\$ -	\$ 21,831	\$ 21,831
		627970 CROSS ST, NAS	\$ -	\$ 108,488	\$ 108,488
		628079 1-21 PARK ST, CCD	\$ -	\$ 67,817	\$ 67,817
		630734 2-4 JO ELLEN DR, MMK	\$ -	\$ 5,222	\$ 5,222
		630736 6 JO ELLEN DR, MMK	\$ -	\$ 5,983	\$ 5,983
		630737 4-6 FORSYTHIA LN, MMK	\$ -	\$ 7,517	\$ 7,517
		631392 102-110 PLEASANT ST, LA	\$ -	\$ 27,014	\$ 27,014
		631692 491-493 FRONT ST, MNC,	\$ -	\$ 158,193	\$ 158,193
		632151 15-17 JO ELLEN DR, MMK	\$ -	\$ 3,314	\$ 3,314
		634430 526-553 DOUGLAS ST, MNC	\$ -	\$ 128,781	\$ 128,781
		650935 1-80 FISHERVILLE RD, CC	\$ -	\$ 283,137	\$ 283,137
		657856 7-11 YALE ST, CCD	\$ -	\$ 282	\$ 282
		657862 428-558 N STATE ST, CCD	\$ -	\$ 183,830	\$ 183,830
		659747 1-51 NOYES ST, CCD	\$ -	\$ 65,317	\$ 65,317
		659748 1-17 DARTMOUTH ST, CCD	\$ -	\$ 33,258	\$ 33,258

Category	Capital by Category FY10	Project Desc	Data			
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total	
Non Rev Producing-Non Remunerated	Mandated - CSC	659751 1-17 PRINCETON ST, CCD	\$ -	\$ 47,470	\$ 47,470	
		659781 1-33 HARVARD ST, CCD	\$ -	\$ 67,347	\$ 67,347	
		659788 1-17 CYPRESS ST, CCD	\$ -	\$ 21,106	\$ 21,106	
		668395 1-25 FIRST ST, CCD	\$ -	\$ 1,135	\$ 1,135	
		668779 355-424 RIMMON ST, MNC	\$ -	\$ 23,358	\$ 23,358	
		672881 1-20 VAN BUREN ST, NAS	\$ -	\$ 196	\$ 196	
		672916 14-32 AMORY ST, NAS	\$ -	\$ 79,068	\$ 79,068	
		673679 1-40 ROGER AVE, CCD, AI	\$ -	\$ 8,234	\$ 8,234	
		ENH Capital Accrual-Mandated	\$ 18,351	\$ (90,127)	\$ (71,776)	
		Reimbursable Project ENH	\$ 612,999	\$ -	\$ 612,999	
	Mandated - CSC Total			\$ 4,065,041	\$ 2,575,781	\$ 6,640,821
	Mandated - Maintain Programs	ENH ISP Pgm	\$ 81,922	\$ 90,952	\$ 172,874	
		ENH MPP Pgm	\$ 45,032	\$ 71,772	\$ 116,804	
		ENH PVIP Pgm	\$ -	\$ 984	\$ 984	
	Mandated - Maintain Programs Total			\$ 126,954	\$ 163,708	\$ 290,662
	Mandated - Meter Changes	ENH MTRWORK Pgm	\$ 192,438	\$ 199,069	\$ 391,507	
	Mandated - Meter Changes Total			\$ 192,438	\$ 199,069	\$ 391,507
	Mandated - Meter Purchases	2007 AMR EQUIPMENT MANDATORY	\$ 6,633	\$ 5,053	\$ 11,686	
		2007 Electronic Instru. Mand.	\$ 10,856	\$ 16,087	\$ 26,943	
		2007 ERT PURCHASES GROWTH	\$ 4,614	\$ -	\$ 4,614	
		2007 ERT PURCHASES MANDATED	\$ 255,842	\$ 348,466	\$ 604,308	
		2007 METER PURCHASES GROWTH	\$ 10,824	\$ -	\$ 10,824	
		2007 METER PURCHASES MANDATORY	\$ 53,825	\$ 300,119	\$ 353,944	
		AMR EQUIPMENT 2006	\$ 12,846	\$ 103	\$ 12,949	
		ELECTRONIC INSTRUMENTS 2006	\$ 741	\$ -	\$ 741	
		ERTS 2006 MANDATED	\$ 19,539	\$ -	\$ 19,539	
		METER EQUIP ENERGY NORTH	\$ -	\$ -	\$ -	
Mandated - Meter Purchases Total			\$ 375,720	\$ 669,828	\$ 1,045,548	
Mandated - Pipeline Integrity	ENH CMP Pgm	\$ 179	\$ -	\$ 179		
Mandated - Pipeline Integrity Total			\$ 179	\$ -	\$ 179	
Mandated - Reimbursements	438168 E HOLLIS ST, NAS, HUDSO	\$ -	\$ (97,055)	\$ (97,055)		
	550967 2026-8000 S WILLOW ST,	\$ (79,023)	\$ -	\$ (79,023)		
	562125 3-15 CLEMENT ST, NAS	\$ (39,890)	\$ -	\$ (39,890)		
	562395 100-150 SAWMILL RD, CCD	\$ (32,312)	\$ -	\$ (32,312)		
	577401 E HOLLIS ST, NAS	\$ (97,055)	\$ 97,055	\$ -		
	577403 ASH ST, MNC	\$ -	\$ -	\$ -		
	578786 BROWN AV, MNC	\$ (6,601)	\$ -	\$ (6,601)		
	616234 50-84 W RIVER RD, HOK	\$ -	\$ (64,925)	\$ (64,925)		
	Reimbursable Project ENH	\$ (612,247)	\$ -	\$ (612,247)		
Mandated - Reimbursements Total			\$ (867,128)	\$ (64,925)	\$ (932,053)	
Mandated - Service Replacements	411152 38 BRIDGE ST, NAS	\$ 92	\$ -	\$ 92		
	411154 130 ELM ST, MNC	\$ 27	\$ -	\$ 27		
	411156 0 TILTON RD, TIL	\$ 21	\$ -	\$ 21		
	429677 RT 106, LOU	\$ 70	\$ -	\$ 70		

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Non Rev Producing-Non Remunerated	Mandated - Service Replacements	499001 955 AUBURN ST, MNC	\$ (419)	\$ -	\$ (419)
		508024 406 BROWN AVE, MNC ENH SRP Pgm	\$ (386)	\$ -	\$ (386)
	Mandated - Service Replacements	Proactive Total	\$ 131,031	\$ 6,621	\$ 137,652
	Mandated - Service Replacements	Asset Adjustment - PFR ENI	\$ -	\$ 27,510	\$ 27,510
		Emergency Leak (GR I) ENI	\$ 159,049	\$ 268,951	\$ 428,000
		ENH LKCUSTSVC Pgm	\$ 90,740	\$ 245,219	\$ 335,960
		ENH LKSSP Pgm	\$ 1,330	\$ 58	\$ 1,388
		ENH LKTPDP Pgm	\$ 30,631	\$ 53,566	\$ 84,196
		MANDATED FITTING ENERGY NORTH Sched. Leak (GR II & III) ENI	\$ 258,113	\$ 159,623	\$ 417,736
	Mandated - Service Replacements	Reactive - Leaks Total	\$ 620,342	\$ 820,902	\$ 1,441,244
	Mandated - Service Replacements	Asset Adjustment - ENI MSF	\$ -	\$ 81	\$ 81
		ENH CUSTREQ Pgm	\$ 677,828	\$ 707,556	\$ 1,385,384
	Mandated - Service Replacements	Reactive - Other Total	\$ 677,828	\$ 707,637	\$ 1,385,465
	Mandated -Reimbursables	511692 FAN RD, CCD, NHTI	\$ -	\$ 20,528	\$ 20,528
		562125 3-15 CLEMENT ST, NAS	\$ 55,337	\$ -	\$ 55,337
		562395 100-150 SAWMILL RD, CCD	\$ 46,078	\$ -	\$ 46,078
		616234 50-84 W RIVER RD, HOK	\$ -	\$ 150,736	\$ 150,736
		616633 530 S PORTER ST, MNC	\$ -	\$ 4,905	\$ 4,905
		BROKEN BRIDGE TAKE STA MOD	\$ -	\$ 840	\$ 840
	Mandated -Reimbursables Total		\$ 101,415	\$ 177,009	\$ 278,425
	N/A	Burden Offset	\$ 427	\$ -	\$ 427
		EMERGENCY GENERATOR NASHUA	\$ -	\$ 35,706	\$ 35,706
		Fire Detection Upgrades	\$ (2,518)	\$ -	\$ (2,518)
		LAPTOP DELL	\$ 1,181	\$ -	\$ 1,181
		METERS 2006 MANDATED	\$ 8,754	\$ -	\$ 8,754
		PEOPLESOFT ACCRUALS	\$ -	\$ -	\$ -
		RANOREX	\$ 14,038	\$ -	\$ 14,038
		TILTON LNG TANK JACKET TRUCK STATION IMPROVE	\$ -	\$ 16,668	\$ 16,668
	N/A Total		\$ 28,499	\$ 52,884	\$ 81,383
	Reliability - Gas Planning	539785 MCGREGOR ST, MNC -- Reg	\$ 6,093	\$ 15,310	\$ 21,403
		542589 81-83 LOCK ST, NAS	\$ 56,160	\$ -	\$ 56,160
		543263 TWELFTH ST, NAS, --- Co	\$ 90,652	\$ -	\$ 90,652
		553416 77-79 FERRY ST, HUD	\$ 81,367	\$ -	\$ 81,367
		559338 CALDWELL RD, NAS, Insta	\$ 115,146	\$ -	\$ 115,146
		577279 154 HARVEY RD, LON	\$ -	\$ 32,146	\$ 32,146
		577315 GRENIER FIELD RD, LON	\$ 37,735	\$ 3,667	\$ 41,402
		579216 PINARD ST, MNC	\$ -	\$ 22,016	\$ 22,016
		579240 MAMMOTH RD, LON, rte 12	\$ -	\$ 51,430	\$ 51,430
		604026 UNION AV, LAC	\$ -	\$ 14,783	\$ 14,783
		626027 SCOTT AVE, CCD	\$ -	\$ 68,672	\$ 68,672
		655487 BROKEN BRIDGE RD, CCD	\$ -	\$ 26,033	\$ 26,033

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Non Rev Producing-Non Remunerated	Reliability - Gas Planning	Broken Bridge Take Station	\$ 121,982	\$ 306,739	\$ 428,721
		Broken Bridge TS	\$ 91,129	\$ 5,806	\$ 96,935
		West Side Standby Regulator	\$ -	\$ 45,306	\$ 45,306
	Reliability - Gas Planning Total		\$ 600,263	\$ 591,909	\$ 1,192,172
	Reliability - I&R	1 Low Pressure Regulator	\$ (1,120)	\$ -	\$ (1,120)
		AIRPORT LOUDON CONCORD NH	\$ 14,774	\$ -	\$ 14,774
		BOILER INSTALLATION @ LON TAKE	\$ -	\$ -	\$ -
		BOILER, PARALLEL & SWITCH REG	\$ 4	\$ -	\$ 4
		BOILERS & HEAT EXCHANGER	\$ -	\$ -	\$ -
		Broken Bridge Odorizer	\$ -	\$ 34,799	\$ 34,799
		CANDIA RD TAKE STA UPGRADE	\$ -	\$ -	\$ -
		CONCORD TS, BROKEN BRIDGE RD	\$ 62,096	\$ -	\$ 62,096
		GENERATOR HOOKSETT TAKE STA	\$ 811	\$ -	\$ 811
		GENERATOR SUNCOOK TAKE STA	\$ (912)	\$ -	\$ (912)
		GENERATOR/BACKUP POWER SOURCE	\$ -	\$ -	\$ -
		HAYWARD@CYPRESS MANCHESTER NH	\$ 4,645	\$ -	\$ 4,645
		HAYWARD@LINCOLN MANCHESTER NH	\$ 11,449	\$ -	\$ 11,449
		HEATING SYS PORTABLE	\$ -	\$ -	\$ -
		I & R EQUIPMENT@CONCORD	\$ 101	\$ -	\$ 101
		Install Explosion Proof Switch	\$ 173	\$ -	\$ 173
		Install Wtape on Reg. Sations	\$ 300	\$ -	\$ 300
		ODORANT SYSTEM AMHERST	\$ -	\$ -	\$ -
		Odorant System Flare	\$ 1,662	\$ 102	\$ 1,764
		ODORANT SYSTEM PORTABLE GIL	\$ -	\$ -	\$ -
		PINARD@BIRON GOFFSTOWN NH	\$ 12,127	\$ -	\$ 12,127
		Regulator Replacement CC410	\$ 1,307	\$ -	\$ 1,307
		REGULATORS & VALVES INSTALLED	\$ 2,145	\$ -	\$ 2,145
		REGULATORSREPLC@FERRYBUSWELL	\$ (215)	\$ -	\$ (215)
		Rupture Disk Assemb NH	\$ -	\$ 8,280	\$ 8,280
		S.MAIN@GAS STREET CONCORD NH	\$ 23,421	\$ -	\$ 23,421
		TILTON PLANT NH	\$ 31,407	\$ -	\$ 31,407
		TRANSMITTERS CANDIA RD, MNC	\$ -	\$ -	\$ -
		TRANSMITTERS NASHUA METER STA	\$ -	\$ -	\$ -
		Upgd Regulator NH Library St	\$ 96	\$ -	\$ 96
		Upgd Regulator NH Manch St	\$ (297)	\$ -	\$ (297)
		Upgd Regulator South St	\$ (230)	\$ -	\$ (230)
		Upgd Regulators-NH Bridgets	\$ (941)	\$ -	\$ (941)
	Reliability - I&R Total		\$ 162,804	\$ 43,181	\$ 205,985
	Reliability - LNG	CONCORD ENTRYWAY & DOORS	\$ -	\$ 6,739	\$ 6,739
		Concord Hose Upgrade	\$ -	\$ 12,872	\$ 12,872
		Concord LNG Chromatograph	\$ -	\$ 14,972	\$ 14,972
		Concord Main Gate Upgrade	\$ -	\$ 5,427	\$ 5,427
		CORROSION CONTROL-CC469	\$ 1,343	\$ -	\$ 1,343
		DIESEL TANK	\$ -	\$ 47,142	\$ 47,142

Category	Capital by Category FY10	Project Desc	Data				
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total		
Non Rev Producing-Non Remunerated	Reliability - LNG	INST. UPGRADE	\$ 5,823	\$ -	\$ 5,823		
		LNG Controls Upgr-CC469	\$ 3,311	\$ -	\$ 3,311		
		LNG Pump Manchester	\$ 24	\$ -	\$ 24		
		LNG Tank Valve	\$ 42,077	\$ -	\$ 42,077		
		LP REGULATOR REPLACEMENT	\$ 45	\$ -	\$ 45		
		LP TRUCK STATION UPGRADE	\$ 10	\$ -	\$ 10		
		Manchester Inst. Upgrade	\$ -	\$ 25,752	\$ 25,752		
		MANCHESTER LNG ALARM SYSTEM	\$ 9,835	\$ -	\$ 9,835		
		Manchester LNG Relief Valves	\$ -	\$ 25,724	\$ 25,724		
		MANCHESTER LNG TS CAMERA	\$ -	\$ 17,605	\$ 17,605		
		MANCHESTER LNG YARD PAVING	\$ -	\$ 53,159	\$ 53,159		
		Nashua Control Room Upgrades	\$ -	\$ 21,079	\$ 21,079		
		NASHUA ESD	\$ -	\$ 60,499	\$ 60,499		
		NASHUA LP ALARM SYSTEM	\$ 7,800	\$ -	\$ 7,800		
		ODORIZERS/MOTOR/COMPRESSORS	\$ -	\$ -	\$ -		
		RECLASS TO NON-REIMBURSABLE	\$ 7,697	\$ -	\$ 7,697		
		REGULATOR RUN INSTALLATION	\$ 101	\$ -	\$ 101		
		RE-INSULATE PIPING LNG PLANT	\$ -	\$ -	\$ -		
		REPL LOWELL LNG RELIEF VALVES	\$ 17,888	\$ (17,822)	\$ 66		
		SAND & PAINT MANCHESTER STACKS	\$ 39,066	\$ 290	\$ 39,355		
		Tilton Air Compressor	\$ -	\$ 86,196	\$ 86,196		
		Tilton Electrical Upgrade	\$ -	\$ 16,567	\$ 16,567		
		TILTON EMER GENERATOR	\$ -	\$ 37,317	\$ 37,317		
		TILTON ESD LP	\$ -	\$ 70,216	\$ 70,216		
		TILTON LNG ALARM SYSTEM	\$ 8,260	\$ -	\$ 8,260		
		TILTON LNG BUILDING REPAIRS	\$ -	\$ 32,833	\$ 32,833		
		TILTON LNG DRIVEWAY PAVING	\$ -	\$ 30,083	\$ 30,083		
		Tilton Pressure	\$ 94,677	\$ 4,188	\$ 98,866		
		Tilton Propane Vaporizer	\$ -	\$ 2,254	\$ 2,254		
		VAPOR LINE LP	\$ -	\$ 31,584	\$ 31,584		
		Reliability - LNG Total			\$ 237,959	\$ 584,676	\$ 822,635
		Reliability - Other	2007 MIXC EQUIPMENT/UPGRADES	BROKEN BRIDGE TAKE RECLASS	\$ 10,179	\$ 3,746	\$ 13,925
				BROKEN BRIDGE TAKE STA U/G	\$ 13,385	\$ -	\$ 13,385
				Contractor Inspection	\$ 3,356	\$ 1,304	\$ 4,660
				Eng Svc Messier St-Laconia	\$ 9,058	\$ 873	\$ 9,931
				Eng Svc-Concord St-Wilmington	\$ 37	\$ 37	\$ 74
				ENGINEERING SURVEY PIPELINE	\$ 1,302	\$ 430	\$ 1,732
ENH Highline Cost Reclass	\$ (2,201)			\$ 4,542	\$ 2,342		
ENH HIGHLINE MAIN RECLASS	\$ 1,239,329			\$ -	\$ 1,239,329		
ENH Take Station Cost Reclass	\$ (5,662)			\$ -	\$ (5,662)		
TILTON HI-LINE NON-REIMBURSE	\$ 191,136			\$ -	\$ 191,136		
Upgd Reg Tilton Hi-Line	\$ (889)			\$ -	\$ (889)		
	\$ 14,647			\$ 5,753	\$ 20,400		
Reliability - Other Total					\$ 1,473,677	\$ 16,685	\$ 1,490,363

Category	Capital by Category FY10	Project Desc	Data			
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total	
Non Rev Producing-Non Remunerated	Reliability - Pressure Regulating Facilities (District Regulators) Total	227220 OPECHEE ST, LAC	\$ -	\$ -	\$ -	
		233854 BROAD ST, NAS	\$ 2,095	\$ -	\$ 2,095	
		386771 BROKEN BRIDGE RD, CCD,	\$ 906	\$ -	\$ 906	
		442439 MECHANIC ST, LAC	\$ 40,756	\$ 9,944	\$ 50,700	
		621326 DUNBARTON RD, CCD	\$ -	\$ 114,192	\$ 114,192	
		REGULATOR EQP PRE-FAB ENH 2005	\$ (49,585)	\$ -	\$ (49,585)	
	Reliability - Pressure Regulating Facilities (District Regulators) Total			\$ (5,827)	\$ 124,136	\$ 118,309
	Reliability - Special Projects - Control Line Integrity Total			\$ 5,757	\$ 431	\$ 6,188
	Reliability - Special Projects - Control Line Integrity Total			\$ 5,757	\$ 431	\$ 6,188
	Reliability - Valve Installation/Replacement (Ace 110) Total			\$ 110,514	\$ 53,142	\$ 163,656
	Reliability - Valve Installation/Replacement (Ace 110) Total			\$ 110,514	\$ 53,142	\$ 163,656
	Non Rev Producing-Non Remunerated Total			\$ 8,629,759	\$ 7,474,377	\$ 16,104,135
	Non Rev Producing-Remunerated	Mandated - Main Replacement	357928 BRIDGE ST, NAS	\$ 387	\$ 363	\$ 750
			431200 491-578 HEVEY ST, MNC	\$ 2,116	\$ -	\$ 2,116
473753 1559-1700 DANIEL WEBSTE			\$ 1,000	\$ -	\$ 1,000	
479425 7-14 COURT ST, NAS			\$ 36,653	\$ -	\$ 36,653	
487281 50-58 HARBOR AV, NAS			\$ 0	\$ -	\$ 0	
498765 50-72 TURNPIKE ST, ALN			\$ 2,900	\$ -	\$ 2,900	
502372 22-46 WALKER ST, CCD, T			\$ 200	\$ -	\$ 200	
503038 519-562 DUBUQUE ST, MNC			\$ 1,900	\$ -	\$ 1,900	
514132 400 AMHERST ST, NAS			\$ 11,638	\$ -	\$ 11,638	
518355 1700 DANIEL WEBSTER HWY			\$ 61,589	\$ -	\$ 61,589	
535913 107-159 BOYNTON ST, MNC			\$ 1,702	\$ -	\$ 1,702	
540636 16-100 ACADEMY ST, LAC			\$ 38,185	\$ -	\$ 38,185	
540795 2-6 & 39-49 LAKE ST,			\$ 47,116	\$ -	\$ 47,116	
541586 91 AUBURN ST, CCD			\$ 3,355	\$ -	\$ 3,355	
542511 1701-1776 DANIEL WEBSTE			\$ 99,205	\$ -	\$ 99,205	
544997 1-7 CUMMINGS ST, HUD			\$ 32,732	\$ -	\$ 32,732	
548871 60-82 CHESTNUT ST, NAS			\$ 68,467	\$ 19,475	\$ 87,941	
548872 11-19 GLORIA AVE, HUD			\$ 4,228	\$ 9,345	\$ 13,573	
548874 14-18 BRIAND DR, NAS			\$ 8,583	\$ 671	\$ 9,255	
548877 43-49 DEXTER ST, NAS			\$ 7,316	\$ 147,364	\$ 154,680	
548884 1-17 BROOK ST, NAS			\$ 15,713	\$ 121,845	\$ 137,558	
548885 34-49 NEW DUNSTABLE RD,	\$ -	\$ 159,506	\$ 159,506			
548886 2-19 LIBRARY ST, HUD	\$ 4,554	\$ 71,111	\$ 75,665			
548894 1 REED CT, NAS	\$ 17,758	\$ 10,144	\$ 27,903			
555708 ST JOHNS ST, CCD	\$ 18,413	\$ -	\$ 18,413			

Category	Capital by Category FY10	Project Desc	Data			
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total	
Non Rev Producing-Remunerated	Mandated - Main Replacement	555712 32-0 ALICE DR, CCD	\$ 56,894	\$ 701	\$ 57,594	
		564197 20-54 OLD GRANITE ST, M	\$ 127,892	\$ -	\$ 127,892	
		566172 81-126 WASHINGTON ST, L	\$ 30,202	\$ -	\$ 30,202	
		575384 83 PLEASANT ST, CCD	\$ 16,106	\$ 1,740	\$ 17,846	
		586407 54-74 CENTRE ST, CCD	\$ 187	\$ 68,902	\$ 69,089	
		586408 7-13 CONCORD ST, CCD	\$ -	\$ 32,145	\$ 32,145	
		586410 143-204 N MAIN ST, CCD	\$ -	\$ 8,699	\$ 8,699	
		586411 65-105 N STATE ST, CCD	\$ -	\$ 135,694	\$ 135,694	
		586413 114-122 SCHOOL ST, CCD	\$ -	\$ 226,240	\$ 226,240	
		586414 74-82 WARREN ST, CCD, 4	\$ -	\$ 9,006	\$ 9,006	
		586416 4-8 WOODMAN ST, CCD	\$ -	\$ 39,172	\$ 39,172	
		586417 6-14 CONNELL ST, HUD	\$ -	\$ 198	\$ 198	
		586493 26-46 SCHOOL ST, HUD	\$ 8,975	\$ 9,926	\$ 18,901	
		586496 394-411 BELMONT ST, MNC	\$ -	\$ 138,765	\$ 138,765	
		586498 406-492 BROWN AV, MNC	\$ 35,468	\$ 20,266	\$ 55,734	
		586501 17-20 CEDAR ST, MNC	\$ -	\$ 59,721	\$ 59,721	
		586504 18-78 ESTY AV, MNC	\$ 3,439	\$ 92,320	\$ 95,759	
		586506 601-651 GREEN ST, MNC	\$ -	\$ 109,901	\$ 109,901	
		586508 592-628 HALL ST, MNC, 3	\$ -	\$ 191,240	\$ 191,240	
		586510 239-387 HARRISON ST, MN	\$ -	\$ 231,746	\$ 231,746	
		586529 50-104 LOWELL ST, MNC,	\$ -	\$ 220,692	\$ 220,692	
		586531 30-33 ROSEDALE AV, MNC	\$ -	\$ 3,609	\$ 3,609	
		586536 149-219 SAGAMORE ST, MN	\$ -	\$ 195,993	\$ 195,993	
		586538 584-642 SHASTA ST, MNC	\$ -	\$ 195,953	\$ 195,953	
		586547 323-461 VARNEY ST, MNC	\$ -	\$ 286,791	\$ 286,791	
		586550 18-38 MULBERRY ST, NAS	\$ 13,335	\$ 155,712	\$ 169,047	
		586551 31-40 PRESCOTT ST, NAS,	\$ -	\$ 45,455	\$ 45,455	
		586554 5-21 WINTER ST, TIL	\$ -	\$ 3,165	\$ 3,165	
		592301 2-20 HOLT ST, CCD	\$ 4,961	\$ 68,243	\$ 73,204	
		609897 102-114 N STATE ST, CCD	\$ -	\$ 29,013	\$ 29,013	
		612386 22-27 ROOSEVELT AV, HUD	\$ -	\$ 25,835	\$ 25,835	
		626849 60-82 CHESTNUT ST, NAS	\$ -	\$ 601	\$ 601	
		626920 24-51 DEXTER ST, NAS	\$ -	\$ 3,167	\$ 3,167	
		628867 7-73 MIRROR ST, MNC, &	\$ -	\$ 57,122	\$ 57,122	
		628880 24-67 TRENTON ST, MNC,	\$ -	\$ 29,642	\$ 29,642	
		641873 2-7 CORNELL ST, CCD	\$ -	\$ 2,345	\$ 2,345	
		642210 6-48 BLUCHER ST, MNC	\$ -	\$ 3,007	\$ 3,007	
		642220 323-353 CENTRAL ST, MNC	\$ -	\$ 2,278	\$ 2,278	
		642255 25-174 CONCORD ST, MNC	\$ -	\$ 8,399	\$ 8,399	
		642290 94-139 YOUNG ST, MNC, &	\$ -	\$ 73,970	\$ 73,970	
		655576 12-25 BUCK ST, NAS, & 6	\$ -	\$ 28,998	\$ 28,998	
		Emergency Flood 5-06 ENH	\$ 787	\$ -	\$ 787	
			Mandated - Main Replacement Total	\$ 783,956	\$ 3,356,197	\$ 4,140,153
		Non Rev Producing-Remunerated Total		\$ 783,956	\$ 3,356,197	\$ 4,140,153

Category	Capital by Category FY10	Project Desc	Data			
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total	
Revenue Producing	Growth - Customer Contributions	478125 200 COUNTRY SIDE BLVD,	\$ (100,000)	\$ -	\$ (100,000)	
		550647 300 BELANGER DR,PEM	\$ (7,900)	\$ -	\$ (7,900)	
		552285 9999 E MILAN RD,BER	\$ -	\$ (254,700)	\$ (254,700)	
		554944 16 GROVE ST,MFD	\$ (1,754)	\$ -	\$ (1,754)	
		556448 29 DONNA ST,NAS	\$ (4,100)	\$ -	\$ (4,100)	
		559925 583 NASHUA ST,MFD	\$ (5,225)	\$ -	\$ (5,225)	
		570656 26 DERRY ST,HUD	\$ (3,988)	\$ -	\$ (3,988)	
		571837 78 AIRPORT RD,CCD	\$ (543)	\$ -	\$ (543)	
		589508 68 DERRY ST,HUD	\$ (1,949)	\$ -	\$ (1,949)	
		590143 13 HUMMINGBIRD DR,MMK	\$ -	\$ (4,800)	\$ (4,800)	
		603983 7 KENDALL POND RD,DER	\$ (83,800)	\$ -	\$ (83,800)	
		611226 84 IRON WORKS RD,CCD	\$ -	\$ (1,958)	\$ (1,958)	
		613461 293 MECHANIC ST,LAC	\$ -	\$ (900)	\$ (900)	
		613782 12 GROVE ST,MFD	\$ -	\$ (2,394)	\$ (2,394)	
		620412 52 CANTERBURY RD,CCD	\$ -	\$ (293)	\$ (293)	
		623496 274 FRONTAGE DR,MNC	\$ -	\$ (5,176)	\$ (5,176)	
		624433 4 MOUNT VERNON ST,NAS	\$ -	\$ (654)	\$ (654)	
		633584 323 W HOLLIS ST,NAS	\$ -	\$ (4,936)	\$ (4,936)	
		633990 22 DAVIS ST,FKN	\$ -	\$ (1,463)	\$ (1,463)	
		646015 122 LOWELL RD,HUD	\$ -	\$ (1,178)	\$ (1,178)	
	ENH New Svc C/I PCS Pgm	\$ (30,250)	\$ (37,852)	\$ (68,102)		
	ENH New Svc Res PCS Pgm	\$ (7,997)	\$ 18,672	\$ 10,675		
	Growth - Customer Contributions Total		\$ (247,506)	\$ (297,632)	\$ (545,138)	
	Growth - Fitting		382231 56 MAIN ST,NAS	\$ 0	\$ -	\$ 0
			446422 122 MILFORD RD,AMH	\$ 7	\$ -	\$ 7
			447555 1401 LAKESHORE RD,GIL	\$ 9	\$ -	\$ 9
			478036 6 STEARNS LN,MMK	\$ 0	\$ -	\$ 0
			478125 200 COUNTRY SIDE BLVD,	\$ 838	\$ -	\$ 838
			482503 530 VALLEY ST,MNC	\$ 1	\$ -	\$ 1
			488726 1070 HOLT AV,MNC	\$ 1	\$ -	\$ 1
			500262 148L158L CATHERINE ST,	\$ 0	\$ -	\$ 0
			507652 99999 COLLEGE PARK DR,	\$ 100	\$ -	\$ 100
			509904 32 CROSS ST,HUD	\$ 0	\$ -	\$ 0
513050 18 VISTA RIDGE DR, LON			\$ 3	\$ -	\$ 3	
517284 10 TSIENNETO RD,DER			\$ 3	\$ -	\$ 3	
520366 325 PLEASANT ST, CCD, p			\$ 6,274	\$ -	\$ 6,274	
520606 187A WEBSTER ST,HUD			\$ 0	\$ -	\$ 0	
539284 16 SHEEP DAVIS RD,PEM			\$ 663	\$ -	\$ 663	
552285 9999 E MILAN RD,BER			\$ -	\$ 13,169	\$ 13,169	
556448 29 DONNA ST,NAS			\$ 858	\$ -	\$ 858	
588557 325-61 DUNBARTON RD, CC			\$ -	\$ 449	\$ 449	
619139 103 PORTSMOUTH AV, MNC			\$ -	\$ 1,334	\$ 1,334	
620043 2 OTTER WY,HUD			\$ -	\$ 881	\$ 881	
ENH New Svc C/I PCS Pgm	\$ 62,827	\$ 42,599	\$ 105,426			

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Revenue Producing	Growth - Fitting	ENH New Svc Res PCS Pgm	\$ (968)	\$ 8,551	\$ 7,584
		GROWTH FITTING ENERGY NORTH	\$ 167,402	\$ 276,844	\$ 444,246
	Growth - Fitting Total		\$ 238,020	\$ 343,827	\$ 581,847
	Growth - Install Main	135437 DNE,LAC WOODGATE COMMON	\$ 150	\$ 7	\$ 156
		159462 Millennium WY,CCD	\$ 293	\$ 6	\$ 299
		2007 Electronic Instru. Mand.	\$ 572	\$ -	\$ 572
		2007 METER PURCHASES GROWTH	\$ 10,824	\$ -	\$ 10,824
		261947 BRYANT RD, MNC	\$ 2,965	\$ 8,213	\$ 11,178
		287626 BROAD ST, NAS, MAJESTIC	\$ -	\$ 8,091	\$ 8,091
		315296 MERCURY DR, LON	\$ 100	\$ 2,664	\$ 2,764
		326041 LAVALLEE LN, MNC, LOT 1	\$ 100	\$ -	\$ 100
		328034 HICKORY STICK LN, LAC	\$ 1,691	\$ -	\$ 1,691
		372331 HAWTHORNE DR, BFD	\$ 1,383	\$ -	\$ 1,383
		376818 CHERRYWOOD DR, NAS	\$ 8,401	\$ 10,327	\$ 18,728
		379530 DEARBORN RD, PEM	\$ 9,939	\$ 12,764	\$ 22,703
		379630 SCENIC LN, HUD	\$ -	\$ 2,112	\$ 2,112
		380598 DANIEL WEBSTER HWY,NAS	\$ 2,827	\$ 1,675	\$ 4,502
		389843 GOLDENROD LN, CCD	\$ 100	\$ -	\$ 100
		394385 SHORELINE DR, HUD	\$ 100	\$ 5,903	\$ 6,003
		394804 1 EVANGELYN DR,BOW	\$ 1,383	\$ -	\$ 1,383
		415038 FAIRFIELD DR, CCD	\$ 223	\$ -	\$ 223
		415386 CHERRYWOOD DR, NAS, PHA	\$ 5,387	\$ 8,920	\$ 14,307
		415887 2 PRESTWICK TRL, NAS, G	\$ 12,381	\$ 10,719	\$ 23,099
		416022 VISTA RIDGE DR, LON	\$ 800	\$ -	\$ 800
		416515 CHERRYWOOD DR, NAS, PHA	\$ 100	\$ -	\$ 100
		417240 0 HOOKSETT RD,HOK	\$ 13,083	\$ 216	\$ 13,299
		417535 6 BOW CENTER RD, BOW, B	\$ 100	\$ -	\$ 100
		417814 Amy WY,CCD	\$ 6,528	\$ -	\$ 6,528
		417827 MONTCLAIR DR,NAS	\$ 6,609	\$ 10,246	\$ 16,855
		417899 63 METEA LN,BFD	\$ -	\$ 1,056	\$ 1,056
		423611 MOUNTAIN RD, CCD, HIGHL	\$ 100	\$ -	\$ 100
		424241 CHERRYWOOD DR, NAS, YEA	\$ 400	\$ -	\$ 400
		427936 727 W HOLLIS ST,NAS	\$ 1,070	\$ -	\$ 1,070
		433662 RIVERWALK & RIVER RIDGE	\$ 4,253	\$ -	\$ 4,253
		439799 BOG RD,CCD	\$ 890	\$ -	\$ 890
		442452 1794 HOOKSETT RD,HOK	\$ 11,458	\$ -	\$ 11,458
		443546 MERCURY DR, LON, (2005)	\$ 11,522	\$ 8,251	\$ 19,773
		446422 122 MILFORD RD,AMH	\$ 200	\$ -	\$ 200
		447825 7 CONTINENTAL BLVD,MMK	\$ 5,450	\$ -	\$ 5,450
		450178 11111 CHARLES BANCROFT	\$ 8,405	\$ 70	\$ 8,475
		451827 0 COUNTRY SIDE BLVD,MNC	\$ 6,140	\$ 4,916	\$ 11,056
		454090 200 LOWELL RD,HUD	\$ 19,789	\$ 674	\$ 20,463
		455136 382 N STATE ST,CCD	\$ 1,300	\$ -	\$ 1,300
		456124 MAILHOUSE RD, HOK, (ADD	\$ 200	\$ -	\$ 200

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Revenue Producing	Growth - Install Main	469272 0 CURRIER DR,MNC	\$ 100	\$ -	\$ 100
		472849 PITTSBURGH AV, NAS, / H	\$ 216	\$ -	\$ 216
		477130 1-93 DANIEL WEBSTER HWY	\$ 2,252	\$ -	\$ 2,252
		478125 200 COUNTRY SIDE BLVD,	\$ 251,248	\$ 2,460	\$ 253,708
		481187 1 CUTLER RD,LFD	\$ -	\$ 2,459	\$ 2,459
		481723 760 S MAIN ST,MNC	\$ 15,875	\$ -	\$ 15,875
		482087 1 NANCY LN,HOK	\$ 1,383	\$ -	\$ 1,383
		482600 BOG RD, CCD, (YEAR 2)	\$ 5,001	\$ -	\$ 5,001
		483034 366 MAIN DUNSTABLE RD,N	\$ 986	\$ 33	\$ 1,019
		484231 315 MAIN DUNSTABLE RD,N	\$ 2,871	\$ -	\$ 2,871
		485767 1 BENNETT ST,NAS	\$ 73,866	\$ -	\$ 73,866
		487112 1 BERRY HILL RD,HOK	\$ 28,712	\$ -	\$ 28,712
		487142 34 WASON RD,HUD	\$ 4,842	\$ 1,294	\$ 6,136
		488361 11 BOROUGH RD, PEN	\$ 25,474	\$ 763	\$ 26,236
		488395 1298 HOOKSETT RD,HOK	\$ 26,018	\$ 186	\$ 26,204
		488935 972 MAMMOTH RD,MNC	\$ 2,745	\$ -	\$ 2,745
		490280 1 LACONIA RD,TIL	\$ 14,028	\$ -	\$ 14,028
		492461 Amy WY,CCD	\$ 4,945	\$ 5,207	\$ 10,153
		496482 10 LARCH ST,GOF	\$ 300	\$ -	\$ 300
		498333 12 SANBORN RD,CCD	\$ 3,627	\$ -	\$ 3,627
		498986 120 FORT EDDY RD,CCD	\$ 1,956	\$ -	\$ 1,956
		500054 1 HEATHER LN,CCD	\$ -	\$ 3,090	\$ 3,090
		500138 140 LOWELL RD, REST A,	\$ 1,522	\$ -	\$ 1,522
		500918 311 N STATE ST,CCD	\$ 900	\$ -	\$ 900
		504474 APPLETON WY, AMH, (2006	\$ 4,020	\$ 1,056	\$ 5,076
		505241 502 W HOLLIS ST,NAS	\$ 23,334	\$ 2,061	\$ 25,394
		505584 SMOKEY RD, BOW, 2006 W	\$ 3,625	\$ -	\$ 3,625
		507652 99999 COLLEGE PARK DR,	\$ 11,410	\$ -	\$ 11,410
		508496 13 DOW RD,BOW	\$ 400	\$ -	\$ 400
		508538 210 PEMBROKE ST,PEM	\$ 224	\$ -	\$ 224
		511767 57 CHENELL DR,CCD	\$ 42	\$ -	\$ 42
		512636 AMHERST ST,NAS	\$ 470,720	\$ -	\$ 470,720
		513534 1 CROSS MILL RD,NFD	\$ 50,794	\$ -	\$ 50,794
		515026 9999 BLACKWATER RD, HOK	\$ 84,531	\$ 15,961	\$ 100,492
		515254 1 CRANBERRY WY,MNC	\$ 700	\$ -	\$ 700
		515576 DARTMOUTH DR, AUB, (WOR	\$ 1,300	\$ -	\$ 1,300
		515684 37 MAPLETON RD,MNC	\$ 1,000	\$ -	\$ 1,000
		516025 227,229 DUBUQUE ST,MNC	\$ 700	\$ -	\$ 700
		516158 2 LOWTHER PL,NAS	\$ 1,880	\$ 1,791	\$ 3,672
		517284 10 TSIENNETO RD,DER	\$ 300	\$ -	\$ 300
		517737 MAILHOUSE RD, HOK, PHAS	\$ 10,074	\$ -	\$ 10,074
		517744 103 BROAD ST,NAS	\$ 300	\$ -	\$ 300
		520366 325 PLEASANT ST, CCD, p	\$ 173,719	\$ -	\$ 173,719
		520575 181-195 SILVER ST, MNC	\$ 17,483	\$ -	\$ 17,483

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Revenue Producing	Growth - Install Main	520606 187A WEBSTER ST,HUD	\$ 200	\$ -	\$ 200
		522559 53 S BELMONT ST,MNC	\$ 300	\$ -	\$ 300
		531530 1 BERRY HILL RD, HOK, Y	\$ 7,585	\$ (3)	\$ 7,582
		535048 1 MANOR RD,CCD	\$ 14,777	\$ -	\$ 14,777
		536566 10 HUTCHINS ST,CCD	\$ 12,186	\$ -	\$ 12,186
		538443 122 COLISEUM AV,NAS	\$ 13,179	\$ -	\$ 13,179
		539244 ESQUIRE LN, MMK, BLDG I	\$ 300	\$ -	\$ 300
		539284 16 SHEEP DAVIS RD,PEM	\$ 21,320	\$ -	\$ 21,320
		539745 MERCURY DR, LON, (2007)	\$ 7,749	\$ 2,440	\$ 10,189
		540070 12 SANBORN RD,CCD	\$ 3,511	\$ -	\$ 3,511
		540463 LINVILLE CT, NAS, Cherr	\$ 4,177	\$ -	\$ 4,177
		541170 1228 HOOKSETT RD,HOK	\$ 111,167	\$ -	\$ 111,167
		541698 250 S RIVER RD,BFD	\$ 55,945	\$ -	\$ 55,945
		543078 MAILHOUSE RD, HOK, PHAS	\$ 5,930	\$ -	\$ 5,930
		543274 503 MAIN DUNSTABLE RD,N	\$ 9,761	\$ -	\$ 9,761
		543299 374 LOUDON RD,CCD	\$ 2,761	\$ -	\$ 2,761
		548037 SUNSHINE DR, HUD	\$ 15,225	\$ 2,854	\$ 18,079
		548235 42 E BROADWAY,DER	\$ 858	\$ -	\$ 858
		548934 2 SOUTH AV,DER	\$ 11,107	\$ -	\$ 11,107
		550298 13 OLD SUNCOOK RD,CCD	\$ 6,368	\$ -	\$ 6,368
		550475 7 LANGDON ST,CCD	\$ 35,275	\$ -	\$ 35,275
		550647 300 BELANGER DR,PEM	\$ -	\$ 216,621	\$ 216,621
		552285 9999 E MILAN RD,BER	\$ -	\$ 322,373	\$ 322,373
		553808 9999 PITTSBURGH AV,NAS	\$ 12,999	\$ -	\$ 12,999
		554944 16 GROVE ST,MFD	\$ 7,048	\$ -	\$ 7,048
		556256 16 FOUNDRY ST,CCD	\$ 5,978	\$ 1,989	\$ 7,967
		556302 456 DANIEL WEBSTER HWY,	\$ 7,102	\$ -	\$ 7,102
		556448 29 DONNA ST,NAS	\$ 17,243	\$ 2,140	\$ 19,384
		557405 6 BOW CENTER RD,BOW	\$ 18,869	\$ -	\$ 18,869
		558687 L133AT ASTER LN,BOW	\$ -	\$ 13,552	\$ 13,552
		558776 SUMMERFIELD WY, AMH, (2	\$ 21,981	\$ 3,912	\$ 25,893
		559036 123 ROUTE 101A,AMH	\$ 32,669	\$ 20,648	\$ 53,317
		559609 SMOKEY RD, BOW, 2007 WO	\$ 7,289	\$ -	\$ 7,289
		559887 1 POST RD, HOK, actual	\$ 39,975	\$ 3,742	\$ 43,717
		559903 1 S MAPLE ST,MNC	\$ 16,764	\$ -	\$ 16,764
		559925 583 NASHUA ST,MFD	\$ 3,911	\$ -	\$ 3,911
		560162 209 W RIVER RD,HOK	\$ 11,888	\$ -	\$ 11,888
		560860 5 CROSS RD,HOK	\$ 8,645	\$ -	\$ 8,645
		562036 44 CHENELL DR,CCD	\$ 11,016	\$ -	\$ 11,016
		562104 72 S MAIN ST,CCD	\$ 10,682	\$ -	\$ 10,682
		564665 62 MAPLE ST,MNC	\$ 6,824	\$ -	\$ 6,824
		569100 6 INDUSTRIAL DR,LON	\$ 18,579	\$ -	\$ 18,579
		570656 26 DERRY ST,HUD	\$ 8,546	\$ 7,074	\$ 15,619
		570798 1 HARTSHORN WY,MNC	\$ 12,822	\$ -	\$ 12,822

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Revenue Producing	Growth - Install Main	571076 68C NASHUA RD,LON	\$ 18,235	\$ 513	\$ 18,748
		571311 30 HENNIKER ST, CCD, ST	\$ 9,954	\$ -	\$ 9,954
		571837 78 AIRPORT RD,CCD	\$ 8,226	\$ -	\$ 8,226
		571977 15 AIRPORT RD,GIL	\$ -	\$ 12,900	\$ 12,900
		573105 1 KARATZAS AV,MNC	\$ 18,768	\$ 725	\$ 19,493
		573110 LEHOUX DR, HOK	\$ 4,148	\$ 257	\$ 4,405
		583304 1 UNIVERSITY CIR,HOK	\$ -	\$ 12,761	\$ 12,761
		584772 1 BERRY HILL RD,HOK	\$ 14,555	\$ 1,256	\$ 15,811
		584993 65 DARTMOUTH DR,AUB	\$ 16,054	\$ 858	\$ 16,912
		587210 1 BERRY HILL RD, HOK, Y	\$ -	\$ 2,581	\$ 2,581
		587660 1 MANOR RD,CCD	\$ -	\$ 1,245	\$ 1,245
		587718 1 HARTSHORN WY,MNC	\$ 1,875	\$ 9,811	\$ 11,686
		588301 1 KARATZAS AV,MNC	\$ 65,261	\$ 61,413	\$ 126,674
		588557 325-61 DUNBARTON RD, CC	\$ -	\$ 20,450	\$ 20,450
		589491 53 OLD WILTON RD,MFD	\$ 98,121	\$ 16,257	\$ 114,378
		589508 68 DERRY ST,HUD	\$ 4,395	\$ 384	\$ 4,779
		590143 13 HUMMINGBIRD DR,MMK	\$ 14,392	\$ 131,101	\$ 145,493
		596295 275 CLAY ST,MNC	\$ -	\$ 65,660	\$ 65,660
		596922 COMMERCE DR, HOK	\$ 8,118	\$ 58,224	\$ 66,342
		599267 96 POWERS ST,MFD	\$ -	\$ 18,877	\$ 18,877
		603983 7 KENDALL POND RD,DER	\$ 14,424	\$ 167,210	\$ 181,634
		608743 120 FORT EDDY RD,CCD	\$ 6,227	\$ 3,053	\$ 9,280
		609878 1207 HANOVER ST,MNC	\$ -	\$ 38,408	\$ 38,408
		610067 845 MAMMOTH RD,MNC	\$ -	\$ 6,119	\$ 6,119
		610358 72 S MAIN ST,CCD	\$ -	\$ 2,688	\$ 2,688
		611226 84 IRON WORKS RD,CCD	\$ -	\$ 27,400	\$ 27,400
		613461 293 MECHANIC ST,LAC	\$ -	\$ 18,102	\$ 18,102
		613782 12 GROVE ST,MFD	\$ -	\$ 11,800	\$ 11,800
		615817 135 ELM ST,MFD	\$ -	\$ 33,155	\$ 33,155
		616079 6 SYMMES DR,LON	\$ -	\$ 12,832	\$ 12,832
		617273 174 EDDY RD,MNC	\$ -	\$ 53,074	\$ 53,074
		618044 7 SYMMES DR,LON	\$ -	\$ 94,771	\$ 94,771
		619139 103 PORTSMOUTH AV, MNC	\$ -	\$ 8,400	\$ 8,400
		619396 1,11 HANNA CIR,MMK	\$ -	\$ 6,541	\$ 6,541
		620043 2 OTTER WY,HUD	\$ -	\$ 6,701	\$ 6,701
		620412 52 CANTERBURY RD,CCD	\$ -	\$ 6,208	\$ 6,208
		622139 293 AMHERST ST,MNC	\$ -	\$ 33,256	\$ 33,256
		622142 360 HANOVER ST,MNC	\$ -	\$ 28,092	\$ 28,092
		623496 274 FRONTAGE DR,MNC	\$ -	\$ 19,780	\$ 19,780
		624433 4 MOUNT VERNON ST,NAS	\$ -	\$ 11,460	\$ 11,460
		625303 2 WOODLAND DR,NAS	\$ -	\$ 16,145	\$ 16,145
		627733 275 MAMMOTH RD,LON	\$ -	\$ 9,964	\$ 9,964
		627965 175 UNION SQ,MFD	\$ -	\$ 12,775	\$ 12,775
		629049 230 MOORESVILLE RD,MNC	\$ -	\$ 10,343	\$ 10,343

Category	Capital by Category FY10	Project Desc	Data			
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total	
Revenue Producing	Growth - Install Main	631168 43 WASHINGTON ST,CCD	\$ -	\$ 12,895	\$ 12,895	
		631501 4 ELLIOTT PL,MNC	\$ -	\$ 4,989	\$ 4,989	
		632614 19,25 CLEARVIEW CIR,HUD	\$ -	\$ 17,803	\$ 17,803	
		632837 39 ACADEMY ST,TIL	\$ -	\$ 4,659	\$ 4,659	
		633584 323 W HOLLIS ST,NAS	\$ -	\$ 24,054	\$ 24,054	
		633844 577 MAST RD,GOF	\$ -	\$ 6,330	\$ 6,330	
		633990 22 DAVIS ST,FKN	\$ -	\$ 6,522	\$ 6,522	
		635055 1066 FRONT ST,MNC	\$ -	\$ 11,900	\$ 11,900	
		635215 107 DALLAIRE ST,MNC	\$ -	\$ 7,777	\$ 7,777	
		635287 29 ORMOND ST,CCD	\$ -	\$ 6,144	\$ 6,144	
		635805 264 S LINCOLN ST,MNC	\$ -	\$ 16,269	\$ 16,269	
		637243 2500 N RIVER RD,HOK	\$ -	\$ 66,579	\$ 66,579	
		637384 16 UNIVERSITY CIR,HOK	\$ -	\$ 24,474	\$ 24,474	
		645435 18 ORCHARD VIEW DR,LON	\$ -	\$ 45,038	\$ 45,038	
		646015 122 LOWELL RD,HUD	\$ -	\$ 13,722	\$ 13,722	
		659421 3 ALLYSON DR,HUD	\$ -	\$ 20,075	\$ 20,075	
		659445 6 BABOOSIC LAKE RD,MMK	\$ -	\$ 9,833	\$ 9,833	
		ENH Capital Accrual-Growth	\$ (354,564)	\$ (182,841)	\$ (537,406)	
		Growth - Install Main Total		\$ 2,051,337	\$ 1,900,299	\$ 3,951,636
		Growth - Install Services	ENH New Svc C/I PCS Pgm	\$ 919,512	\$ 665,756	\$ 1,585,268
	ENH New Svc Res PCS Pgm		\$ 1,162,223	\$ 2,057,789	\$ 3,220,012	
	Managed Expansion New Serv-ENH		\$ 4,545	\$ 340	\$ 4,885	
	Growth - Install Services Total		\$ 2,086,281	\$ 2,723,886	\$ 4,810,166	
	Growth - Meter Installations	ENH MTRWORK Pgm	\$ 121,659	\$ 111,232	\$ 232,892	
		ENH New Svc C/I PCS Pgm	\$ 6,885	\$ -	\$ 6,885	
		ENH New Svc Res PCS Pgm	\$ 6	\$ -	\$ 6	
	Growth - Meter Installations Total		\$ 128,550	\$ 111,232	\$ 239,783	
	Growth - Meter Purchases	2007 ERT PURCHASES GROWTH	\$ 76,243	\$ 180,120	\$ 256,363	
		2007 METER PURCHASES GROWTH	\$ 257,062	\$ 175,089	\$ 432,151	
2007 METER PURCHASES MANDATORY		\$ -	\$ -	\$ -		
METER EQP ENERGY NORTH 2003		\$ -	\$ -	\$ -		
Growth - Meter Purchases Total		\$ 333,305	\$ 355,208	\$ 688,513		
Growth - Sales Fulfillment	SALES FULFILLMENT SUPP. NE/RI	\$ -	\$ 20,262	\$ 20,262		
Growth - Sales Fulfillment Total		\$ -	\$ 20,262	\$ 20,262		
Growth - System Reinforcement	418404 CANDIA RD, MNC, at Take	\$ 26,751	\$ -	\$ 26,751		
	459147 PEMBROKE ST, PEM	\$ 30,073	\$ -	\$ 30,073		
	469659 151 N STATE ST, CCD	\$ 6,200	\$ -	\$ 6,200		
	469769 56 THAYER POND RD, CCD	\$ 200	\$ -	\$ 200		
	476990 1-93 DANIEL WEBSTER HWY	\$ 80,338	\$ -	\$ 80,338		
	477005 93-225 DANIEL WEBSTER H	\$ 3,238	\$ -	\$ 3,238		
	478901 GROVE ST, NAS	\$ 12,681	\$ -	\$ 12,681		
	498592 N STATE ST, CCD	\$ 236,999	\$ -	\$ 236,999		
	503110 539-548 RIMMON ST, MNC	\$ 600	\$ -	\$ 600		
	512879 AMHERST ST, NAS	\$ 3,126,990	\$ 259,391	\$ 3,386,382		

Category	Capital by Category FY10	Project Desc	Data		
			Sum of Jul 07 - Jun 08	Sum of Jul 08 - Jun 09	Sum of Total
Revenue Producing	Growth - System Reinforcement	532024 N STATE ST, CCD	\$ 353,253	\$ -	\$ 353,253
		536824 520-540 HALL ST, BOW	\$ 21,255	\$ 1,759	\$ 23,013
		546517 BRIDGE ST, NAS, @ TAYLO	\$ 13,258	\$ -	\$ 13,258
		546524 HIGHLAND ST, HUD,	\$ 276,545	\$ 4,649	\$ 281,194
		570296 199 CONCORD ST, NAS, to	\$ 32,418	\$ 348,854	\$ 381,272
		570415 174 COURT ST, LAC	\$ 3,479	\$ 877,780	\$ 881,259
		574316 GROVE ST, NAS	\$ 4,255	\$ -	\$ 4,255
		577908 TINKER RD, NAS, - 100'	\$ -	\$ 13,516	\$ 13,516
		577916 199 CONCORD ST, NAS, --	\$ -	\$ 1,211	\$ 1,211
		577955 TINKER RD, NAS, at ease	\$ -	\$ 7,842	\$ 7,842
		578166 TINKER RD, NAS, 2700' -	\$ -	\$ 229,605	\$ 229,605
		578613 1-26 HEATHROW CT, NAS,	\$ -	\$ 104,503	\$ 104,503
		578642 1-23 BANGOR ST, NAS, -1	\$ -	\$ 158,078	\$ 158,078
		584974 108-164 ALSACE ST, MNC	\$ 55,190	\$ 12,719	\$ 67,909
		598663 ELIZABETH AV, MNC	\$ 69,539	\$ 31,768	\$ 101,307
		609689 218 MANCHESTER ST, NAS,	\$ 16,313	\$ 102,660	\$ 118,973
		609692 WARREN LN, MMK, -- New	\$ -	\$ 78,629	\$ 78,629
		636085 COLLEGE RD, GOF	\$ -	\$ 2,650	\$ 2,650
		AUTO CONTROL LP DIST REGULATOR ENH TIME/TEMP	\$ 10,524	\$ 8,829	\$ 19,354
			\$ 2,848	\$ 9,279	\$ 12,127
	Growth - System Reinforcement Total	\$ 4,382,948	\$ 2,253,720	\$ 6,636,669	
Revenue Producing Total		\$ 8,972,935	\$ 7,410,803	\$16,383,738	
Grand Total		\$ 18,581,111	\$ 18,325,709	\$36,906,820	

**New Service Installations  
2005 to 2009**

	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>Residential</b>	881	684	484	552	308
<b>Commercial</b>	219	172	164	171	83
<b>Total</b>	<b>1,100</b>	<b>856</b>	<b>648</b>	<b>723</b>	<b>391</b>
<b>Annual Change</b>		<b>-22.2%</b>	<b>-24.3%</b>	<b>11.6%</b>	<b>-45.9%</b>
<b>Overall Change</b>					<b>-64.5%</b>

**Response to Odor Calls  
2005 to 2009**

<b>Normal Hours</b>	<b>Goal (*)</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
0-30 Minutes	82.00%	71.70%	78.50%	91.30%	91.82%	90.27%
0-45 Minutes	90.00%	90.80%	94.40%	97.70%	98.51%	98.82%
0-60 Minutes	97.00%	96.50%	97.70%	100.00%	99.69%	99.93%
<b>After Hours</b>	<b>Goal (*)</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
0-30 Minutes	80.00%	50.60%	56.00%	73.10%	87.26%	88.72%
0-45 Minutes	86.00%	71.40%	81.90%	92.30%	97.45%	98.45%
0-60 Minutes	95.00%	88.80%	93.40%	98.10%	99.11%	99.58%
<b>Weekends / Holidays</b>	<b>Goal (*)</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>
0-30 Minutes	76.00%	52.00%	49.10%	84.30%	84.75%	89.94%
0-45 Minutes	84.00%	73.00%	77.40%	93.10%	96.01%	98.36%
0-60 Minutes	94.00%	84.60%	88.20%	96.10%	99.48%	99.59%

(\*) Goal level agreed to in Merger Settlement Agreement, May 2007

**EnergyNorth Natural Gas, Inc. d/b/a National Grid NH  
Call Answering Report  
January 2010**

<u>Month</u>	<u>Year</u>	<u>Calls Answered in 30 Seconds</u>	<u>Total Calls Answered</u>	<u>% Calls Answered in 30 Sec for Month</u>	<u>% Calls Answered in 30 Sec 12 MTD</u>
February	2009	10,281	12,037	85.4%	73.7%
March	2009	10,010	11,398	87.8%	73.8%
April	2009	10,384	11,315	91.8%	74.5%
May	2009	10,711	11,295	94.8%	76.4%
June	2009	11,787	12,057	97.8%	78.4%
July	2009	12,043	12,228	98.5%	81.1%
August	2009	10,313	11,600	88.9%	84.5%
September	2009	17,931	19,311	92.9%	86.2%
October	2009	12,097	15,621	77.4%	87.1%
November	2009	10,760	12,007	89.6%	87.8%
December	2009	9,129	11,059	82.5%	88.2%
January	2010	8,699	11,021	78.9%	88.2%
<b>12 Month Total</b>		<b>134,145</b>	<b>150,949</b>	<b>88.9%</b>	

Note: "Total Calls Answered" include calls answered by a customer service representative (CSR) and calls completed within the Voice Response Unit (VRU). The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU.