

Attachment A 5003 Transition Services Monthly Status Report
Granite State Electric Company
Date: July 2012
Settlement Agreement, page 16 C.1.b.

Schedule A	Service	i Updated timetables	ii Costs incurred	iii Estimated Costs remainder (\$000)	iv % TSA completed
	General Protocol				
	Correspondence, Invoices, Notices and other Communication	on track			
					0.00%
	Human Resources				
HR-1	Payroll Services	on track	25,106.71		
HR-2	Employee Benefits	on track	69,005.15		
HR-3	Pension Administration	on track			
HR-4	Labor Relations Support	on track	4,016.09		
HR-5	Staffing Support	on track			
			\$ 98,127.95	-\$39,127.95	166.32%
	Financial Services				
Fin-1	Financial Reporting	on track	38.77		
Fin-2	Accounting Consulting	on track			
Fin-3	Financial Training Service	on track			
Fin-4	Accounts Payable Processes	on track			
Fin-5	Accounts Payable Consulting	on track			
Fin-6	Cash Management	on track			
Fin-7	Tax Consulting Services	on track			
Fin-8	Property Tax Services	on track	2,534.60		
Fin-9	Claims Handling/Investigation	on track			
			\$ 2,573.37	\$160,426.63	1.58%
	Operations				
Elec Ops-1	Planned Major Maintenance & Capital Construction	on track	1,258.72		
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	on track	592.46		
Elec Ops-3	Field Crew Dispatching and Scheduling	on track			
Elec Ops-4	Electric Engineering and Design	on track	1,054.25		
Elec Ops-5	Resource and Workload Planning	on track	2,489.79		
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	on track	3,223.48		
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	on track	2,226.59		
Elec Ops-8	Vegetation Management	on track	106.03		
Elec Ops-9	Customer Meter Support	on track	1,531.42		
Elec Ops-10	Electric Meter Shop	on track			
Elec Ops-11	Electric Lab (testing&calibration of tools, equipment and PPE)	on track	272.33		
Elec Ops-12	Infrared (IR) Testing	on track			
Elec Ops-13	Mapping & Records	on track	2,212.03		
Elec Ops-14	Relay and Protection	on track	444.33		
Elec Ops-15	Codes and Standards	on track	148.43		
Elec Ops-16	Mutual Assistance	on track	57.24		
Elec Ops-17	Business Continuity Support and Emergency Logistics	on track	174,561.44		
Elec Ops-18	Electric Operations Miscellaneous				
			\$ 190,178.54	\$3,761,821.46	4.81%
	Energy Solutions Delivery & Efficiency				
ESD&E-1	Energy Efficiency Programs	on track	1,893.21		
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	on track	38.45		
			\$ 1,931.66	-\$1,931.66	0.00%
	Energy Control & Supply				
Energy Supply-1	Electric Network Control	on track			
Energy Supply-2	Electric Load Forecasting	on track			
Energy Supply-3	Energy Procurement Services	on track			
Energy Supply-4	Energy Procurement Consulting	on track	6,477.63		
Energy Supply-5	Distributed Generation Services	on track			
			\$ 6,477.63	\$123,522.37	4.98%
	Project Management				
Project Mgt-1	Project Management Services	on track	2,240.89		

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		i	ii	iii	iv
Schedule A Service		Updated timetables	Costs incurred	Estimated Costs remainder (\$000)	% TSA completed
Project Mgt-2	Cost Management Access	on track			
			\$ 2,240.89	-\$2,240.89	0.00%
	Health, Safety & Environment (HS&E)				
	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	on track	303.60		
HS&E-1	Health and Safety Field Support	on track			
HS&E-2	Technical Training	on track	7,307.57		
HS&E-3	Environmental Compliance	on track			
HS&E-4	Environmental Field Support	on track			
HS&E-5	Spill Control/Response	on track			
HS&E-6	Environmental Regulatory Support & Consultation	on track			
HS&E-7	Licenses, Permits and Orders	on track			
HS&E-8			\$ 7,611.17	\$42,388.83	15.22%
	Security				
Security-1	Site Security Services	on track			
Security-2	Security Consulting	on track			
Security-3	NERC/NPCC- Reliability Compliance	on track			
				\$0.00	0.00%
	Supply Chain and Inventory Management				
Supply-1	Supply Chain Management	on track			
Supply-2	Materials Management System Support	on track			
Supply-3	Supplier Contracts	on track			
Supply-4	Access to Seller Warehouses	on track			
Supply-5	Fleet Services	on track			
				\$15,000.00	0.00%
	Customer Services Support				
Customer Svc-1	Call Center Operations	on track	5,865.81		
Customer Svc-2	Meter Reading, Billing and Payment Processing	on track	5,230.70		
Customer Svc-3	Collections Process Support	on track			
Customer Svc-4	New Business Administration	on track			
Customer Svc-5	Revenue Protection/Diversion & Investigation	on track			
Customer Svc-6	Customer Data Migration	on track			
Customer Svc-7	Meter Data Services Support				
			\$ 11,096.51	\$3,927,903.49	0.28%
	Regulatory Support				
Reg-1	Regulatory Support - General	on track	2,539.42		
Reg-2	Regulatory Reporting	on track	1,434.23		
			\$ 3,973.65	\$41,026.35	8.83%
	Records Management				
Records-1	Identification of Books and Records	on track			
Records-2	Separation and Transfer of Books and Records	on track			
				\$0.00	
	IT Transition Services				
IT-1	Business Application Services	on track	6,082.92		
IT-2	Collaboration Services (E-Mail)	on track			
IT-3	Data Centers	on track			
IT-4	Client Services	on track			
IT-5	Contracts and Licenses	on track			
IT-6	Infrastructure Services	on track	65,485.32		
IT-7	Networking Support	on track			
IT-8	IS Energy Management Systems (EMS)	on track	911.86		
IT-9	Security Services	on track			
			\$ 72,480.10	\$1,336,519.90	5.14%
			\$ 396,691.47	\$9,365,308.53	4.06%

5003 Transition Services Monthly Status Report
EnergyNorth Natural Gas, Inc.
Date: July 2012
Settlement Agreement, page 16 C.1.b.

Schedule A	Service	i	ii	iii	iv
		Updated timetables	Costs incurred	Estimated Costs remainder (\$000)	% TSA completed
	General Protocol				
	Correspondence, Invoices, Notices and other Communication	on track			
	Human Resources				
HR-1	Payroll Services	on track			
HR-2	Employee Benefits	on track			
HR-3	Pension Administration	on track			
HR-4	Labor Relations Support	on track			
HR-5	Staffing Support	on track			
				\$68,000.00	0.00%
	Financial Services				
Fin-1	Financial Reporting	on track			
Fin-2	Accounting Consulting	on track			
Fin-3	Financial Training Service	on track			
Fin-4	Accounts Payable Processes	on track			
Fin-5	Accounts Payable Consulting	on track			
Fin-6	Cash Management	on track			
Fin-7	Tax Consulting Services	on track			
Fin-8	Property Tax Services	on track	\$ 1,988.77		
Fin-9	Claims Handling/Investigation	on track			
			\$ 1,988.77	\$292,011.23	0.68%
	Operations				
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	on track	\$ 46,252.25		
Gas Ops-2	Operations Regulatory Support	on track			
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	on track	\$ 3,448.69		
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	on track			
Gas Ops-5	Mandated Programs, including Leak Survey Support	on track	\$ 1,812.71		
Gas Ops-6	Maps & Records	on track	\$ 2,323.43		
Gas Ops-7	LNG Compliance and Training	on track			
Gas Ops-8	Gas Engineering and Design	on track			
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	on track			
Gas Ops-10	Gas Support Services/Workload Planning	on track	\$ 755.95		
Gas Ops-11	Gas Meter Operations/Meter Shop	on track			
Gas Ops-12	Customer Meter Support	on track			
Gas Ops-13	Gas Reliability Planning	on track			
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	on track	\$ 255,977.37		
Gas Ops-15	Codes and Standards	on track			
Gas Ops-16	Ops Misc	on track	\$ 164,326.34		
Gas Ops-17	Mutual Assistance - Gas Emergencies	on track			
			\$ 474,896.74	\$4,901,103.26	8.83%
	Gas Control & Procurement				
Gas Supply-1	Gas Control	on track	\$ 10,835.34		
Gas Supply-2	Gas Procurement Services - General	on track			
Gas Supply-3	Energy Transactions	on track	\$ 970.83		
Gas Supply-4	Gas Load Forecasting	on track			
Gas Supply-5	Gas Procurement Consulting	on track			
Gas Supply-6	Gas Procurement Miscellaneous	on track			
			\$ 11,806.17	-\$11,806.17	0.00%
	Energy Solutions Delivery & Efficiency				
ESD&E-1	Energy Efficiency Programs	on track			
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	on track			
				\$77,000.00	0.00%
	Project Management				
Project Mgt-1	Project Management Services	on track			
Project Mgt-2	Cost Management Access	on track			
					0.00%
	Health, Safety & Environment (HS&E)				
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	on track			
HS&E-2	Health and Safety Field Support	on track			

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		Updated timetables	Costs incurred	Estimated Costs remainder (\$000)	% TSA completed
HS&E-3	Technical Training	on track			
HS&E-4	Environmental Compliance	on track			
HS&E-5	Site Investigation and Remediation	on track	\$ 745.52		
HS&E-6	Environmental Field Support	on track			
HS&E-7	Spill Control/Response	on track			
HS&E-8	Environmental Regulatory Support & Consultation	on track			
HS&E-9	Licenses, Permits and Orders	on track			
			\$ 745.52	\$214,254.48	0.35%
	Security				
Security-1	Site Security Services	on track			
Security-2	Security Consulting	on track			
					0.00%
	Supply Chain and Inventory Management				
Supply-1	Supply Chain Management	on track			
Supply-2	Materials Management System Support	on track			
Supply-3	Supplier Contracts	on track			
Supply-4	Access to Seller Warehouses	on track	\$ 25,347.42		
Supply-5	Fleet Services	on track			
			\$ 25,347.42	\$49,652.58	33.80%
	Customer Services Support				
Customer Svc-1	Call Center Operations	on track	\$ 27,129.07		
Customer Svc-2	Meter Reading, Billing and Payment Processing	on track	\$ 191,904.82		
Customer Svc-3	Collections Process Support	on track			
Customer Svc-4	New Business Administration	on track	\$ 1,484.60		
Customer Svc-5	Revenue Protection/Diversion & Investigation	on track			
Customer Svc-6	Customer Data Migration	on track			
			\$ 220,518.49	\$6,349,481.51	3.36%
	Regulatory Support				
Reg-1	Regulatory Support - General	on track			
Reg-2	Regulatory Reporting	on track	\$ 3,626.21		
			\$ 3,626.21		2.32%
	Records Management				
Records-1	Identification of Books and Records	on track			
Records-2	Separation and Transfer of Books and Records	on track			
					0.00%
	IT Transition Services				
IT-1	Business Application Services	on track	\$ 132.31		
IT-2	Collaboration Services (E-Mail)	on track			
IT-3	Data Centers	on track			
IT-4	Client Services	on track			
IT-5	Contracts and Licenses	on track			
IT-6	Infrastructure Services	on track	\$ 82,339.87		
IT-7	Networking Support	on track			
IT-8	IS Energy Management Systems (EMS)	on track			
IT-9	Security Services	on track			
			\$ 82,472.18	\$2,734,527.82	2.93%
			\$ 821,401.50	\$14,874,598.50	5.23%


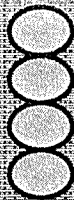
IT Status Report for the IT Migration Plan

September 1, 2012






Reference

- Filed pursuant to Section v (C) (1)(b) (v) of Settlement Agreement
- Color Representation:
 - GREEN represents the project is scheduled to complete on time
 - YELLOW represents corrective action has been identified and is in process
 - RED represents the project has major issues






Engineering & Operations Project

Overall Project Health		Project is targeting to success
Category Health		<p>Timelines - Timelines are tracking to project plan</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to the plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>Verifying requirements, gaps, configuration, customizations, integrations and interfaces to ensure scope is correct</p> <p>Updated project plan for inclusion into the IT Migration Plan</p> <p>Reviewed the Gas Application Inventory with the National Grid Team</p> <p>Acquired GIS data from National Grid</p>
Comments	<ol style="list-style-type: none"> 1 2 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>



Gastar Project

Overall Project Health		Project is targeting to success
Category Health	   	<p>Timelines - Timelines are tracking to the project plan</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to the plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>Met with Liberty Business team and software provider to finalize deliverables for paralleling wholesale transactions with National Grid system</p> <p>Draft of data conversion plan completed</p> <p>Updated project plan for inclusion into the IT Migration Plan</p> <p>Completed specs for Production and Test infrastructure environment</p>
Comments	<ol style="list-style-type: none"> 1. 2. 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>



Meter-to-Cash Project

Overall Project Health		Project is targeting to success
Category Health	   	<p>Timelines - Timelines are tracking to the project plan</p> <p>Resources - Vendor resource is unavailable for a short term, but a solution is being worked on</p> <p>Cost - Costs are tracking to the plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 4. 	<p>Updated project plan for inclusion into the IT Migration Plan</p> <p>CRS application data conversion session (week 2) completed</p> <p>Liberty is reviewing the CIS requirements walkthrough document</p> <p>National Grid (NG) Electricity detail walkthrough session (week 2) completed</p>
Comments	<ol style="list-style-type: none"> 1. 2. 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>



Financial System (Phase 1)

Overall Project Health		Project is complete and successful
Category Health		<p>Timelines - Project met the required timelines</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	1.	Project has been completed and system is in use
Comments	1	Phase 1 is now closed

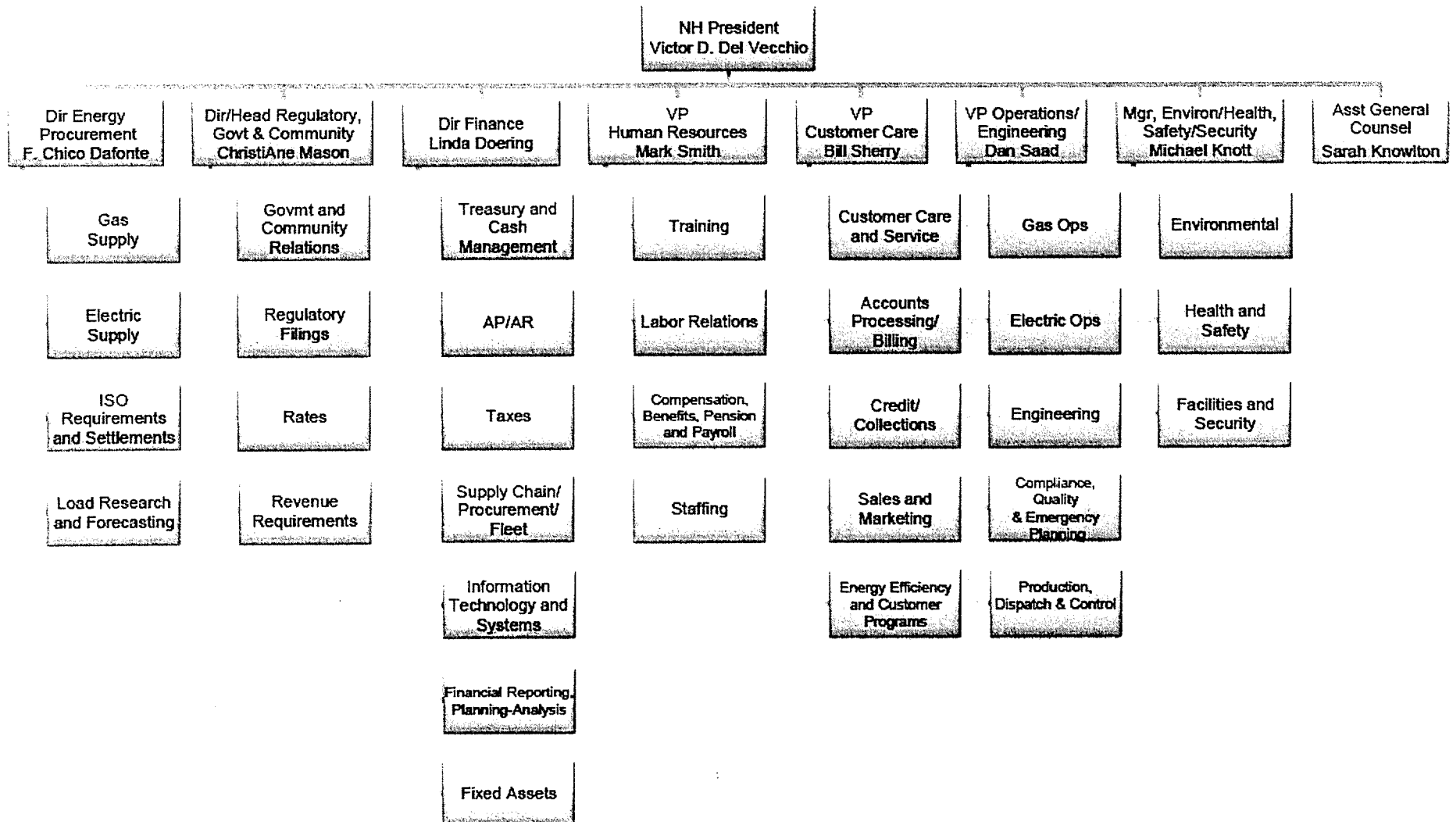
Work Management Project (Phase 2)

Overall Project Health		Project is targeting to success
Category Health		<p>Timelines - Timelines are tracking to the project plan</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 	<p>Updated project plan for inclusion into the IT Migration Plan</p> <p>Initial meeting with Quadra to discuss requirements</p>
Comments	<ol style="list-style-type: none"> 1. 2. 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>

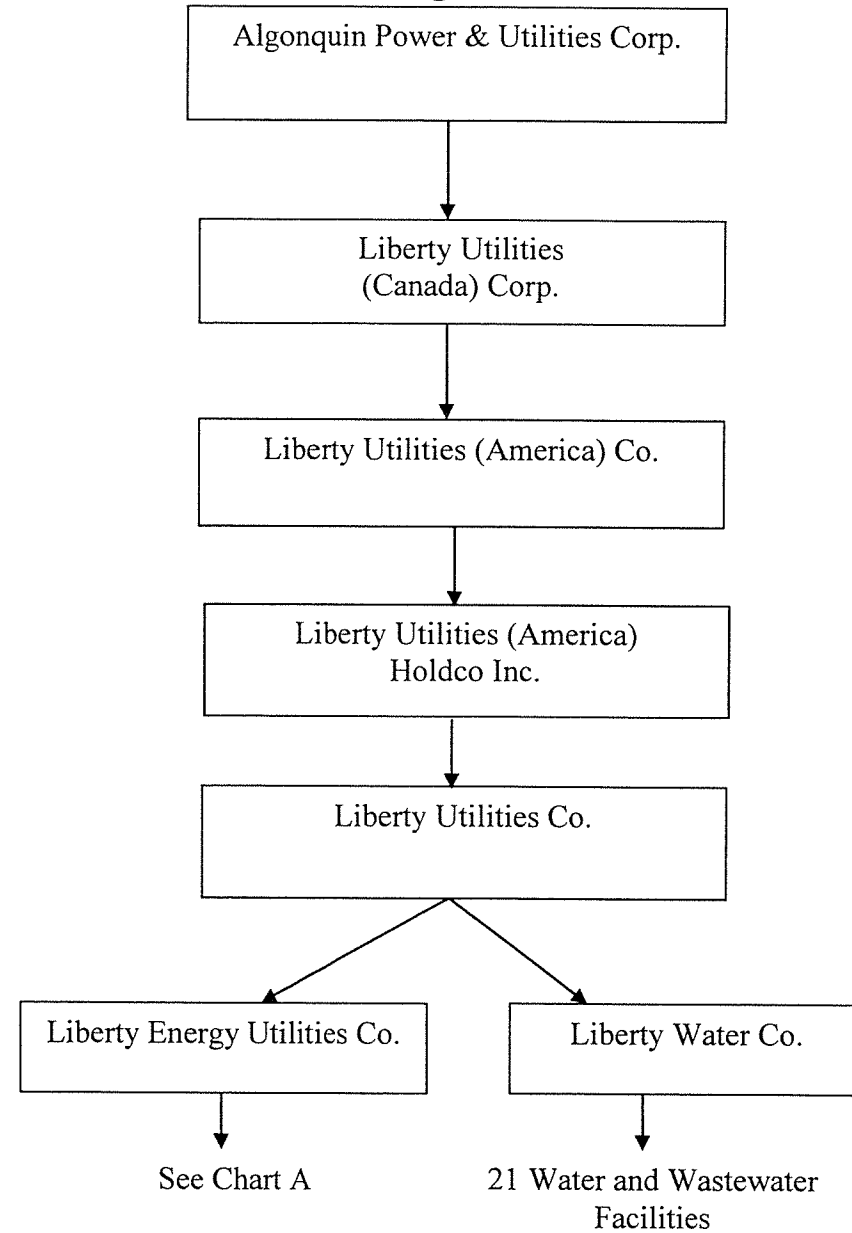
Network and Infrastructure

Overall Project Health		Project is targeting to success
Category Health		<p>Timelines - Timelines are tracking to the project plan</p> <p>Resources - Resources are being managed</p> <p>Cost - Costs are tracking to plan</p> <p>Scope - Scope is being tightly managed</p>
Transition Update	<ol style="list-style-type: none"> 1. 2. 3. 	<p>Preparing cutover strategy for New Hampshire offices</p> <p>IP Telephony Servers configured</p> <p>Review file transfers from National Grid Maximo to Liberty Wennsoft</p> <p>Review project plans and timelines for Liberty application integrations</p>
Comments	<ol style="list-style-type: none"> 1. 2. 	<p>IT Migration plan was updated August 1, 2012 and submitted to PUC</p> <p>No issues or risks identified</p>

Liberty Energy Utilities (New Hampshire) Corp



**LIBERTY UTILITIES
ORGANIZATION CHART
As of August 31, 2012**



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Chart A
LIBERTY ENERGY UTILITIES CO.

