		CURRENT SERVIC	E REPRESENTATIVE		DDDOVED BEL	ODTS BY CUD	RENT TSA LEAD			•	TTACHMEN	ITE		
		CORRENT SERVIC	E REFRESENTATIVE		TTROVEDICE	OKTO BT COK	KENT TOA LLAD	A	В	c ^	D	F F	F	G
		Updated Customer Service	e Representatives and TSA Leads are	rovided in accor	rdance with Section	v.C. 2 a. (v) of the	Settlement Agreement			Summary of any material disputes, claims, and		Escalated Complaint - Transition		Diposition of
		Mo/Yr	Mo/Yr					Monthly statemen (Most Recent)(p	ts TSA Scope er Changes (per	adjustments of Monthly Statements in the prior calendar month (per	Meeting minutes (per	Steering Committee (per Settlement V.C.2.a.(iv) and	Transition Service Notice - Date (per	Transition Service Notice - Confirmation of Termination Date/Signed (per
Schedule A	Service	Change Liberty Utilities	Change National Grid	Change	Approved By TSA Liberty	A Lead - Mo/Yr Change	Approved By TSA Lead - NG	V.C.2.a.		Settlement V.C.2.a.(iii)).	Settlement V.C.2.a.(iv)).	TSA Schedule A Section I.7)	Settlement V.C.2.a.(ii))	Settlement V.C.2.a.(ii))
	A General Protocol Correspondence, Invoices, Notices and other Communication							√						
110.4	B Human Resources	7/10	II and III and		Maria Occide	1	W 1- 199-			1		1	40/40/0040	44/40/0040
HR-1 HR-2	Payroll Services Employee Benefits	7/12 Mark Smith Mark Smith	Laurie Hare Lori Santoro		Mark Smith Mark Smith		Karyle Hills Lori Santoro						10/18/2012 10/18/2012	11/18/2012 11/18/2012
HR-3	Pension Administration	Mark Smith	Lori Santoro		Mark Smith		Karyle Hills						4/11/2013	05/01/203
HR-4	Labor Relations Support	Mark Smith	Thomas Ryan		Mark Smith		Brian Varga						10/18/2012	11/18/2012
HR-5	Staffing Support	Mark Smith	Maryjane Baer		Mark Smith		Brian Varga						10/18/2012	11/18/2012
	C Financial Services													
Fin-1 Fin-2	Financial Reporting Accounting Consulting	Linda Doering Linda Doering	Ron Boches Mike Wald		Linda Doering Linda Doering		Ron Boches Ron Boches	1 1						
Fin-3	Financial Training Service	Linda Doering	Mike Wald		Linda Doering		Ron Boches						1/29/2013	2/28/2013
Fin-4	Accounts Payable Processes	Linda Doering	John Napolitano		Linda Doering		Ron Boches							
Fin-5 Fin-6	Accounts Payable Consulting Cash Management	Linda Doering	John Napolitano Chris DiGilio		Linda Doering		Ron Boches Ron Boches						1/29/2013	2/28/2013
Fin-7	Tax Consulting Services	Linda Doering Susan Wan	Arthur Kiperberg		Linda Doering Linda Doering		Ron Boches							
Fin-8	Property Tax Services	Linda Doering	Paula Leaverton		Linda Doering		Ron Boches							
Fin-9	Claims Handling/Investigation	Paul Kinch	Joseph Weber		Linda Doering		Ron Boches							
	D Operations													
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	Chris Brouillard Tim Deppmeyer	Tom Bennett Susan Fleck		Rich MacDonald Rich MacDonald		Daniel McNamara Daniel McNamara						3/27/2013	4/27/2013
Gas Ops-2 Gas Ops-3	Operations Regulatory Support Emergency Maintenance Engineering & Technical Services	Chris Brouillard	John Flint		Rich MacDonald		Daniel McNamara Daniel McNamara						10/26/2012	11/25/2012
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	Norm Gallagher	Gary Bennett		Rich MacDonald	7/12	Daniel McNamara							
Gas Ops-5	Mandated Programs, including Leak Survey Support	Richard MacDonald	Joseph Basic		Rich MacDonald		Daniel McNamara						5/13/2013	
Gas Ops-6 Gas Ops-7	Maps & Records LNG Compliance and Training	Chris Brouillard Norm Gallagher	Joseph Basic Frank Su		Rich MacDonald Rich MacDonald		Daniel McNamara Daniel McNamara							
Gas Ops-8	Gas Engineering and Design	Chris Brouillard	Tim Small		Rich MacDonald		Daniel McNamara						3/27/2013	4/27/2013
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	Tim Deppmeyer	Don Cordone	,	Rich MacDonald	7/12	Daniel McNamara						4/2/2013	5/2/2013
Gas Ops-10	Gas Support Services/Workload Planning	Rich MacDonald	Joseph Basic / Mike		Rich MacDonald	7/10	Daniel McNamara							
Gas Ops-10	Gas Support Services/Workload Planning	Bryan McCallum / Rich	Bruno		RICH WACDONAIG	1/12	Daniel WcNamara							
Gas Ops-11	Gas Meter Operations/Meter Shop	MacDonald	Ron Johnson Christopher Gibb /		Rich MacDonald		Daniel McNamara							
Gas Ops-12 Gas Ops-13	Customer Meter Support Gas Reliability Planning	Rich MacDonald Chris Brouillard	Robert Preshong John Stavrakas		Rich MacDonald Rich MacDonald		Daniel McNamara Daniel McNamara							
Gas Ops-13 Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	Chris Brouillard	Tim Small		Rich MacDonald		Daniel McNamara							
Gas Ops-15	Codes and Standards	Tim Deppmeyer	Robert Wilson		Rich MacDonald		Daniel McNamara						10/26/2012	11/25/2012
Gas Ops-16	Ops Misc	Mike Knott	Pat Burns		Rich MacDonald	7/12	Daniel McNamara							
Gas Ops-17	Mutual Assistance - Gas Emergencies	Tim Deppmeyer	John Flint		Rich MacDonald	7/12	Daniel McNamara						1/16/2013	2/16/2013
Gas Supply-1	D.3 Gas Control & Procurement Gas Control	Norm Gallagher	Tom Amerige		Chico DaFonte		Tom Ameriae	 						
Gas Supply-1 Gas Supply-2	Gas Procurement Services - General	Chico DaFonte	Liz Arangio		Chico DaFonte		Liz Arangio							
Gas Supply-3	Energy Transactions	Chico DaFonte	Liz Arangio		Chico DaFonte		Liz Arangio							
Gas Supply-4	Gas Load Forecasting Gas Procurement Consulting	Chico DaFonte Chico DaFonte	Liz Arangio		Chico DaFonte Chico DaFonte		Liz Arangio							
Gas Supply-5 Gas Supply-6	Gas Procurement Consulting Gas Procurement Miscellaneous	Chico DaFonte	Liz Arangio Liz Arangio		Chico DaFonte		Liz Arangio							
	Energy Solutions Delivery & Efficiency													
ESD&E-1	Energy Efficiency Programs	Eric Stanley	Carol White	_	William Sherry		Carol White	t t						
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	William Sherry	Sean Mongan		William Sherry		Sean Mongan							
	Project Management			+				 						
	-	Rich MacDonald / Chris												
Project Mgt-1 Project Mgt-2	Project Management Services Cost Management Access	Broulliard Linda Doering	Daniel Glenning Patrick Pensabene		Rich MacDonald Rich MacDonald		David Way David Way						11/9/2012	12/9/2012
	-	Linda Doening	Fattick Felisabelle		RichiwacDonaid		David vvay							
	D.6 Health, Safety & Environment (HS&E)		Timothy Woycik / Brian											
		Gaetan Mercier /	Varga / Stephanie											
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		Shepard		Michael Knott		Tim Woycik	1					10/2/2012	11/1/2012
HS&E-2	Health and Safety Field Support	Gaetan Mercier / Michael Knott	Timothy Woycik		Michael Knott		Tim Wovcik						10/2/2012	11/1/2012
1100E-2	пеанн апо зајету пјего зарроп	Michael Knott Gaetan Mercier /	Timothy Woycik	 	IVIICTIAEI NOTE		THIT VVOYCIK	1					10/2/2012	11/1/2012
		Michael Knott / Mark												
HS&E-3	Technical Training	Smith	Brian Varga		Michael Knott		Tim Woycik	1 1					10/2/2012	11/1/2012
HS&E-4	Environmental Compliance	Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik						10/2/2012	11/1/2012
		Gaetan Mercier /						1				1	10/2/2012	, ., 2012
HS&E-5	Site Investigation and Remediation	Michael Knott	Michele Leone				ļ <u> </u>	4 I						
HS&E-6	Environmental Field Support	Gaetan Mercier / Michael Knott	Peter Harley		Michael Knott		Tim Woycik						10/2/2012	11/1/2012
		monadi Niott	. S.S. Halley						1				10/2/2012	

Schedule A		Service
HS&E-7		Spill Control/Response
HS&E-8		Environmental Regulatory Support & Consultation
HS&E-9		Licenses, Permits and Orders
		Security
Security-1		Site Security Services
Security-2		Security Consulting
Supply-1 Supply-2 Supply-3 Supply-4 Supply-5		Supply Chain and Inventory Management Supply Chain Management Materials Management System Support Supplier Contracts Access to Seller Warehouses Fleet Services
Customer Svc-1	E	Customer Services Support Call Center Operations
Customer Svc-2 Customer Svc-3		Meter Reading, Billing and Payment Processing Collections Process Support
Customer Svc-4 Customer Svc-5		New Business Adminstration Revenue Protection/Diversion & Investigation
Customer Svc-6		Customer Data Migration
Reg-1 Reg-2	F	Regulatory Support Regulatory Support - General Regulatory Reporting
Records-1 Records-2	G	Records Management Identification of Books and Records Separation and Transfer of Books and Records
IT-1	Н	IT Transition Services Business Application Services
IT-2		Collaboration Services (E-Mail)
IT-3		Data Centers
IT-4 IT-5		Client Services Contracts and Licenses
IT-6		Infrastructure Services
IT-7 IT-8 IT-9		Networking Support IS Energy Management Systems (EMS) Security Services

	CURRENT SERVICE	E REPRES	SENTATIVE		-	PPROVED REP	ORTS	BY CUR	RENT TSA LEAD)	ATTACHMENTS							
												Α	В	С	D	E	F	G
Mo/Yr Change	Jpdated Customer Service Liberty Utilities	Mo/Yr Change	tives and TSA Leads are p		d in acco Mo/Yr hange	Approved By TSA		Mo/Yr Change	Settlement Agreeme Approved By TS. NG			Monthly statements (Most Recent)(per Settlement V.C.2.a.(i))	TSA Scope Changes (per Settlement V.C.2.a.(ii))	Summary of any material disputes, claims, and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(iii)).	Meeting minutes (per Settlement V.C.2.a.(iv)).	Escalated Complaint - Transition Steering Committee (per Settlement V.C.2.a.(iv) and TSA Schedule A Section I.7)	Transition Service Notice Date (per Settlement V.C.2.a.(ii))	Diposition of Transition Service Notice - Confirmation of Termination Date/Signed (per Settlement V.C.2.a.(ii))
	Gaetan Mercier / Michael Knott		Peter Harley			Michael Knott			Tim Woycik								10/2/2012	11/1/2012
	Gaetan Mercier / Michael Knott		Peter Harley			Michael Knott			Tim Woycik								10/2/2012	11/1/2012
	Gaetan Mercier / Michael Knott		Peter Harley			Michael Knott			Tim Woycik								10/2/2012	11/1/2012
	I I I I I I I I I I I I I I I I I I I		r cici riancy			WIOTAGO TATOL			Till Woyolk								TOTELEGIE	17772012
	Gaetan Mercier / Michael Knott	0/40	Anthony Itrich			Michael Knott		0/40	Anthony Itriah									
	Gaetan Mercier /	8/12	,					8/12	Anthony Itrich									
	Michael Knott	8/12	Anthony Itrich	┢		Michael Knott		8/12	Anthony Itrich									
	Rich Foley Rich Foley		Jim Swalec Craig Dikeman			Rich Foley Rich Foley			Jim Swalec Craig Dikeman								11/30/2012	12/31/2012
	Rich Foley		Jim Swalec			Rich Foley			Jim Swalec								11/30/2012	12/31/2012
	Rich Foley Steve McCrodan		Craig Dikeman Bill Hilbrunner			Rich Foley Steve McCrodan			Craig Dikeman Bill Hilbrunner								11/30/2012	12/31/2012
	Nicole Harris Nicole Harris / Daniel Mahoney (Meter Data Services) Nicole Harris		Nancy Cianflone Nancy Cianflone / Christopher Gibb (Meter Data Services) Larry Frye Brian Schuster / Joe		8/12	Bill Sherry Bill Sherry Bill Sherry			Nancy Cianflone Nancy Cianflone Nancy Cianflone									
	Bill Sherry Nicole Harris		Basic Jeff Martin		8/12	Bill Sherry Bill Sherry			Brian Schuster Nancy Cianflone									
8/12	David Carleton/Nicole Harris		Nancy Ciaflone		8/12	Bill Sherry			Nancy Cianflone									
	OL CORN - M		Mile III G			01-1-11			No.									
	ChristiAne Mason Robert Campbell		Michael Laflamme Ann Leary			ChristiAne Mason ChristiAne Mason			Michael Laflamme Michael Laflamme									
7/12 7/12	Sarah Knowlton Sarah Knowlton		Sharareh Goldsmith Sharareh Goldsmith		7/12 7/12	Sarah Knowlton Sarah Knowlton			Sharareh Goldsmith Sharareh Goldsmith									
	David Carleton		Donald Stahlin Paul Circolone / Andv	H		David Carleton			Madalyn Hanley									
	David Carleton		Gould Paul Circolone / Andy			David Carleton			Madalyn Hanley									
	David Carleton		Gould Duane Bloomfield /			David Carleton			Madalyn Hanley									
	David Carleton		Harold Pinsker			David Carleton			Madalyn Hanley									
	David Carleton		Robert Lorkiewicz Paul Circolone / Earl			David Carleton			Madalyn Hanley									
—	David Carleton	-	Briggs Ed Brodsky / Alex	-		David Carleton			Madalyn Hanley									
	David Carleton David Carleton		Scherer Bill Mays	L		David Carleton David Carleton			Madalyn Hanley Madalyn Hanley									
	David Carleton David Carleton		Mike Andreozzi			David Carleton David Carleton			Madalyn Hanley									

7000 Transition Services Joint Monthly Status Report Granite State Electric Company Month of April 2013

		<u> </u>	CURRENT SERVIC	E REPRES	SENTATIVE	1 [APPROVED REPORTS	BY CURF	RENT TSA LEAD	_			Αī	TTACHMEN'	TS		
						1 F			-		Α	В	С	D	E	F	G
						1		ı		-							
															Escalated		
		I -											Summary of any		Complaint -		
			Jpdated Customer Service	ce Represent	tatives and TSA Leads are	provid	ed in accordance with Section V.C. 2 a. (v) of t	he Settlemer	nt Agreement				material disputes,		Transition		Diposition of
						П					Monthly statements		claims, and adjustments of Monthly		Steering Committee (per	Transition	Transition Service Notice - Confirmation
											(Most	TSA Scope	Statements in the prior	Meeting	Settlement	Service Notice -	of Termination
		Mo/Yr		Mo/Yr			Mo/Yr	Mo/Yr			Recent)(per Settlement	Changes (per Settlement	calendar month (per Settlement	minutes (per Settlement	V.C.2.a.(iv) and TSA Schedule	Date (per Settlement	Date/Signed (per Settlement
Schedule A	Service	Change	Liberty Utilities	Change	National Grid		Change Approved By TSA Lead - Liberty	Change	Approved By TSA Lead - N	IG.	V.C.2.a.(i))	V.C.2.a.(ii))	V.C.2.a.(iii)).	V.C.2.a.(iv)).	A Section I.7)	V.C.2.a.(ii))	V.C.2.a.(ii))
	General Protocol					1 F											
-	Correspondence, Invoices, Notices and other Communication										√						
	Human Resources					4 F				_							
HR-1	Payroll Services	7/12	Mark Smith		Laurie Hare	1 F	Mark Smith		Karyle Hills							10/18/2012	11/18/2012
HR-2 HR-3	Employee Benefits		Mark Smith		Lori Santoro	1	Mark Smith		Lori Santoro							10/18/2012	11/18/2012
HR-3 HR-4	Pension Administration Labor Relations Support		Mark Smith Mark Smith		Lori Santoro Thomas Ryan	1 6	Mark Smith Mark Smith		Karyle Hills Brian Varga							4/11/2013 10/18/2012	5/1/2013 11/18/2012
HR-5	Staffing Support		Mark Smith		Maryjane Baer	1 [Mark Smith		Brian Varga							10/18/2012	11/18/2012
c	Financial Services					1 F								<u> </u>			
Fin-1	Financial Reporting		Linda Doering		Ron Boches	1 E	Linda Doering		Ron Boches								
Fin-2 Fin-3	Accounting Consulting Financial Training Service		Linda Doering Linda Doering		Mike Wald Mike Wald	┨┠	Linda Doering Linda Doering		Ron Boches Ron Boches							1/29/2013	2/28/2013
Fin-4	Accounts Payable Processes		Linda Doering		John Napolitano	j t	Linda Doering		Ron Boches								
Fin-5	Accounts Payable Consulting		Linda Doering		John Napolitano	4 ⊦	Linda Doering		Ron Boches							1/29/2013	2/28/2013
Fin-6 Fin-7	Cash Management Tax Consulting Services		Linda Doering Susan Wan		Chris DiGilio Arthur Kiperberg	1 6	Linda Doering Linda Doering		Ron Boches Ron Boches								
Fin-8	Property Tax Services		Linda Doering		Paula Leaverton	1 E	Linda Doering		Ron Boches								
Fin-9	Claims Handling/Investigation		Paul Kinch		Joseph Weber	4 E	Linda Doering		Ron Boches								
Elec Ops-1	Operations Planned Major Maintenance & Capital Construction	_	Chris Brouillard		Mark Phillips	┨┞	Kurt Demmer	7/12	Dan Bunszell	_							
Elec Ops-2	Emergency Maintenance Engineering and Technical Services		Chris Brouillard		Marie Jordan	1 6	Kurt Demmer	7/12	Dan Bunszell								
Elec Ops-3	Field Crew Dispatching and Scheduling		Norm Gallagher		Gary Bennett	1	Kurt Demmer	7/12	Dan Bunszell								
Elec Ops-4 Elec Ops-5	Electric Engineering and Design Resource and Workload Planning		Chris Brouillard Chris Brouillard		Bob Brawley Jim Patterson	1 6	Kurt Demmer Kurt Demmer	7/12 7/12	Dan Bunszell Dan Bunszell								
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning		Chris Brouillard		Rob Sheridan		Kurt Demmer	7/12	Dan Bunszell								
Elec Ops-7	Substation Maintenance Programs/Substation Engineering		Chris Brouillard		John Gavin Anne Marie Moran / Craio	.	Kurt Demmer	7/12	Dan Bunszell			-					
Elec Ops-8	Vegetation Management		Kurt Demmer		Allen	1 L	Kurt Demmer	7/12	Dan Bunszell							12/13/2012	1/14/2013
Elec Ops-9	Customer Meter Support		Kurt Demmer		Christopher Gibb / Robert Preshona	l l	Kurt Demmer	7/12	Dan Bunszell							2/4/2013	3/4/2013
Elec Ops-10	Electric Meter Shop		Kurt Demmer		James Kelly	1 6	Kurt Demmer		Dan Bunszell							2/4/2013	3/4/2013
Elec Ops-11	Electric Lab (testing&calibration of tools, equipment and PPE)		Kurt Demmer Kurt Demmer		James Kelly	4 ⊨	Kurt Demmer Kurt Demmer	7/12 7/12	Dan Bunszell							11/14/2012 11/14/2012	12/14/2012 12/14/2012
Elec Ops-12	Infrared (IR) Testing		Kurt Demmer		James Kelly Michael Yarbrough / Briar	1	Kurt Demmer	7/12	Dan Bunszell							11/14/2012	12/14/2012
Elec Ops-13	Mapping & Records		Chris Brouillard		Miller	J L	Kurt Demmer	7/12	Dan Bunszell								
Elec Ops-14 Elec Ops-15	Relay and Protection Codes and Standards		Chris Brouillard Tim Deppmeyer		Mark Peterson Girard Purdy	1 6	Kurt Demmer Kurt Demmer	7/12 7/12	Dan Bunszell Dan Bunszell			-				10/26/2012	11/25/2012
Elec Ops-16	Mutual Assistance		Tim Deppmeyer		Kathy Lyford	1 E	Kurt Demmer	7/12	Dan Bunszell								
Elec Ops-17 Elec Ops-18	Business Continuity Support and Emergency Logistics Electric Operations Miscellaneous		Tim Deppmeyer Kurt Demmer	8/12	Dan Bunszell Kathy Lyford	4 F	Kurt Demmer Kurt Demmer	8/12 7/12	Dan Bunszell Dan Bunszell								
Elect Ope 10	Energy Solutions Delivery & Efficiency		Truit Dummor		really Lylord	1 F	rear Berniner	7712	Dui Dui Dui	_							
ESD&E-1	Energy Efficiency Programs		Eric Stanley		Carol White	1	Bill Sherry		Carol White								
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers		William Sherry		Sean Mongan	1 E	Bill Sherry		Sean Mongan								
	3 Energy Control & Supply	_				┨┞				_							
D.	5 87 Sounds & Cuppy					1 H		+		\dashv		Т					
Energy Supply-1	Electric Network Control		Norm Gallagher		Mike Gallagher	4 F	Chico DaFonte	1	Mike Gallagher			1	1				
Energy Supply-2	Electric Load Forecasting		Chico DaFonte		Joseph Gredder	\mathbf{I}	Chico DaFonte	9/12	Joseph Gredder	1							
						1 F											
Energy Supply-3	Energy Procurement Services		Chico DaFonte		Margaret Janzen	┨┠	Chico DaFonte		Margaret Janzen							1/22/2013	3/8/2013
Energy Supply-4	Energy Procurement Consulting		Chico DaFonte		Margaret Janzen		Chico DaFonte		Margaret Janzen								
Energy Supply-5	Distributed Generation Services		Chris Brouillard		Kevin Kelly / Marie Jordan		Chico DaFonte	9/12	Marie Jordan							3/28/2013	4/28/2013
Ellerdy Supply-S			Cilis Biodiliaid		Joidan	4 F	Clico Daronte	9/12	Ivialle Joluali							3/26/2013	4/20/2013
Project Mgt-1	Project Management Project Management Services		Chris Brouillard		Daniel Glenning	1 F	Rich MacDonald		David Way	-						3/14/2013	4/14/2013
Project Mgt-2	Cost Management Access		Linda Doering		Patrick Pensabene		Rich MacDonald		David Way								
D.	6 Health, Safety & Environment (HS&E)					1 C								•		·	
			Gaetan Mercier / Michael		Timothy Woycik / Brian Varga / Stephanie	۱Г				7							
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training		Knott		Shepard		Michael Knott	<u> </u>	Tim Woycik	[L	<u> </u>	<u></u>	<u> </u>	10/2/2012	11/1/2012
			Gaetan Mercier / Michael			1 [
HS&E-2	Health and Safety Field Support		Knott		Timothy Woycik	1 H	Michael Knott	1	Tim Woycik	-			+			10/2/2012	11/1/2012
11005.0			Gaetan Mercier / Michael		a :	\mathbf{I}				1						10/0/	44440
HS&E-3	Technical Training		Knott / Mark Smith Gaetan Mercier / Michael		Brian Varga	1 F	Michael Knott	1	Tim Woycik	=		-	+			10/2/2012	11/1/2012
HS&E-4	Environmental Compliance		Knott		Peter Harley	4 L	Michael Knott		Tim Woycik				1			10/2/2012	11/1/2012
HS&E-5	Environmental Field Support		Gaetan Mercier / Michael Knott		Peter Harley	\mathbf{I}	Michael Knott		Tim Woycik	1						10/2/2012	11/1/2012
		•		1	1. 2.01 · Idiloy		THE RESTRICT	1	vrojom		•	-	1	1		10/2/2012	111112012

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ATTACHMENTS

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			Updated Customer Service	e Represent	tatives and TSA Leads are p	ovided i	in accor	rdance with Section V.C. 2 a. (v) of th	e Settlemer	nt Agreement		Monthly statements			Summary of any material disputes, claims, and adjustments of Monthly	Escalated Complaint - Transition Steering Committee (per	Transition	Diposition of Transition Service Notice - Confirmation
Schedule A	Service	Mo/Yr Change	•	Mo/Yr Change	National Grid		o/Yr ange	Approved By TSA Lead - Liberty	Mo/Yr Change	Approved By TSA Lead - NG		(Most Recent)(pe Settlement V.C.2.a.(i))	r Cha	A Scope nges (per tlement .2.a.(ii))	Statements in the prior calendar month (per Settlement V.C.2.a.(iii)).		Service Notice - Date (per Settlement V.C.2.a.(ii))	of Termination Date/Signed (per Settlement V.C.2.a.(ii))
HS&E-6	Spill Control/Response		Gaetan Mercier / Michael Knott		Peter Harley			Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-7	Environmental Regulatory Support & Consultation		Gaetan Mercier / Michael Knott		Peter Harley			Michael Knott		Tim Woycik							10/2/2012	11/1/2012
HS&E-8	Licenses, Permits and Orders		Gaetan Mercier / Michael Knott	7/12	Peter Harley			Michael Knott		Tim Woycik							10/2/2012	11/1/2012
	Security										-							
Security-1	Site Security Services		Gaetan Mercier / Michael Knott	8/12	Anthony Itrich			Michael Knott	8/12	Anthony Itrich								
Security-2	Security Consulting		Gaetan Mercier / Michael Knott	8/12	Anthony Itrich			Michael Knott		Anthony Itrich								
•			Gaetan Mercier / Michael	0/12					0/12								0.000.004.0	
Security-3	NERC/NPCC- Reliability Compliance		Knott		Vicki M. O'Leary			Michael Knott		Mike Amico							3/28/2013	
	Supply Chain and Inventory Management										_				T			
Supply-1	Supply Chain Management		Rich Foley		Jim Swalec	-		Rich Foley		Jim Swalec	-						11/30/2012	12/31/2012
Supply-2	Materials Management System Support		Rich Foley		Craig Dikeman	-		Rich Foley		Craig Dikeman	-		-					
Supply-3	Supplier Contracts		Rich Foley		Jim Swalec	-		Rich Foley		Jim Swalec	-		-				11/30/2012	12/31/2012
Supply-4	Access to Seller Warehouses		Rich Foley		Craig Dikeman	-		Rich Foley		Craig Dikeman	-		_				11/30/2012	12/31/2012
Supply-5	Fleet Services		Steve McCrodan		Bill Hilbrunner	-		Steve McCrodan		Bill Hilbrunner	-		-					
	Customer Services Support	-				\vdash					-				Į.			
Customer Svc-1	Call Center Operations		Nicole Harris		Nancy Cianflone	8.	/12	Bill Sherry		Nancy Cianflone	-1							
					Nancy Cianflone /													
Customer Svc-2 Customer Svc-3	Meter Reading, Billing and Payment Processing Collections Process Support		Nicole Harris Nicole Harris		Christopher Gibb Larry Frye			Bill Sherry Bill Sherry		Nancy Cianflone Nancy Cianflone	-		_					
Customer Svc-S	Collections Process Support				Brian Schuster / Joe	-					-							
Customer Svc-4	New Business Adminstration		Bill Sherry		Basic			Bill Sherry		Brian Schuster								
Customer Svc-5	Revenue Protection/Diversion & Investigation		Nicole Harris David Carleton / Nicole		Jeff Martin	8.	/12	Bill Sherry		Nancy Cianflone	-		_					
Customer Svc-6	Customer Data Migration		Harris	7/12	Nancy Ciaflone	8.	/12	Bill Sherry		Nancy Cianflone								
Customer Svc-7	Meter Data Services Support		Daniel Mahoney		Thomas Amerige / Michael Murphy	8.	/12	Bill Sherry		Nancy Cianflone								
						-					4							
Reg-1	Regulatory Support Regulatory Support - General	-	ChristiAne Mason		Michael Laflamme	\vdash		ChristiAne Mason		Michael Laflamme	-		-		T	1		
Reg-2	Regulatory Reporting		Meera Reynolds		Jeanne Lloyd			ChristiAne Mason		Michael Laflamme	-							
	3 Records Management										-				I			
Records-1	Identification of Books and Records		Sarah Knowlton		Sharareh Goldsmith			Sarah Knowlton		Sharareh Goldsmith								
Records-2	Separation and Transfer of Books and Records	7/12	Sarah Knowlton		Sharareh Goldsmith	7.	/12	Sarah Knowlton		Sharareh Goldsmith								
	H IT Transition Services		-			-					-							
IT-1	Business Application Services	-	David Carleton		Donald Stahlin	\vdash		David Carleton		Madalyn Hanley	-							
					Paul Circolone / Andy													
IT-2	Collaboration Services (E-Mail)		David Carleton		Gould Paul Circolone / Andv			David Carleton		Madalyn Hanley	+							
IT-3	Data Centers		David Carleton		Gould Duane Bloomfield /	1		David Carleton		Madalyn Hanley	4		-					
IT-4	Client Services		David Carleton		Harold Pinsker			David Carleton		Madalyn Hanley								
IT-5	Contracts and Licenses		David Carleton		Robert Lorkiewicz Paul Circolone / Earl			David Carleton		Madalyn Hanley	-							,
IT-6	Infrastructure Services		David Carleton		Briggs			David Carleton		Madalyn Hanley								
IT-7	Networking Support		David Carleton		Ed Brodsky / Alex Scherer	1		David Carleton		Madalyn Hanley								
IT-8	IS Energy Management Systems (EMS)		David Carleton		Bill Mays			David Carleton		Madalyn Hanley								
IT-9	Security Services		David Carleton		Mike Andreozzi	ш		David Carleton		Madalyn Hanley	┙,							

APPROVED REPORTS BY CURRENT TSA LEAD

CURRENT SERVICE REPRESENTATIVE

Attachment A

Monthly Statements (Most Recent) (per Settlement V.C.2.a.(i))

See attached

Date: Invoice #: Terms: 04/12/2013 800018215 Net 20

Liberty Utilities 11 Northeastern Blvd Salem, NH

Initial Billing for Transition Services Activity: Final Billing for Transition Services Activity: N/A

March 2013

	Prior Mo	onth Adjustment			Initial Billing		
TSA Name Payroll	Granite State	Energy North	Total -	Granite State	Energy North	Total -	Invoice Total
Employee Benefits			-	-	-	-	-
Pension Administration			-	4,782.00	-	4,782.00	4,782.00
Labor Relations Staffing Support			-	-	-	-	-
Human Resources	-	-	-	4,782.00	-	4,782.00	4,782.00
Financial Reporting			-		-	, -	-
Accounting Consulting			-	3,611.44	3,611.44	7,222.88	7,222.88
Financial Training Service Accounts Payable Processing			-	-	-	-	-
Accounts Payable Consulting			-	-	-	-	-
Cash Management			-	-	-	-	-
Tax Consulting Property Tax Services			-	-	-	-	-
Claims Handling /Investigation			_	-	-	-	-
Finance	-	-		3,611.44	3,611.44	7,222.88	7,222.88
Planned Major Mtnc Emergency Mtnc & Tech Svcs			-	1,745.43	-	1,745.43	1,745.43
Field Crew Dispatch & Scheduling			-	30.17	-	30.17	30.17
Electric Eng & Design			-	25,438.89	-	25,438.89	25,438.89
Resource & Workload Planning Electric Fdr ,Sub T and Sub Asset Planning			-	1,632.87 (3,200.96)	-	1,632.87 (3,200.96)	1,632.87 (3,200.96)
Sub Mtnc Programs /Engineering			-	54,458.53	-	54,458.53	54,458.53
Vegetation Management			-	-	-	-	-
Customer Meter Support			-	- 50.63	-	F0.50	-
Electric Meter Shop Electric Lab			-	59.60 1,460.28	-	59.60 1,460.28	59.60 1,460.28
Infrared Testing			-	-	-	-	-
Mapping & Records			-	474.95	3,033.28	3,508.23	3,508.23
Relay & Protection Codes & Standards			-	1,190.03	-	1,190.03	1,190.03
Mutual Assistance			-	8,111.87	-	8,111.87	8,111.87
Business Continuity & Emergency Logistics			-	-	-	-	-
Ops Miscellaneous			-	60,484.77	-	60,484.77	60,484.77
Network Strategy & Planned Major Mtnc Operations Regulatory Support			-	-	-	-	-
Emergency Mntc Engineering & Technical Svcs			-	-	-	-	-
Mandated Programs, inc Leak Surveys			-	-	-	-	-
LNG Compliance & Training Gas Engineering & Design			-	-	-	-	-
QA/Analysis & Process Improvement			-	-	(621.08)	(621.08)	(621.08)
Gas Support/Workload Planning			-	-	161.32	161.32	161.32
Meter Ops/Meter Shop Reliability Planning			-	-	2,719.36	2,719.36	2,719.36
System Integrity, Asset Replacement, & Corrosion Control			-	-	-	-	-
Ops Misc			-	-	(2,235.93)	(2,235.93)	(2,235.93)
Operations	-	-	-	151,886.43	3,056.95	154,943.38	154,943.38
Energy Efficiency C&I Sales/Support			-	2,116.46	-	2,116.46	2,116.46
Energy Solutions Delivery & Efficiency	-	-		2,116.46	-	2,116.46	2,116.46
Network Control			-	(55,324.78)	-	(55,324.78)	(55,324.78)
Load Forecasting Energy Procurement			-	- 899.93	-	899.93	899.93
Energy Procurement Consulting			-	-	-	-	-
Distributed Generation Svcs			-	40.62	-	40.62	40.62
Gas Control Procurement Svcs General			-	-	16,353.02	16,353.02	16,353.02
Energy Transactions			-	-	(850.36)	(850.36)	(850.36)
Gas Load Foreecasting			-	-	1,550.93	1,550.93	1,550.93
Procurement Consulting			-	-	-	-	-
Procurement Svcs Misc Energy Control & Supply	-	-	-	(54,384.23)	17,053.59	(37,330.64)	(37,330.64)
Project Mgmt Svcs			-	-	- ,555.55	-	-
Cost Mgmt			-		-	-	-
Project Management HS&E Monitoring, Reporting Compliance & Training	-	-	-	166.98	-	166.98	166.98
Health & Safety Fld Support			-	-	-	-	-
Technical Training			-	-	-	-	-
Environmental Compliance Environmetal Field Support			-	-	-	-	-
SIR			-		1,434.95	1,434.95	1,434.95
Spill Control Response			-	1	-	-	-
Environmental Reg Support & Consultation			-	-	-	-	-
Licenses, Permits & Orders Health, Safety & Environment	-	-	-	166.98	1,434.95	1,601.93	1,601.93
Site Services			-	-	24,095.83	24,095.83	24,095.83
Security Consulting			-	1	-	-	•
NERC/NPCC Reg Compliance Security	-	_	-	-	24,095.83	24,095.83	24,095.83
Supply Chain Mgmt			-	-	-	24,053.83	-
Mat Mgmt System Support			-	-	-	-	-
Supplier Contracts Warehouse Access			-	-	-	-	-
VV at CHOUSE ACCESS						-	-

Liberty Utilities 11 Northeastern Blvd Salem, NH

04/12/2013 800018215 Net 20 Date: Invoice #: Terms:

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

March 2013 N/A

	Prior N	1onth Adjustment					
TSA Name	Granite State	Energy North	Total	Granite State	Energy North	Total	Invoice Total
Fleet Services			-	-	-	•	-
Supply Chain & Inventory	-	-	-	-	-		-
Call Center Ops			-	13,172.24	61,753.75	74,925.99	74,925.99
Meter Rdg, Billing & Payment Processing			-	66,189.51	42,894.40	109,083.91	109,083.91
Collections Support			-	11,631.17	-	11,631.17	11,631.17
New Business Admin			-	12,003.64	82.48	12,086.12	12,086.12
Revenue Protection			-	-	-	•	-
Customer Data Migration			-	-	-	-	-
Meter Data Services - Support			-	(1,506.39)	-	(1,506.39)	(1,506.39)
Customer Service	-	-	-	101,490.17	104,730.63	206,220.80	206,220.80
General			-	8,703.43	7,540.13	16,243.56	16,243.56
Regulatory Reporting			-	-	(1,961.18)	(1,961.18)	(1,961.18)
Regulatory Support	-	-	-	8,703.43	5,578.95	14,282.38	14,282.38
Identification of Books & Records			-	-	-	-	-
Seperation & Transfer of Books & Records			-	-	-	•	-
Records Management	-	-	-	-	-		-
Business Applications			-	38,416.94	43,316.41	81,733.35	81,733.35
Collaboration Services			-	-	-		-
Data Centers			-	-	-	•	-
Client services			-	-	-	•	-
Contracts & Licenses			-	3,118.33	5,791.18	8,909.51	8,909.51
Infrastructure Services			-	93,343.09	20,219.40	113,562.49	113,562.49
Networking Support			-	-	-	-	-
EMS/SCADA			-	1,131.14	-	1,131.14	1,131.14
Security Services			-		-	ì	-
ІТ	-	-	-	136,009.50	69,326.99	205,336.49	205,336.49
TOTAL				354,382.18	228,889.33	583,271.51	583,271.51

Please remit payments to the following:

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

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

Attachment B

TSA Scope Changes (per Settlement V.C.2.a.(ii))

Nothing to report

Attachment C

Summary of any material disputes, claims and adjustments of Monthly Statements in the prior calendar month (per Settlement V.C.2.a.(iii))

Nothing to report

Attachment D

Meeting Minutes (per Settlement V.C.2.a.(iv))

See attached

D.3 - Energy Solutions Delivery and Efficiency TSA Status Update - April 2013

Attending: Carol White

Ramesh Konatham Francis Mangano Nathan Berndt

Vijayakumar Periyasamy

Lisa Petherbridge

Bob Reals S. Balakrishnan S. Rajaram Eric Stanley

Regrets: None

Date: April 23, 2013

1.0 Review Checklist – No changes

2.0 Transition Update

- 1. Support for energy efficiency efforts is primarily focused on systems issues. National Grid is providing assistance to Liberty as Liberty develops its own program tracking and reporting systems.
- 2. Discussed extraction of all Liberty Utilities historical energy efficiency program data from National Grid's InDemand system for integration into Liberty's eTrack system, including topics of data format and prioritization of data components for transfer.
- 3. Action Items:
 - NGrid to propose a project plan and timeline to Liberty for completing this process.
 - NGrid to propose how data will be provided to Liberty. Liberty's preference is for data to be provided via an FTP site and loaded on a hard disk.
 - If applicable, NGrid to propose a data prioritization schedule that fits how the data is currently stored.

3.0 Issues - None

D.3 - Energy Supply TSA Status Update - April 2013

Attending: Michael Gallagher, Joseph Cutler, Mikeljon Freitas National Grid

Norm Gallagher, Kurt Demmer, Kathy Kelley Liberty Utilities

Regrets: n/a

Date: May 6, 2013

1.0 Review Checklist – no changes

2.0 Transition Update

Liberty asked if National Grid would be interested in continuing the substation switching after the end of the TSA. During the meeting we discussed detailed questions about doing this work but made it clear that we could not give an answer without further NGrid discussion.

On 5/10/13 we responded to Norm Gallagher that NGrid was not interested in continuing with substation switching beyond the end of the TSA.

No transition services have terminated yet.

3.0 Issues - None

D.6 - Supply Chain TSA Status Update - April 2013

Attending: Craig Dikeman, National Grid

Richard Foley, Liberty Utilities

Regrets: n/a

Date: May 20, 2013

- 1.0 Review Checklist no changes
- 2.0 Transition Update

The following TSA's remain open:

- 1. Granite State Electric TSA #2 Materials Management System Support
- 2. Energy North TSA #2 Materials Management System Support

Rich would like to keep these 2 TSA's open through the early summer months to cover any need for materials from National Grid warehouses as he becomes more familiar with the needs of Liberty, specifically on the electric side of the business. Rich feels that we can target the July timeframe as a realistic goal to close these 2 remaining TSA's between National Grid and Liberty.

The following TSA's have been closed:

- 1. Granite State Electric TSA #1 Supply Chain Management
- 2. Granite State Electric TSA #3 Supplier Contracts
- 3. Granite State Electric TSA #4- Access to Seller's Warehouse
- 4. Energy North TSA #1 Supply Chain Management
- 5. Energy North TSA #3 Supplier Contracts
- 6. Energy North TSA #4- Access to Seller's Warehouse

I will continue to meet regularly with Rich and work towards successful closure of the remaining open TSA's.

3.0 Issues - None

F - Regulatory TSA Status Update - April 2013

Attending: ChristiAne Mason

Sarah Knowlton Teresa Burns Ann Leary Jeanne Lloyd Michael Laflamme William Richer

Regrets: None

Date: April 29, 2013

- 1.0 TSA Scope changes or Requests for Scope Changes
 - None
- 2.0 Transition Update
 - Energy North
 - Transition continues to progress
 - Marc Savoie operating more independently and producing and supporting gas flings
 - List of dates for filings' cut-over established. October 31st Gas TSA sign-off targeted
 - Granite State
 - VMP/REP will be prepared and supported by Liberty, review by NGrid
- 3.0 Issues
 - Discussion of resource issues Liberty still searching for manager and PT back fill for Meera Reynolds. Currently using J. Bonner to back fill as needed.
- 4.0 Termination of Services Number complete
 - None complete

Attachment E

Escalated Complaint – Transition Steering Committee (per Settlement V.C.2.a(iv) and TSA Schedule A Section 1.7)

Nothing to report