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

MONTHLY REPORT OF TRANSITION PROGRESS

For the Month of May 2014

ATTACHMENT A

MONTHLY TRANSITION COSTS AND SUPPORTING DETAIL

Please see the following attachments:

A.1 Transition Services Cost Report - *Please see native format Excel worksheets*

A.2 Transition Services Cost Report Supporting Detail – *Please see native format Excel worksheets (the most recent invoice provided by National Grid is May 2014)*

A.3 GSE and ENNG Monthly Transition Progress

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)		(A) + (B)		(C) - (D)	(E) / (D)
	Transition Service	Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Human Resources						
HR-1	Payroll Services	51,910.97					
HR-2	Employee Benefits	263,142.61					
HR-3	Pension Administration	31,991.66					
HR-4	Labor Relations Support	14,925.31					
HR-5	Staffing Support	2.55					
	Estimate	-					
		361,973.10	-	361,973.10	59,000.00	302,973.10	514%
	Financial Services						
Fin-1	Financial Reporting	397.87					
Fin-2	Accounting Consulting	89,893.38					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	5,883.68					
Fin-8	Property Tax Services	13,591.19					
Fin-9	Claims Handling/Investigation	731.39					
	Estimate	-					
		110,497.51	2,789.19	113,286.70	163,000.00	(49,713.30)	-30%
	Operations						
Elec Ops-1	Planned Major Maintenance & Capital Construction	115,818.75					
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	1,890.82					
Elec Ops-3	Field Crew Dispatching and Scheduling	5,105.04					
Elec Ops-4	Electric Engineering and Design	86,939.34					
Elec Ops-5	Resource and Workload Planning	46,537.74					
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	111,280.01					
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	1,785,303.08					
Elec Ops-8	Vegetation Management	468.05					
Elec Ops-9	Customer Meter Support	25,197.46					
Elec Ops-10	Electric Meter Shop	10,678.08					
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	3,283.89					
Elec Ops-12	Infrared (IR) Testing	-					
Elec Ops-13	Mapping & Records	19,285.29					
Elec Ops-14	Relay and Protection	74,650.56					
Elec Ops-15	Codes and Standards	1,715.22					
Elec Ops-16	Mutual Assistance	158,266.14					
Elec Ops-17	Business Continuity Support and Emergency Logistics	175,054.11					
Elec Ops-18	Electric Operations Miscellaneous	969,636.36					
	Estimate	-					
		3,591,109.94	72,151.52	3,663,261.46	3,952,000.00	(288,738.54)	-7%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	49,750.12					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	1,015.62					
	Estimate	-					
		50,765.74	-	50,765.74	-	50,765.74	0%
	Energy Control & Supply						
Energy Supply-1	Electric Network Control	273,655.06					
Energy Supply-2	Electric Load Forecasting	5,097.47					
Energy Supply-3	Energy Procurement Services	11,451.86					
Energy Supply-4	Energy Procurement Consulting	6,477.63					
Energy Supply-5	Distributed Generation Services	742.09					
	Estimate	-					
		297,424.11	-	297,424.11	130,000.00	167,424.11	129%
	Project Management						
Project Mgt-1	Project Management Services	9,339.14					
Project Mgt-2	Cost Management Access	-					
	Estimate	-					
		9,339.14	-	9,339.14	-	9,339.14	0%
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,402.56					
HS&E-2	Health and Safety Field Support	5.22					
HS&E-3	Technical Training	0.00					
HS&E-4	Environmental Compliance	-					
HS&E-5	Environmental Field Support	841.87					
HS&E-6	Spill Control/Response	-					
HS&E-7	Environmental Regulatory Support & Consultation	-					
HS&E-8	Licenses, Permits and Orders	-					
	Estimate	-					
		3,249.65	-	3,249.65	50,000.00	(46,750.35)	-94%

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)		(A) + (B)		(C) - (D)	(E) / (D)
	Transition Service	Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Security						
Security-1	Site Security Services	5.53					
Security-2	Security Consulting	-					
Security-3	NERC/NPCC- Reliability Compliance	-					
	Estimate	-					
		5.53	-	5.53	-	5.53	0%
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management	62.93					
Supply-2	Materials Management System Support	-					
Supply-3	Supplier Contracts	9,927.84					
Supply-4	Access to Seller Warehouses	-					
Supply-5	Fleet Services	71,040.97					
	Estimate	-					
		81,031.74	-	81,031.74	15,000.00	66,031.74	440%
	Customer Services Support						
Customer Svc-1	Call Center Operations	575,530.36					
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,238,346.58					
Customer Svc-3	Collections Process Support	41,042.92					
Customer Svc-4	New Business Administration	217,066.32					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	604.74					
Customer Svc-7	Meter Data Services Support	120,348.28					
	Estimate	-					
		2,192,939.19	134,503.26	2,327,442.45	3,939,000.00	(1,611,557.55)	-41%
	Regulatory Support						
Reg-1	Regulatory Support - General	54,708.97					
Reg-2	Regulatory Reporting	22,031.73					
	Estimate	-					
		76,740.70	6,475.39	83,216.09	45,000.00	38,216.09	85%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	-	-	0%
	IT Transition Services						
IT-1	Business Application Services	647,115.29					
IT-2	Collaboration Services (E-Mail)	0.03					
IT-3	Data Centers	101,791.24					
IT-4	Client Services	116,931.18					
IT-5	Contracts and Licenses	457,071.31					
IT-6	Infrastructure Services	358,656.39					
IT-7	Networking Support	115,839.83					
IT-8	IS Energy Management Systems (EMS)	119,767.02					
IT-9	Security Services	459.14					
	Estimate	-					
		$ 1,917,631.43	110,010.92	$ 2,027,642.35	$ 1,409,000.00	$ 618,642.35	44%
		$ 8,692,707.80	$ 325,930.27	$ 9,018,638.07	$ 9,762,000.00	$ (743,361.93)	-8%

Capital Charges Included in above actual bills

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

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(Z)	(AA)	(AB)	(AC)	(AD)	(AE)
	Transition Service	Cost					
		(actual) Feb-14	(actual) Mar-14	(actual) Apr-14	(actual) May-14	(estimated) Jun-14	Total Actual & Est.
	Human Resources						
HR-1	Payroll Services	-	-	-	-	-	51,910.97
HR-2	Employee Benefits	-	-	-	-	-	263,142.61
HR-3	Pension Administration	-	-	-	-	-	31,991.66
HR-4	Labor Relations Support	-	-	-	-	-	14,925.31
HR-5	Staffing Support	-	-	-	-	-	2.55
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	361,973.10
	Financial Services						
Fin-1	Financial Reporting	-	-	-	-	-	397.87
Fin-2	Accounting Consulting	2,801.48	3,831.38	3,820.20	2,292.12	2,789.19	92,682.57
Fin-3	Financial Training Service	-	-	-	-	-	-
Fin-4	Accounts Payable Processes	-	-	-	-	-	-
Fin-5	Accounts Payable Consulting	-	-	-	-	-	-
Fin-6	Cash Management	-	-	-	-	-	-
Fin-7	Tax Consulting Services	-	-	-	-	-	5,883.68
Fin-8	Property Tax Services	-	-	-	-	-	13,591.19
Fin-9	Claims Handling/Investigation	-	-	-	-	-	731.39
	Estimate	-	-	-	-	-	-
		2,801.48	3,831.38	3,820.20	2,292.12	2,789.19	113,286.70
	Operations						
Elec Ops-1	Planned Major Maintenance & Capital Construction	-	-	-	-	-	115,818.75
Elec Ops-2	Emergency Maintenance Engineering and Technical Services	-	-	-	1,298.36	-	1,890.82
Elec Ops-3	Field Crew Dispatching and Scheduling	-	-	-	569.41	-	5,105.04
Elec Ops-4	Electric Engineering and Design	4,498.00	-	280.82	-	9,625.88	96,565.22
Elec Ops-5	Resource and Workload Planning	-	-	-	-	1,368.06	47,905.80
Elec Ops-6	Electric Feeder, Sub-Transmission and Substation Asset Planning	145.88	395.64	642.55	418.75	-	111,280.01
Elec Ops-7	Substation Maintenance Programs/Substation Engineering	(2,862.28)	5,266.87	2,609.49	4,048.82	61,094.90	1,846,397.98
Elec Ops-8	Vegetation Management	-	-	-	-	-	468.05
Elec Ops-9	Customer Meter Support	-	-	-	-	-	25,197.46
Elec Ops-10	Electric Meter Shop	547.51	-	-	-	62.68	10,740.76
Elec Ops-11	Electric Lab (testing & calibration of tools, equipment and PPE)	-	-	-	-	-	3,283.89
Elec Ops-12	Infrared (IR) Testing	-	-	-	-	-	-
Elec Ops-13	Mapping & Records	338.03	249.93	1,198.69	396.99	-	19,285.29
Elec Ops-14	Relay and Protection	2,276.93	9,774.66	7,705.51	4,983.56	-	74,650.56
Elec Ops-15	Codes and Standards	-	-	-	-	-	1,715.22
Elec Ops-16	Mutual Assistance	-	-	-	-	-	158,266.14
Elec Ops-17	Business Continuity Support and Emergency Logistics	-	-	-	-	-	175,054.11
Elec Ops-18	Electric Operations Miscellaneous	35,961.21	36,902.72	52,492.84	82,241.10	-	969,636.36
	Estimate	-	-	-	-	-	-
		40,905.28	52,589.82	64,929.90	93,956.99	72,151.52	3,663,261.46
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	498.04	131.56	-	-	-	49,750.12
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	1,015.62
	Estimate	-	-	-	-	-	-
		498.04	131.56	-	-	-	50,765.74
	Energy Control & Supply						
Energy Supply-1	Electric Network Control	16,761.37	13,259.36	13,829.71	11,014.79	-	273,655.06
Energy Supply-2	Electric Load Forecasting	-	-	-	-	-	5,097.47
Energy Supply-3	Energy Procurement Services	-	-	-	-	-	11,451.86
Energy Supply-4	Energy Procurement Consulting	-	-	-	-	-	6,477.63
Energy Supply-5	Distributed Generation Services	-	-	-	-	-	742.09
	Estimate	-	-	-	-	-	-
		16,761.37	13,259.36	13,829.71	11,014.79	-	297,424.11
	Project Management						
Project Mgt-1	Project Management Services	-	-	-	-	-	9,339.14
Project Mgt-2	Cost Management Access	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	9,339.14
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	-	-	-	-	-	2,402.56
HS&E-2	Health and Safety Field Support	-	-	-	-	-	5.22
HS&E-3	Technical Training	-	-	-	-	-	0.00
HS&E-4	Environmental Compliance	-	-	-	-	-	-
HS&E-5	Environmental Field Support	-	-	-	-	-	841.87
HS&E-6	Spill Control/Response	-	-	-	-	-	-
HS&E-7	Environmental Regulatory Support & Consultation	-	-	-	-	-	-
HS&E-8	Licenses, Permits and Orders	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	3,249.65

Attachment A.1 – Transition Services Cost Report

Granite State Electric Company
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(Z)	(AA)	(AB)	(AC)	(AD)	(AE)
	Transition Service	Cost					
		(actual) Feb-14	(actual) Mar-14	(actual) Apr-14	(actual) May-14	(estimated) Jun-14	Total Actual & Est.
	Security						
Security-1	Site Security Services	-	-	-	-	-	5.53
Security-2	Security Consulting	-	-	-	-	-	-
Security-3	NERC/NPCC- Reliability Compliance	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	5.53
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management	-	-	-	-	-	62.93
Supply-2	Materials Management System Support	-	-	-	-	-	-
Supply-3	Supplier Contracts	-	-	-	-	-	9,927.84
Supply-4	Access to Seller Warehouses	-	-	-	-	-	-
Supply-5	Fleet Services	-	-	-	-	-	71,040.97
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	81,031.74
	Customer Services Support						
Customer Svc-1	Call Center Operations	8,557.04	20,425.90	30,525.15	26,385.30	18,305.66	593,836.01
Customer Svc-2	Meter Reading, Billing and Payment Processing	59,904.45	(42,529.01)	51,057.83	23,266.62	90,244.93	1,328,591.51
Customer Svc-3	Collections Process Support	4.20	-	-	-	5,817.90	46,860.82
Customer Svc-4	New Business Administration	3,152.59	4,825.45	3,039.80	2,020.36	11,079.06	228,145.38
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	604.74
Customer Svc-7	Meter Data Services Support	8,654.43	(454.38)	5,089.88	5,663.75	9,055.71	129,403.99
	Estimate	-	-	-	-	-	-
		80,272.71	(17,732.04)	89,712.66	57,336.03	134,503.26	2,327,442.45
	Regulatory Support						
Reg-1	Regulatory Support - General	5,714.69	85.55	(5,214.35)	170.99	6,390.30	61,099.27
Reg-2	Regulatory Reporting	-	-	-	-	85.08	22,116.82
	Estimate	-	-	-	-	-	-
		5,714.69	85.55	(5,214.35)	170.99	6,475.39	83,216.09
	Records Management						
Records-1	Identification of Books and Records	-	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	IT Transition Services						
IT-1	Business Application Services	79,817.12	67,816.81	66,631.07	3,311.41	17,847.11	664,962.39
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.03
IT-3	Data Centers	6,187.03	2,409.85	1,983.00	2,437.25	-	101,791.24
IT-4	Client Services	3,642.77	2,731.60	4,363.41	4,986.08	-	116,931.18
IT-5	Contracts and Licenses	34,165.86	20,468.32	92,867.06	17,465.20	-	457,071.31
IT-6	Infrastructure Services	(15,319.77)	6,507.38	308.34	37,151.62	91,786.76	450,443.16
IT-7	Networking Support	8,813.16	224.41	869.83	(26.81)	-	115,839.83
IT-8	IS Energy Management Systems (EMS)	6,169.43	9,392.72	3,458.95	5,627.01	377.05	120,144.06
IT-9	Security Services	-	-	-	-	-	459.14
	Estimate	-	-	-	-	-	-
		$ 123,475.60	$ 109,551.09	$ 170,481.66	$ 70,951.76	$ 110,010.92	$ 2,027,642.35
		$ 270,429.17	$ 161,716.72	$ 337,559.78	$ 235,722.68	$ 325,930.27	$ 9,018,638.07

Capital Charges Included in above actual bills

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

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)		(A) + (B)		(C) - (D)	(E) / (D)
	Transition Service	Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Human Resources						
HR-1	Payroll Services	14,691.64					
HR-2	Employee Benefits	95,625.38					
HR-3	Pension Administration	34,303.83					
HR-4	Labor Relations Support	3,629.16					
HR-5	Staffing Support	0.46					
	Estimate	-					
		148,250.47	-	148,250.47	68,000.00	80,250.47	118%
	Financial Services						
Fin-1	Financial Reporting	37,909.00					
Fin-2	Accounting Consulting	68,292.38					
Fin-3	Financial Training Service	-					
Fin-4	Accounts Payable Processes	-					
Fin-5	Accounts Payable Consulting	-					
Fin-6	Cash Management	-					
Fin-7	Tax Consulting Services	140.61					
Fin-8	Property Tax Services	9,508.54					
Fin-9	Claims Handling/Investigation	10.55					
	Estimate	-					
		115,861.07	2,789.19	118,650.27	294,000.00	(175,349.73)	-60%
	Operations						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	36,646.72					
Gas Ops-2	Operations Regulatory Support	5,516.88					
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	49,670.61					
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	8.65					
Gas Ops-5	Mandated Programs, including Leak Survey Support	13,871.73					
Gas Ops-6	Maps & Records	220,702.00					
Gas Ops-7	LNG Compliance and Training	-					
Gas Ops-8	Gas Engineering and Design	70,944.37					
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	14,272.61					
Gas Ops-10	Gas Support Services/Workload Planning	19,685.14					
Gas Ops-11	Gas Meter Operations/Meter Shop	127,916.68					
Gas Ops-12	Customer Meter Support	15,081.42					
Gas Ops-13	Gas Reliability Planning	15,758.96					
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	336,321.23					
Gas Ops-15	Codes and Standards	11,662.95					
Gas Ops-16	Ops Misc	39,989.40					
Gas Ops-17	Mutual Assistance - Gas Emergencies	-					
	Estimate	-					
		978,049.34	-	978,049.34	5,376,000.00	(4,397,950.66)	-82%
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	41,410.52					
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	70,952.05					
	Estimate	-					
		112,362.56	-	112,362.56	77,000.00	35,362.56	46%
	Gas Control & Procurement						
Gas Supply-1	Gas Control	383,482.72					
Gas Supply-2	Gas Procurement Services - General	390,985.82					
Gas Supply-3	Energy Transactions	(264,738.52)					
Gas Supply-4	Gas Load Forecasting	45,091.26					
Gas Supply-5	Gas Procurement Consulting	-					
Gas Supply-6	Gas Procurement Miscellaneous	-					
	Estimate	-					
		554,821.28	-	554,821.28	0.00	554,821.28	55482128137%
	Project Management						
Project Mgt-1	Project Management Services	5,488.17					
Project Mgt-2	Cost Management Access	2,979.29					
	Estimate	-					
		8,467.46	-	8,467.46	0.00	8,467.45	846745499%
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	2,153.73					
HS&E-2	Health and Safety Field Support	495.18					
HS&E-3	Technical Training	-					
HS&E-4	Environmental Compliance	22.50					
HS&E-5	Site Investigation and Remediation	23,540.17					
HS&E-6	Environmental Field Support	152.50					
HS&E-7	Spill Control/Response	-					
HS&E-8	Environmental Regulatory Support & Consultation	-					
HS&E-9	Licenses, Permits and Orders	-					
	Estimate	-					
		26,364.08	-	26,364.08	215,000.00	(188,635.92)	-88%

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(A)	(B)	(C)	(D)	(E)	(F)
		(G) through (P)		(A) + (B)		(C) - (D)	(E) / (D)
	Transition Service	Total Cost				Variance over/(under) Original	
		Actual Billed To Date	Estimated Remaining	Actual & Estimated	Original Estimate	Amount	Percent
	Security						
Security-1	Site Security Services	30,120.42					
Security-2	Security Consulting	353.84					
	Estimate	-					
		30,474.26	-	30,474.26		30,474.26	0%
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management	76.43					
Supply-2	Materials Management System Support	319.78					
Supply-3	Supplier Contracts	-					
Supply-4	Access to Seller Warehouses	173,298.11					
Supply-5	Fleet Services	18,537.65					
	Estimate	-					
		192,231.97	-	192,231.97	75,000.00	117,231.97	156%
	Customer Services Support						
Customer Svc-1	Call Center Operations	986,943.60					
Customer Svc-2	Meter Reading, Billing and Payment Processing	849,246.90					
Customer Svc-3	Collections Process Support	5,667.94					
Customer Svc-4	New Business Administration	16,796.40					
Customer Svc-5	Revenue Protection/Diversion & Investigation	-					
Customer Svc-6	Customer Data Migration	-					
	Estimate	-					
		1,858,654.85	-	1,858,654.85	6,570,000.00	(4,711,345.15)	-72%
	Regulatory Support						
Reg-1	Regulatory Support - General	94,699.03					
Reg-2	Regulatory Reporting	74,606.51					
	Estimate	-					
		169,305.54	8,422.33	177,727.88	156,000.00	21,727.88	14%
	Records Management						
Records-1	Identification of Books and Records	-					
Records-2	Separation and Transfer of Books and Records	-					
	Estimate	-					
		-	-	-	48,000.00	(48,000.00)	-100%
	IT Transition Services						
IT-1	Business Application Services	956,983.67					
IT-2	Collaboration Services (E-Mail)	0.08					
IT-3	Data Centers	53,294.23					
IT-4	Client Services	43,521.79					
IT-5	Contracts and Licenses	326,185.83					
IT-6	Infrastructure Services	241,399.25					
IT-7	Networking Support	109,511.52					
IT-8	IS Energy Management Systems (EMS)	54,810.84					
IT-9	Security Services	8,891.95					
	Estimate	-					
		$ 1,794,599.15	-	$ 1,794,599.15	$ 2,817,000.00	$ (1,022,400.85)	-36%
		$ 5,989,442.04	$ 11,211.53	$ 6,000,653.57	$ 15,696,000.00	$ (9,695,346.43)	-62%

	Capital Charges Included in above actual bills						
IT-1	Business Application Services	441,110.00			-		
		441,110.00	-	$ 441,110.00	-	$ 441,110.00	

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(Z)	(AA)	(AB)	(AC)	(AD)	(AE)
	Transition Service	Cost					
		(actual) Feb-14	(actual) Mar-14	(actual) Apr-14	(actual) May-14	(estimated) Jun-14	Total Actual & Est.
	Human Resources						
HR-1	Payroll Services	-	-	-	-	-	14,691.64
HR-2	Employee Benefits	-	-	-	-	-	95,625.38
HR-3	Pension Administration	-	-	-	-	-	34,303.83
HR-4	Labor Relations Support	-	-	-	-	-	3,629.16
HR-5	Staffing Support	-	-	-	-	-	0.46
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	148,250.47
	Financial Services						
Fin-1	Financial Reporting	-	-	-	-	-	37,909.00
Fin-2	Accounting Consulting	2,801.48	2,546.80	3,820.20	2,292.12	2,789.19	71,081.58
Fin-3	Financial Training Service	-	-	-	-	-	-
Fin-4	Accounts Payable Processes	-	-	-	-	-	-
Fin-5	Accounts Payable Consulting	-	-	-	-	-	-
Fin-6	Cash Management	-	-	-	-	-	-
Fin-7	Tax Consulting Services	-	-	-	-	-	140.61
Fin-8	Property Tax Services	-	-	-	-	-	9,508.54
Fin-9	Claims Handling/Investigation	-	-	-	-	-	10.55
	Estimate	-	-	-	-	-	-
		2,801.48	2,546.80	3,820.20	2,292.12	2,789.19	118,650.27
	Operations						
Gas Ops-1	Network Strategy Support and Planned Major Maintenance	-	-	-	-	-	36,646.72
Gas Ops-2	Operations Regulatory Support	-	-	-	-	-	5,516.88
Gas Ops-3	Emergency Maintenance Engineering & Technical Services	-	-	-	-	-	49,670.61
Gas Ops-4	Gas Field Crew Dispatching and Scheduling	-	-	-	-	-	8.65
Gas Ops-5	Mandated Programs, including Leak Survey Support	-	-	-	-	-	13,871.73
Gas Ops-6	Maps & Records	5,306.46	(176.50)	7,567.60	18,124.97	-	220,702.00
Gas Ops-7	LNG Compliance and Training	-	-	-	-	-	-
Gas Ops-8	Gas Engineering and Design	-	-	-	-	-	70,944.37
Gas Ops-9	Quality Assurance/Analysis & Process Improvement	-	-	-	-	-	14,272.61
Gas Ops-10	Gas Support Services/Workload Planning	(297.29)	-	-	-	-	19,685.14
Gas Ops-11	Gas Meter Operations/Meter Shop	(1,018.09)	-	-	-	-	127,916.68
Gas Ops-12	Customer Meter Support	-	-	-	-	-	15,081.42
Gas Ops-13	Gas Reliability Planning	-	2,291.50	2,999.08	50.40	-	15,758.96
Gas Ops-14	System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	336,321.23
Gas Ops-15	Codes and Standards	-	-	-	-	-	11,662.95
Gas Ops-16	Ops Misc	6,177.35	489.16	411.46	314.68	-	39,989.40
Gas Ops-17	Mutual Assistance - Gas Emergencies	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		10,168.43	2,604.16	10,978.14	18,490.05	-	978,049.34
	Energy Solutions Delivery & Efficiency						
ESD&E-1	Energy Efficiency Programs	-	-	-	-	-	41,410.52
ESD&E-2	Sales/Support for Commercial, Industrial and Municipal Customers	-	-	-	-	-	70,952.05
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	112,362.56
	Gas Control & Procurement						
Gas Supply-1	Gas Control	15,559.00	17,090.01	15,479.48	13,930.08	-	383,482.72
Gas Supply-2	Gas Procurement Services - General	-	-	-	-	-	390,985.82
Gas Supply-3	Energy Transactions	-	-	-	-	-	(264,738.52)
Gas Supply-4	Gas Load Forecasting	-	-	598.93	1,297.67	-	45,091.26
Gas Supply-5	Gas Procurement Consulting	-	-	-	-	-	-
Gas Supply-6	Gas Procurement Miscellaneous	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		15,559.00	17,090.01	16,078.41	15,227.75	-	554,821.28
	Project Management						
Project Mgt-1	Project Management Services	-	-	-	-	-	5,488.17
Project Mgt-2	Cost Management Access	-	-	-	-	-	2,979.29
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	8,467.46
	Health, Safety & Environment (HS&E)						
HS&E-1	HS&E Regulatory Monitoring, Reporting, Compliance, and Training	-	-	-	-	-	2,153.73
HS&E-2	Health and Safety Field Support	-	-	-	-	-	495.18
HS&E-3	Technical Training	-	-	-	-	-	-
HS&E-4	Environmental Compliance	-	-	-	-	-	22.50
HS&E-5	Site Investigation and Remediation	-	-	-	-	-	23,540.17
HS&E-6	Environmental Field Support	-	-	-	-	-	152.50
HS&E-7	Spill Control/Response	-	-	-	-	-	-
HS&E-8	Environmental Regulatory Support & Consultation	-	-	-	-	-	-
HS&E-9	Licenses, Permits and Orders	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	26,364.08

Attachment A.1 – Transition Services Cost Report

EnergyNorth Natural Gas, Inc.
File Date: June 30, 2014
Settlement Agreement, p. 16 C.1.b. & Attachment F

		(Z)	(AA)	(AB)	(AC)	(AD)	(AE)
	Transition Service	Cost					
		(actual) Feb-14	(actual) Mar-14	(actual) Apr-14	(actual) May-14	(estimated) Jun-14	Total Actual & Est.
	Security						
Security-1	Site Security Services	-	-	-	-	-	30,120.42
Security-2	Security Consulting	-	-	-	-	-	353.84
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	30,474.26
	Supply Chain and Inventory Management						
Supply-1	Supply Chain Management	-	-	-	-	-	76.43
Supply-2	Materials Management System Support	-	-	-	-	-	319.78
Supply-3	Supplier Contracts	-	-	-	-	-	-
Supply-4	Access to Seller Warehouses	-	-	-	-	-	173,298.11
Supply-5	Fleet Services	-	-	-	-	-	18,537.65
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	192,231.97
	Customer Services Support						
Customer Svc-1	Call Center Operations	-	(3,399.48)	-	-	-	986,943.60
Customer Svc-2	Meter Reading, Billing and Payment Processing	1,904.62	-	1,050.48	711.66	-	849,246.90
Customer Svc-3	Collections Process Support	10.45	-	-	-	-	5,667.94
Customer Svc-4	New Business Administration	92.87	-	-	95.19	-	16,796.40
Customer Svc-5	Revenue Protection/Diversion & Investigation	-	-	-	-	-	-
Customer Svc-6	Customer Data Migration	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		2,007.94	(3,399.48)	1,050.48	806.85	-	1,858,654.85
	Regulatory Support						
Reg-1	Regulatory Support - General	168.17	-	-	-	5,986.05	100,685.08
Reg-2	Regulatory Reporting	127.86	-	-	-	2,436.28	77,042.79
	Estimate	-	-	-	-	-	-
		296.03	-	-	-	8,422.33	177,727.88
	Records Management						
Records-1	Identification of Books and Records	-	-	-	-	-	-
Records-2	Separation and Transfer of Books and Records	-	-	-	-	-	-
	Estimate	-	-	-	-	-	-
		-	-	-	-	-	-
	IT Transition Services						
IT-1	Business Application Services	(63,015.81)	(5,356.37)	(715.07)	(4,776.45)	-	956,983.67
IT-2	Collaboration Services (E-Mail)	-	-	-	-	-	0.08
IT-3	Data Centers	507.95	507.95	507.95	507.95	-	53,294.23
IT-4	Client Services	-	-	-	-	-	43,521.79
IT-5	Contracts and Licenses	11,916.44	19,143.54	(65,859.06)	17,702.22	-	326,185.83
IT-6	Infrastructure Services	(3,586.87)	14,003.49	(14,249.37)	(4,632.69)	-	241,399.25
IT-7	Networking Support	3,413.29	1,455.37	10,465.40	(2,096.28)	-	109,511.52
IT-8	IS Energy Management Systems (EMS)	871.36	849.06	(8.57)	3,421.98	-	54,810.84
IT-9	Security Services	-	-	-	-	-	8,891.95
	Estimate	-	-	-	-	-	-
		$ (49,893.64)	$ 30,603.04	$ (69,858.72)	$ 10,126.73	$ -	$ 1,794,599.15
		$ (19,060.76)	$ 49,444.53	$ (37,931.49)	$ 46,943.50	$ 11,211.53	$ 6,000,653.57

	Capital Charges Included in above actual bills						
IT-1	Business Application Services						441,110.00
							-
		-	-	-	-	-	441,110.00

Attachment A.2 - Transition Services Cost Report Supporting Detail

nationalgrid

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 6/27/2014
Invoice #: 800083430
Terms: Net 20

Initial Billing for Transition Services Activity: May 2014
Final Billing for Transition Services Activity: April 2014

	Prior Month Adjustment			Initial Billing			
TSA Name	**Granite State**	**Energy North**	**Total**	**Granite State**	**Energy North**	**Total**	**Invoice Total**
Payroll	-	-	-	-	-	-	-
Employee Benefits	-	-	-	-	-	-	-
Pension Administration	-	-	-	-	-	-	-
Labor Relations	-	-	-	-	-	-	-
Staffing Support	-	-	-	-	-	-	-
Human Resources	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Financial Reporting	-	-	-	-	-	-	-
Accounting Consulting	-	-	-	2,292.12	2,292.12	4,584.24	4,584.24
Financial Training Service	-	-	-	-	-	-	-
Accounts Payable Processing	-	-	-	-	-	-	-
Accounts Payable Consulting	-	-	-	-	-	-	-
Cash Management	-	-	-	-	-	-	-
Tax Consulting	-	-	-	-	-	-	-
Property Tax Services	-	-	-	-	-	-	-
Claims Handling /Investigation	-	-	-	-	-	-	-
Finance	**-**	**-**	**-**	**2,292.12**	**2,292.12**	**4,584.24**	**4,584.24**
Planned Major Mtnc	-	-	-	-	-	-	-
Emergency Mtnc & Tech Svcs	-	-	-	1,298.36	-	1,298.36	1,298.36
Field Crew Dispatch & Scheduling	-	-	-	-	-	-	-
Electric Eng & Design	-	-	-	569.41	-	569.41	569.41
Resource & Workload Planning	-	-	-	-	-	-	-
Electric Fdr ,Sub T and Sub Asset Planning	-	-	-	418.75	-	418.75	418.75
Sub Mtnc Programs /Engineering	-	-	-	4,048.82	-	4,048.82	4,048.82
Vegetation Management	-	-	-	-	-	-	-
Customer Meter Support	-	-	-	-	-	-	-
Electric Meter Shop	-	-	-	-	-	-	-
Electric Lab	-	-	-	-	-	-	-
Infrared Testing	-	-	-	-	-	-	-
Mapping & Records	-	-	-	396.99	18,124.97	18,521.96	18,521.96
Relay & Protection	-	-	-	4,983.56	-	4,983.56	4,983.56
Codes & Standards	-	-	-	-	-	-	-
Mutual Assistance	-	-	-	-	-	-	-
Business Continuity & Emergency Logistics	-	-	-	-	-	-	-
Ops Miscellaneous	-	-	-	82,241.10	-	82,241.10	82,241.10
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	-	-	-	-	-	-	-
Gas Support/Workload Planning	-	-	-	-	-	-	-
Meter Ops/Meter Shop	-	-	-	-	-	-	-
Reliability Planning	-	-	-	-	50.40	50.40	50.40
System Integrity, Asset Replacement, & Corrosion Control	-	-	-	-	-	-	-
Ops Misc	-	-	-	-	314.68	314.68	314.68
Operations	**-**	**-**	**-**	**93,956.99**	**18,490.05**	**112,447.04**	**112,447.04**
Energy Efficiency	-	-	-	-	-	-	-
C&I Sales/Support	-	-	-	-	-	-	-
Energy Solutions Delivery & Efficiency	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Network Control	-	-	-	11,014.79	-	11,014.79	11,014.79
Load Forecasting	-	-	-	-	-	-	-
Energy Procurement	-	-	-	-	-	-	-
Energy Procurement Consulting	-	-	-	-	-	-	-
Distributed Generation Svcs	-	-	-	-	-	-	-
Gas Control	-	-	-	-	13,930.08	13,930.08	13,930.08
Procurement Svcs General	-	-	-	-	-	-	-
Energy Transactions	-	-	-	-	-	-	-
Gas Load Foreecasting	-	-	-	-	1,297.67	1,297.67	1,297.67
Procurement Consulting	-	-	-	-	-	-	-
Procurement Svcs Misc	-	-	-	-	-	-	-
Energy Control & Supply	**-**	**-**	**-**	**11,014.79**	**15,227.75**	**26,242.54**	**26,242.54**
Project Mgmt Svcs	-	-	-	-	-	-	-
Cost Mgmt	-	-	-	-	-	-	-
Project Management	**-**	**-**	**-**	**-**	**-**	**-**	**-**
HS&E Monitoring,Reporting Compliance & Training	-	-	-	-	-	-	-
Health & Safety Fld Support	-	-	-	-	-	-	-
Technical Training	-	-	-	-	-	-	-
Environmental Compliance	-	-	-	-	-	-	-
Environmetal Field Support	-	-	-	-	-	-	-
SIR	-	-	-	-	-	-	-
Spill Control Response	-	-	-	-	-	-	-
Environmental Reg Support & Consultation	-	-	-	-	-	-	-
Licenses, Permits & Orders	-	-	-	-	-	-	-
Health, Safety & Environment	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Site Services	-	-	-	-	-	-	-
Security Consulting	-	-	-	-	-	-	-
NERC/NPCC Reg Compliance	-	-	-	-	-	-	-
Security	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Supply Chain Mgmt	-	-	-	-	-	-	-
Mat Mgmt System Support	-	-	-	-	-	-	-
Supplier Contracts	-	-	-	-	-	-	-
Warehouse Access	-	-	-	-	-	-	-
Fleet Services	-	-	-	-	-	-	-
Supply Chain & Inventory	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Call Center Ops	-	-	-	26,385.30	-	26,385.30	26,385.30

Attachment A.2 - Transition Services Cost Report Supporting Detail

nationalgrid

Liberty Utilities
11 Northeastern Blvd
Salem, NH

Date: 6/27/2014
Invoice #: 800083430
Terms: Net 20

Initial Billing for Transition Services Activity: May 2014
Final Billing for Transition Services Activity: April 2014

	Prior Month Adjustment			Initial Billing			
TSA Name	**Granite State**	**Energy North**	**Total**	**Granite State**	**Energy North**	**Total**	**Invoice Total**
Meter Rdg, Billing & Payment Processing	-	-	-	23,266.62	711.66	23,978.28	23,978.28
Collections Support	-	-	-	-	-	-	-
New Business Admin	-	-	-	2,020.36	95.19	2,115.55	2,115.55
Revenue Protection	-	-	-	-	-	-	-
Customer Data Migration	-	-	-	-	-	-	-
Meter Data Services - Support	-	-	-	5,663.75	-	5,663.75	5,663.75
Customer Service	**-**	**-**	**-**	**57,336.03**	**806.85**	**58,142.88**	**58,142.88**
General	-	-	-	170.99	-	170.99	170.99
Regulatory Reporting	-	-	-	-	-	-	-
Regulatory Support	**-**	**-**	**-**	**170.99**	**-**	**170.99**	**170.99**
Identification of Books & Records	-	-	-	-	-	-	-
Seperation & Transfer of Books & Records	-	-	-	-	-	-	-
Records Management	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Business Applications	3,148.72	(4,986.27)	(1,837.55)	162.69	209.82	372.51	(1,465.04)
Collaboration Services	-	-	-	-	-	-	-
Data Centers	2,437.25	507.95	2,945.20	-	-	-	2,945.20
Client services	4,986.08	-	4,986.08	-	-	-	4,986.08
Contracts & Licenses	(16,275.02)	17,702.22	1,427.20	33,740.22	-	33,740.22	35,167.42
Infrastructure Services	(24,384.22)	(9,038.90)	(33,423.12)	61,535.84	4,406.21	65,942.05	32,518.93
Networking Support	(26.81)	(2,096.28)	(2,123.09)	-	-	-	(2,123.09)
EMS/SCADA	4,877.95	3,421.98	8,299.93	749.06	-	749.06	9,048.99
Security Services	-	-	-	-	-	-	-
IT	**(25,236.05)**	**5,510.70**	**(19,725.35)**	**96,187.81**	**4,616.03**	**100,803.84**	**81,078.49**
TOTAL	**(25,236.05)**	**5,510.70**	**(19,725.35)**	**260,958.73**	**41,432.80**	**302,391.53**	**282,666.18**

CHECK

Please remit payments to the following:

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

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

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

Liberty Utilities (Granite State Electric) Corp.				
	25%	50%	75%	100%
Transition Service Group	*MMYY*	*MMYY*	*MMYY*	*MMYY*
Human Resources			11/12	05/13
Financial Services	02/13		11/13	09/14
Operations	06/13	11/13		09/14
Energy Solutions Delivery and Efficiency				09/14
Energy Control and Supply	03/13[1] 06/13[2]	11/13[2]	01/14[2]	09/14[1] 07/14[2]
Project Management		4/13		11/13
Health Safety and Environment				11/12
Security		05/13		04/14
Supply Chain and Inventory Management		12/12	8/13	11/13
Customer Services Support				09/14
Regulatory Support				03/14
Records Management				07/13
IT Transition Services				09/14

[1]Energy Procurement
[2]Operations

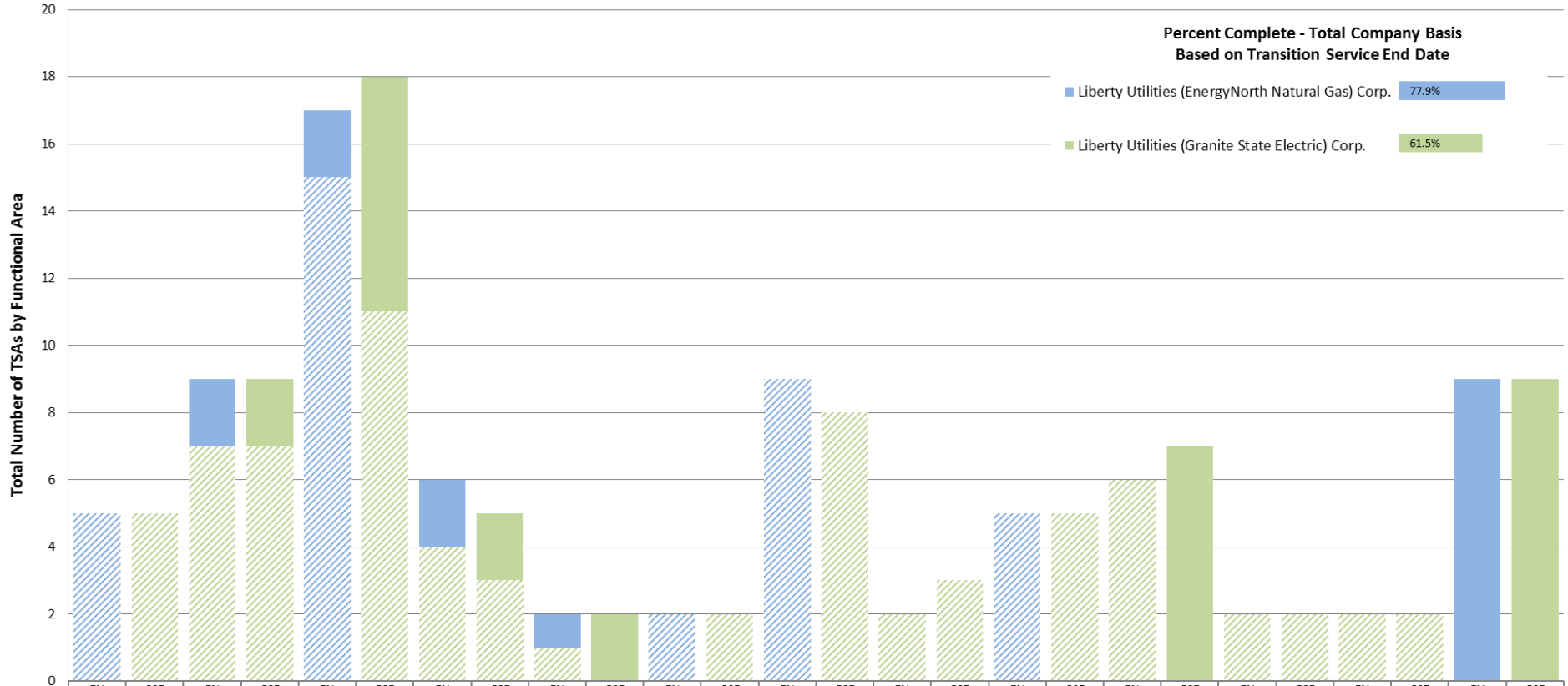
Attachment A.3 – Monthly Transition Progress

Liberty Utilities (EnergyNorth Natural Gas) Corp.

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

[1]Energy Procurement
[2]Operations

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



	EN HR	GSE HR	EN FIN	GSE FIN	EN OPS	GSE OPS	EN GAS CONTROL	GSE ENERGY CONTROL	EN ENERGY SOLUTIONS	GSE ENERGY SOLUTIONS	EN PROJ MGMT	GSE PROJ MGMT	EN HS&E	GSE HS&E	EN SECURITY	GSE SECURITY	EN SUPPLY CHAIN & INV MGMT	GSE SUPPLY CHAIN & INV MGMT	EN CUSTOMER	GSE CUSTOMER	EN REGULATORY	GSE REGULATORY	EN RECORDS	GSE RECORDS	EN IT	GSE IT
% complete	100.0%	100.0%	77.8%	77.8%	88.2%	61.1%	66.7%	60.0%	50.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%
total	5	5	9	9	17	18	6	5	2	2	2	2	9	8	2	3	5	5	6	7	2	2	2	2	9	9
Remain	0	0	2	2	2	7	2	2	1	2	0	0	0	0	0	0	0	0	0	7	0	0	0	0	9	9
Completed	5	5	7	7	15	11	4	3	1	0	2	2	9	8	2	3	5	5	6	0	2	2	2	2	0	0

ATTACHMENT B

IT STATUS REPORTS

Please see the following attachments:

Attachment B.1 – IT Monthly Overall Status Information

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

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

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Liberty Utilities

Granite State and Energy North Transition Governance Update

May 28, 2014

Highlights

- Overall the program is green for a July 4th weekend Go-Live.
- Recent events:
  - Dress Rehearsal #3
  - Status conference
- **Meter to Cash**:
  - Test cycle 4 in progress, target completion June 5th, 2014.
    - Data validation – All tests completed – Pass rate 99%
    - System function -951of 1100 executed to date – Pass rate of 86%
    - 110 opened defects –No show stopper defects identified currently
  - Planning of UAT – Now scheduled May 26 – June 23rd
  - Executing DR3 memorial weekend – 24hr clock will be instituted
  - IVR testing in progress:
    - Core IVR/Self Service - completed – Core IVR UAT also completed
    - QA testing for On Demand Payment – To be completed May 30th
    - QA testing for OMS/Responder – To be completed May 30th
- **Work Management:**
  - UAT of Quadra including Designer integration initiated. As of May 16th, 29 of 35 test cases (82%) initiated, with 5 failed and 16 passed. 7 defects identified, 3 with vendor, rest are data related.
  - Cycle 3 testing underway, end date has been extended to align to new CIS deployment date. As of May 23rd, 119 test cases completed (80%), with 7 failed. 16 blocked due to Complex Meter defect, code with fixes being deployed this week.
  - Schedule install of AVLS application in Production environment (with vendor).
  - Procurement of AVLS modems and 2-way radios finalized, modems confirmed received by vendor.

Highlights (Cont.)

- **Electric Load Settlement (LERS)**
  - Cycle 1, 2 and 3 are completed.
  - Cycle 4 testing - full load of the ICAP tags to Cogsdale – completed successfully.
  - Cycle 5 testing - QA testing of customer choice scripts – In progress and no concerns to date.
  - Participating in DR3 Memorial day weekend
- **EDI:**
  - QA Testing - Customer Choice scripts - in progress no concerns to date.
  - Integration Testing - Cogsdale to EDI and EDI to Cogsdale (end-to-end testing) - Scheduled to start May 26th.
  - UAT- Will be aligned with Meter to Cash - customer choice scripts. Scheduled to begin May 26 and is planned to be 4 weeks in duration
  - Retail Testing – all but 1 Retailer has completed testing – currently working on the final Retailer testing.
  - EDI Training from Systrends is completed - the training was excellent.
  - Participating in DR3 – Memorial day weekend

Highlights (Cont.)

- **Engineering & Operations:**
  - **OASyS (SCADA):**
    - Electric displays are 95% complete.
    - Commissioning of Sensus Pole Top Reclosers completed.
    - Gas Site Acceptance Testing was completed.
    - Construction activities to separate RTUs at T&D Substations is underway.
    - Finalizing the Gas SCADA cutover procedures with NGrid. Transfer of controlling authority planned for June 16th.
    - Finalizing the Elect SCADA cutover procedures with NGrid. Transfer of controlling authority planned for June 09th.
  - **ArcFM (GIS):**
    - User Acceptance Testing completed (1 defects ETA – June 6).
  - **Designer (GIS):**
    - User Acceptance Testing completed (14 Defects ETA – June 6)
    - CU Phase 2 initiated. This initiative will focus on the build out of the CU's – Designer
    - Go-Live will be the week of June 16th upon completion of the new CU's.
  - **Responder (OMS):**
    - User Acceptance Testing completed (6 defects ETA – June 6)
    - Public facing outage map 80% completed (ETA May 30th)
    - An issue with number of customers connected to network within Responder has been discovered during SAT, investigating cause.
    - Cut-Over Plan updated to reflect new dates.

Highlights (Cont.)

- **LU Infrastructure:**
  - Project in green status.
  - The Infrastructure team is underway with progress on Electric Scada network and the planning for additions to business systems, customer systems.
  - Customer Number Transfer 800-375-7413:
    - Received bill information from National Grid and provided to Century for preparation cutover July 6th.
  - Londonderry Ops and Customer Center:
    - Completed setup of agents.
  - Electric RTU/ SCADA telecom:
    - Completed all MPLS turn ups and Segment testing for communication.

Appendix

* Reports reflect status updates for week ending May 22nd, 2014.

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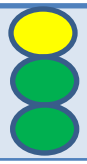
Meter-to-Cash Project
Electric

Liberty Utilities

Overall Project Health		**Yellow. Test cycle 4 is extended, targeting June 5th completion.**
Category Health		**Timelines** - Trending Green **Resources** - Resources allocated for QA, UAT and training activities are shared **Scope** - no issues.
Transition Update		**Key accomplishments:** 1. Test cycle 4 in progress • Data validation – All tests completed – Pass rate 99% • System function -951of 1100 executed to date – Pass rate of 86% • 110 opened defects –No show stopper defects identified currently 2. Planning of UAT – Now scheduled May 26 – June 23rd 3. Planning for DR3 – 24hr clock will be instituted 4. IVR testing in progress: • Core IVR/Self Service - completed – Core IVR UAT also completed • QA testing for On Demand Payment – To be completed May 30th 5. • QA testing for OMS/Responder – To be completed May 30th **Key planned accomplishments:** 6. Preparation for UAT.

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Work Management Project
Electric

Liberty Utilities

Overall Project Health		Resources working on Cycle 3 testing, closing gap issues for Electric activities and re-planned Quadra activities**.**
Category Health		**Timelines** - On target for May & July 2014 electric deployment. **Resources** - Resources working on Cycle 3 testing, closing gap issues for Electric activities and re-planned Quadra activities **Scope** - No change.
Transition Update	1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Timeline remains green, deployment activities have been split between May (GIS-related) and July (CIS-related) application deployments. **Key accomplishments:** UAT of Quadra including Designer integration initiated. As of May 16th, 29 of 35 test cases (82%) initiated, with 5 failed and 16 passed. 7 defects identified, 3 with vendor, rest are data related. Cycle 3 testing underway, end date has been extended to align to new CIS deployment date. As of May 23rd, 119 test cases completed (80%), with 7 failed. 16 blocked due to Complex Meter defect, code with fixes being deployed this week. Schedule install of AVLS application in Production environment (with vendor) Procurement of AVLS modems and 2-way radios finalized, modems confirmed received by vendor. Schedule coverage testing for AVLS modems and two-way radios. Prepare for Dress Rehearsal weekend of May 24th. **Key planned accomplishments:** Complete Quadra UAT including retest of failed test cases. Participate in CU-MU data cleanup workshop with NH Engineering team. Complete AVLS Production application install. Continue AVLS testing, including connection to regional test modems. Configure UAT environment with WennSoft SMS and EMS content. Conduct refresher training for UAT participants. Initiate UAT testing for WennSoft SMS, EMS and MobileTech. Updates to end user documentation for NH Electric WM based on UAT feedback.

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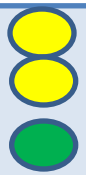
Engineering & Operations Project Gas & Electric

Liberty Utilities

Overall Project Health		**The projects are progressing; however there are some pending issues and remaining work with the potential to negatively impact schedules.**
Category Health		**Timelines** - *Steady progress toward planned implementation dates has been made.* **Resources** - *There are multiple projects with tight time constraints running in parallel and sharing resources. All resources are fully allocated and in some cases contributing extra efforts* **Scope** - *No issues*
Transition Update		**OASyS (SCADA):** 1. Electric displays are 95% complete. 2. Commissioning of Sensus Pole Top Reclosers has begun. 3. Gas Site Acceptance Testing was completed Apr/25. 4. Construction activities to separate RTUs at T&D Substations is underway. 5. Finalizing the Gas SCADA cutover procedures with NGrid. Transfer of controlling authority planned for June 16th. 6. Finalizing the Elect SCADA cutover procedures with NGrid. Transfer of controlling authority planned for June 09th. **ArcFM (GIS):** 7. User Acceptance Testing completed (1 defects ETA – June 6) **Designer (GIS)** 8. User Acceptance Testing completed (14 Defects ETA – June 6) 9. CU Phase 2 initiated. This initiative will focus on the build out of the CU's – Designer 10. Go-Live will be the week of June 16th upon completion of the new CU's. **Responder (OMS)** 11. User Acceptance Testing completed (6 defects ETA – June 6) 12. Public facing outage map 80% completed (ETA May 30th) 13. An issue with number of customers connected to network within Responder has been discovered during SAT, investigating cause. 14. Cut-Over Plan updated to reflect new dates

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EDI

Liberty Utilities

Overall Project Health		**The project is progressing well.**
Category Health		**Timelines** - QA testing will continue in parallel with UAT **Resources** - no issues **Scope** - no issues
Transition Update		**Testing (Liberty):** 1. QA Testing - Customer Choice scripts - in progress no concerns to date 2. Integration Testing - Cogsdale to EDI and EDI to Cogsdale (end-to-end testing) -Scheduled to start May 26th. 3. UAT- Will be aligned with Meter to Cash - customer choice scripts Scheduled to begin May 26 and is planned to be 4 weeks in duration **Testing (Systrends with Retailers):** 4. All Retailers but 1 have completed their required testing. Currently working with the 1 Retailer to complete testing. 5. **Other Project Updates:** EDI Training from Systrends is completed - the training was excellent.

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Electric Load Settlement (NH) Project

Liberty Utilities

Overall Project Health		**The project is progressing well.**
Category Health		**Timelines** - QA testing will continue in parallel with UAT **Resources** - no issues **Scope** - no issues
Transition Update	1. 2. 3.	Cycle 1, 2 and 3 are completed. Cycle 4 testing - full load of the ICAP tags to Cogsdale – completed successfully Cycle 5 testing - QA testing of customer choice scripts – In progress and no concerns to date

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Liberty IT Infrastructure

Liberty Utilities

Overall Project Health		**Project is in green status. The Infrastructure team is underway with progress on Electric SCADA network and the planning for additions to business systems, customer systems, call management systems, data and telecom requirements for Electric operations.**
Category Health		**Timelines** - no issues **Resources** - no issues **Scope** - no issues
Transition Update	1. 2. 3. 4.	**Infrastructure Application Project Plan :** Meeting on updating plan with new cutover date for Electric dates. **Customer Number Transfer 800-375-7413:** Received bill information from National Grid and provided to Century for preparation cutover July 6th. **Londonderry Ops and Customer Center:** Completed setup of agents. **Electric RTU/ SCADA telecom:** Completed all MPLS turn ups and Segment testing for communication.

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NG Team Status

Liberty Utilities

Overall Project Health		**Project schedules are compressed and will need to be tightly managed. A number of activities are overlapping which can cause additional strain on the resources and plans.**
Category Health		**Timelines** - IT timelines are being revisited for future releases to ensure alignment with Liberty. **Resources** - no issues **Scope** - Minor work to implement some items held out of Day 2 are being managed.
Transition Update		1. Completed coding on Suspended Charges, No Meter Reads and Direct Debits In Flight reports. Testing in progress will be provided to LU when complete. 2. Identified application shutdown schedule for CSS, MWORK, STORMS, and iScheduler. 3. Pitney Bowes sample bill extracts provided to LU. Full NH bill images retained by PB through 5/13/2014 have also been extracted and are in transit to NJ location provided by LU. PB timeline provided for remaining bill image extracts. 4. Provided EDI Inbound and Outbound transactions to LU for Dress Rehearsal (May 1 – May 21). 5. Completed analysis of PULSE tables and databases to develop scripts to terminate NH customers post Go-live. 6. Gas Control SOP data extract requirements identified. 7. Feedpro data decommission testing has been completed. UAT complete. 8. OMS In Progress Outages sample data extracts have been provided to Liberty. 9. Replanning activities for deployment date change completed across all workstreams. 10. Liberty has entered into the parallel monitoring phase for Gas SCADA, expected to be completed June 15th. 11. Identified 3 additional Electric Customer 1-800 toll free numbers to be transferred to Liberty on July 6th. 12. Held a Gas and Electric SCADA management meeting with Liberty to understand their thinking around the movement of both cutover dates to June 15th. 13. Liberty has confirmed that the PBX in the Lebanon, NH office has been shut down and decommissioned. Verizon has confirmed the decommissioning of the Telecom circuit.

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

Liberty Utilities (Granite State Electric) Corp.							
		Functionality Design	**Data Conversion Plan**	**Testing Design**	**Testing Begins**	**Cutover Planning**	**Implementation Target**
		MMYY	*MMYY*	*MMYY*	*MMYY*	*MMYY*	*MMYY*
Meter to Cash	Cogsdale	12/13	09/13	09/13	10/13	03/14	07/14
	Itron	Currently in place	N/A	12/13	01/14	03/14	07/14
	IVR	Currently in place	N/A	12/13	01/14	03/14	07/14
	FiServ (Bill Print & Cash Processing)	Currently in place	N/A	12/13	01/14	03/14	07/14
Gastar	Gastar	NA	NA	NA	NA	NA	NA
Engineering and Operations	GIS – ArcFM	01/14	12/13	02/14	04/14	03/14	05/14
	Designer	01/14	NA	03/14	04/14	04/14	05/14
	Responder (Outage Mgmt. System)	01/14	Pending	02/14	04/14	03/14	07/14
	Fortis (Document Mgmt. System)	NA	NA	NA	NA	NA	NA
	SCADA	10/13	10/13	01/14	12/13	01/14	05/14
Work Management	Equipment Management	02/14	02/14	02/14	02/14	04/14	05/14
	Service Management	02/14	02/14	02/14	02/14	02/14	05/14
	Mobile Tech	02/14	02/14	02/14	02/14	02/14	05/14
	Job Cost	02/14	02/14	02/14	02/14	02/14	05/14
	Work Estimating (Quadra)	06/13	10/13	9/13	11/13	11/13	12/13

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

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

Project Change Request Form

Project/System Information

Date:	07/23/2013

Subproject:	EDI	**Project/System Name:**	EDI
Client Name:	Systrends	**Date Prepared:**	04/17/2014
Prepared By:	Allan Boucher	**Delivering Organization:**	Systrends
Project Manager:	Scott Campbell	**Date Delivered to Project Manager:**	May 9, 2014

Description of Requested Change and Business Justification:

We require a one-time trigger of 814 "Change Distributor Data" transactions to notify marketers of the changes to the enrolled account numbers.

Brief Description of QA Test Plan:

Once a sample file is made available we will test in UAT

Summary of Changes:

Requirements are:

- To accept a spreadsheet containing the list of active and pending active enrolled accounts and data fields to be included in the 814 Change Distributor Data transaction. The spreadsheet will have all accounts and all affected marketers in a single list. Affected Data Fields will include Account Number (old and new), LDC Rate Code (new), LDC Load Profile (new), Bill Cycle (new).
- Systrends will assign a unique transrefid to each transaction to identify it as a one-time conversion transaction
- Systrends will create the outbound EDI transactions and send the applicable transactions to each marketer
- Systrends to record the outbound EDI transactions in T2 to allow them to be reported
- Systrends will receive all Inbound Responses to these transactions and load them to T2 to allow the accepts, rejects and "no response" to be reported.
- Systrends will NOT pass these transactions to Cogsdale
-

Cause of Change Request

☐ Regulatory Requirement ☐ Business Need ☐ Requirements Omission ☐ Programming Error/Omission ☐ Design Error/Omission x Other	**Description/Comments:** - Currently not available to the business

Attachment B.3 - IT Change Requests

Description of Recommendation

Proposed Next Steps:

- The cost to create this spreadsheet is $5,600 US (Systrends provided quote)
- Approval from the business and VP Transition Management and IT

Effort Required to Make Requested Change

Impact on:

☐ Time
☐ Resources
☒ Cost

Please provide supporting documents.

Additional x weeks duration added to project timeline.

Original project duration:
Original end date:

Proposed project duration:
Proposed end date:

Revised Estimates for Resource Effort (FTE) and Cost:

Role	June	July	April	May	Total Cost

Estimated Additional Cost: $

	Original	Proposed
Project Pre-work		
Phase 1		
Expenses		
Total Project Budget		

Request Disposition:

☐ Approved
☐ Rejected

Date of Disposition:

Attachment B.3 - IT Change Requests

Authorizations

Title	Name	Date

Attachment C – Updated Structural Organizational Charts

There are no changes to report this month.