To access the invoices and associated reporting information on the Canadian Mainline system via the web you will need:

- Internet Browser 10 or higher
- Adobe Acrobat Reader,
- Excel,
- A valid NrG Highway login ID and password;

## CALL CENTRE HELP

TransCanada's Customer Service Call Centre is at your service from 7am to 10pm MT, 7 days a week.

For all your Alberta, Mainline, Foothills B.C., Foothills Saskatchewan and NrG Highway questions or training please contact the PipeLine at 1.403.920.PIPE (7473) or Toll-free at 1.877.920.PIPE (7473) or listed below:

## IMPORTANT CONTACT INFORMATION

**Contact Us**

| Topic | Contact Name | Email | Phone |
|---|---|---|---|
| Billing and/or Payments | Hanif Kassam | mainline_billing@tcenergy.com | (403) 920 5512 |
| Contracting and/or | Kelsi Webb | mainline_contracting@tcenergy.com | (403) 920 5582 |
| Temporary Assignments | Mike McEwen | mainline_temp_assignments@tcenergy.com | (587) 933 0783 |
| Tolls | Mainline Rates | mainline_rates@tcenergy.com | |
| Nominations, Allocations & Confirmations | Call Center | nominations@tcenergy.com | (403) 920 7473 |
| General Inquiries | Call Center | TransCanada's Customer Service Call Center is at your service 7 days a week. | (403) 920 7473 |

## LOGIN ACCESS AND PRIVILEGES

If you do not have access to NrG Highway, www.nrghighway.com or you are having problems logging in, please call the Help Desk Toll Free at 1.877.920.PIPE (7473) and ask for our NrG administrators or Marlene Proctor.

If your company has access to NrG Highway but you personally don't, contact your Internal NRG Administrator to give you a User ID and Password. If you don't know, who at your company is your company's NrG Administrator, please call Toll Free at 1.877.920.PIPE (7473).

You will access the invoice(s), backup reports and customer information via https://secure.gcts.transcanada.com/  By default, you will only see invoices and reports for your company. If you require access to another company's invoices, you must contact TransCanada's Mainline Contracting group (see contact information noted above) and request a Shipper Transportation Account form that would allow you to act as an Agent for another customer.

## STEPS TO RETRIEVING TRANSCANADA INVOICES ONLINE

3 ways to access **Gas Customer Transactional System**:

**1) Gas Customer Transactional System (GCTS)**

Login directly to:   https://secure.gcts.transcanada.com/

**2) Customer Express**

Open your internet browser, next type in the following URL address:  www.transcanada.com



Under the Customer Information drop down box select **Canadian Mainline System.**
http://www.tccustomerexpress/mainline.html

On Customer Express Page, a screen will now display various links and information that is available to our customer(s).

Under the System Operations Menu (middle of the screen):

TransCanada Reporting: Customer Operational Reporting used for Flowing Gas and Invoice, and some aspects of reporting prior to June 2016.

Gas Customer Transactional System: June 2016 forward, invoicing and some aspects of flowing gas reporting will be available through this system
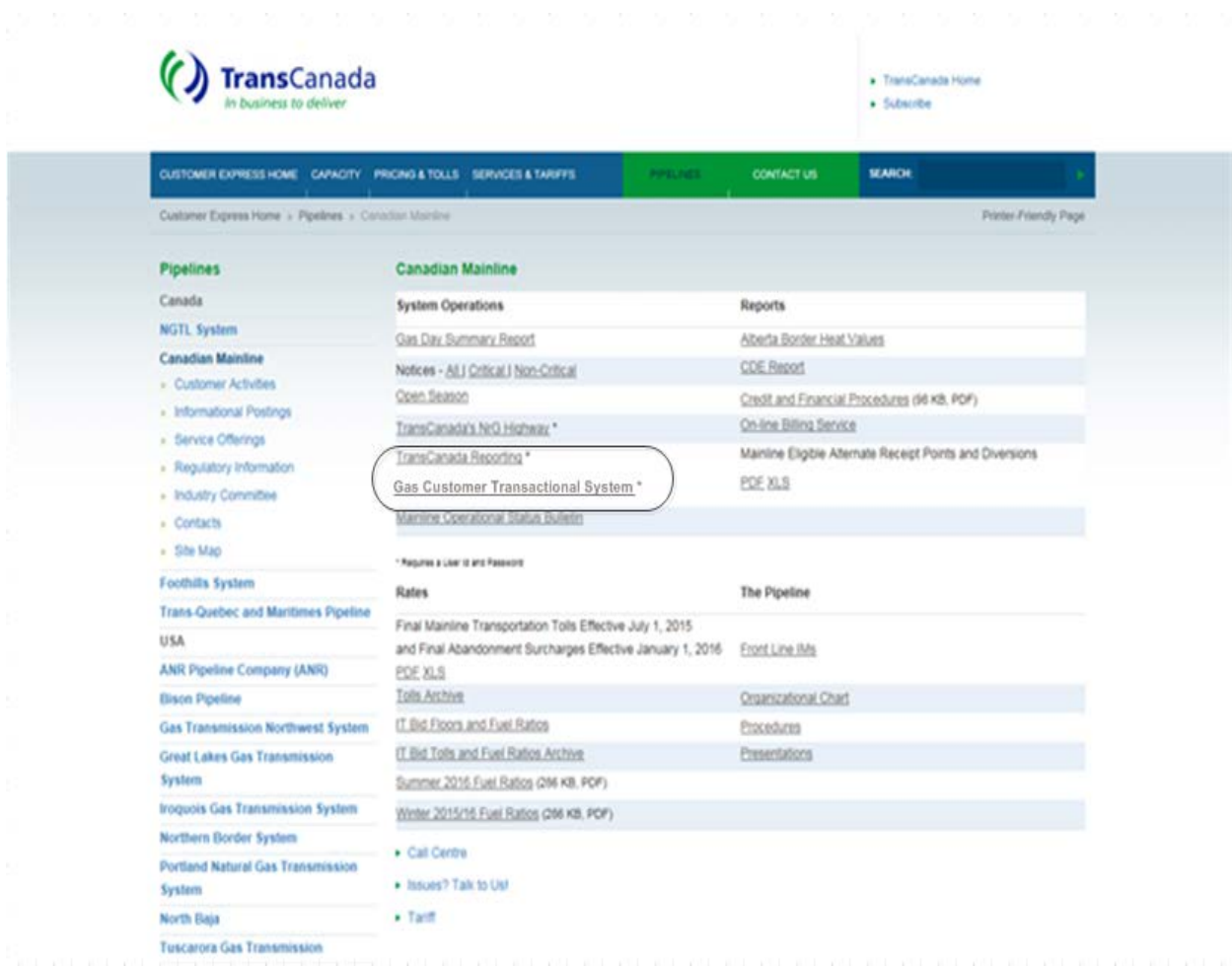
3) **TransCanada Reporting on Customer Express**

Select TransCanada Reporting from Customer Express.

- Flowing Gas Menu has link as of June 2016 available.
- Invoicing Menu has link GCTS Invoicing and Reporting as of June 2016.

You will be prompted to login, use your NrG User ID and Password to login to Gas Customer Transactional System ** It is the same login used to access TransCanada Reporting (COR)

**Transcanada Customer Systems Login**

User Name:

Password:

Login

**Gas Customer Transactional System**
Canadian Mainline

Home
Invoicing
Reporting

Version: 1.0.0.20739
Environment: Production
Call Center 1.877.920.PIPE (7473)

**Home**

Welcome to the Gas Customer Transactional System (GCTS)

**Canadian Mainline Links**

- Customer Express
- Tariff
- Rates: PDF XLS
- Diversion Toll Calculator
- Invoice Management User Guide

**Mainline Systems**

- TransCanada Reporting (COR) *

  *Requires a User Id and Password

**Contact Us**
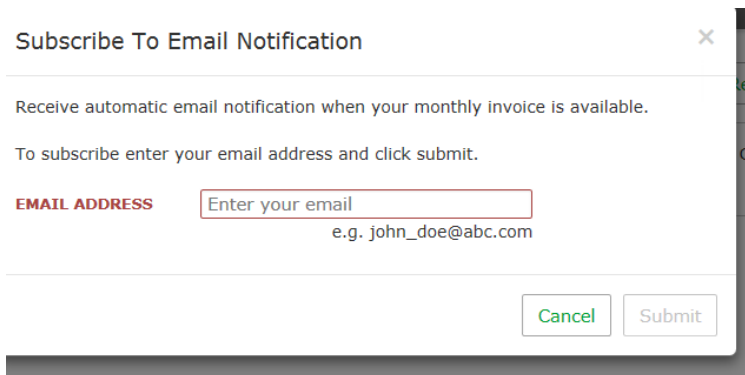
| Topic | Contact Name | Email | Phone |
|---|---|---|---|
| Billing and/or Payments | Mike McEwen | mainline_billing@transcanada.com | (587) 933 0783 |
| Temporary Assignments | Sherri Lynn Grassick | mainline_temp_assignments@transcanada.ca | (403) 920 2064 |
| Quantities, Allocations | Wes Meyer | weston_meyer@transcanada.com | (403) 920 6374 |
| Tolls | Paulo Deoliveira | paulo_deoliveira@transcanada.com | (403) 920 7154 |
| Nominations & Confirmations | Call Center | nominations@transcanada.com | (403) 920 7473 |
| General Inquiries | Call Center | TransCanada's Customer Service Call Center is at your service from7am to 10pm MT, 7 days a week. | (403) 920 7473 |

## INVOICING

To Access Invoices, select Invoicing from Menu -- View Invoices



This screen displays the current invoice plus the ability to search for multiple billing months.



You can subscribe to our notification service that will notify you as soon as the next month's invoices are available for viewing and downloading. If you need to update or delete the email notification, you would select Update Email Notification.

**View Invoices**

| FROM BILLING MONTH: | 2016-Apr | CUSTOMER: | Test Customer |
| TO BILLING MONTH: | 2016-Apr | | |

FROM BILLING MONTH: 2016-Apr
TO BILLING MONTH: 2016-Apr

Legend: 🗋 Download PDF 🗗 Download PDF with Reports 🗋 Download CSV

| ⊕ | Billing Month | Invoice Recipient | | Download | Total ($CDN) | Revised Date | Revision |
|---|---|---|---|---|---|---|---|
| ⊖ | 2016-Apr | **Test Customer** | | 🗋 🗗 🗋 | 4,874,777.32 | | |

| ⊕ | Customer | | Invoice Number | Total ($CDN) | Revised Date | Revision |
|---|---|---|---|---|---|---|
| ⊖ | Test Customer | | **111111** 🗋 🗋 | $1,1247.12 | | |

| Invoice Group | Nomination Group | Total ($CDN) |
|---|---|---|
| **12345** | 12345 | $1,000.00 |
| **67514** | 67514 | $247.12 |

Click on the Invoice Recipient to view the invoice. Expand to see the summarized list of invoice groups/nomination groups that have applicable charges for a given billing month.

If you are an agent, expand and see each of the separate customer's information contained in the invoice package.

View or download invoices/reports in multiple formats by clicking on the different icons:
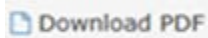
🗋 Download PDF     Invoice Package available to view or download.

🗗 Download PDF with Reports   Invoice Package contains Invoice, Transportation Account Detail report and Interest Calculation report (if applicable).  Other Invoice supplemental reports such as PALS Billing Detail and Billed Balancing Fees are available in the reporting menu.
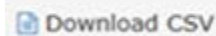
🗋 Download CSV   Download CSV file will contain all the charges for a given month associated to invoice.

**Invoice Layout**

- Invoice Package Summary Page -  Summarizes Invoice Groups per customer with applicable charges for billing month
- Each Invoice Group is sectioned into Transportation and Non- Transportation charges.
- Pressure is now under Non-Transportation
- Demand Quantity and Commodity Quantity are displayed in separate columns.
- Tax: Previously Tax Base was summarized at an Invoice level. Tax Base is now detailed per charge at a Nom Group level.
- Totals are included after every Transportation and Non- Transportation section as well as a grand total by Invoice Group.
- Electronic indexing of invoice enables quick access to specific sections
- PDF version of Invoice has full indexing and links

**Nomenclature Changes**

| GCTS | COR Reporting | COR Invoice |
|------|---------------|-------------|
| Invoice Group | Del Class | Customer No. |
| Nom Group | Account | X – Doesn't exist today |

**Summary of Invoice Changes**

| Change | Previous | New |
|--------|----------|-----|
| Invoice # | Previously Invoice No. was created for each Customer No. (Invoice Group) | Invoice # per Customer |
| Invoice Group | No Nom Group reference on invoice | Each Nom group will be broken out on each invoice by transp. and non-transp. |

## REPORTING

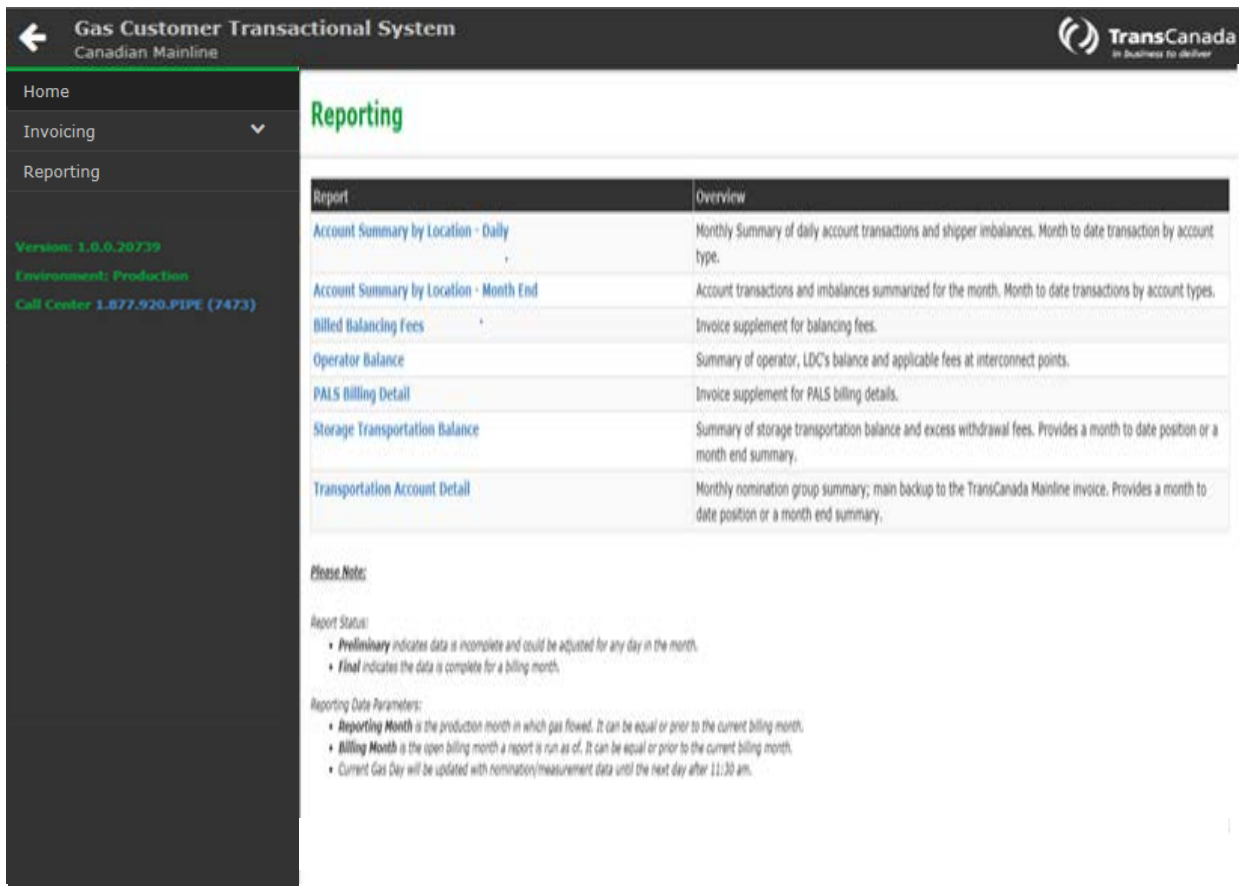Reports are designed to have summary level information with capability to expand details.

Reports will be available on the screen, pdf or csv format. The pdf version has bookmarks for quick navigation.

**Historical Data**

Prior to June 2016 – TransCanada Reporting (COR)

June 2016 Forward - Gas Customer Transactional System (GCTS)

To Access Reporting in GCTS, select Reporting from Menu – Reporting

# Reporting

| Report | Overview |
|---|---|
| Account Summary by Location - Daily | Monthly Summary of daily account transactions and shipper imbalances. Month to date transaction by account type. |
| Account Summary by Location - Month End | Account transactions and imbalances summarized for the month. Month to date transactions by account types. |
| Billed Balancing Fees | Invoice supplement for balancing fees. |
| Operator Balance | Summary of operator, LDC's balance and applicable fees at interconnect points. |
| PALS Billing Detail | Invoice supplement for PALS billing details. |
| Storage Transportation Balance | Summary of storage transportation balance and excess withdrawal fees. Provides a month to date position or a month end summary. |
| Transportation Account Detail | Monthly nomination group summary; main backup to the TransCanada Mainline invoice. Provides a month to date position or a month end summary. |

*Please Note:*

*Report Status:*
- **Preliminary** *indicates data is incomplete and could be adjusted for any day in the month.*
- **Final** *indicates the data is complete for a billing month.*

*Reporting Date Parameters:*
- **Reporting Month** *is the production month in which gas flowed. It can be equal or prior to the current billing month.*
- **Billing Month** *is the open billing month a report is run as of. It can be equal or prior to the current billing month.*
- *Current Gas Day will be updated with nomination/measurement data until the next day after 11:30 am.*

## GCTS Reporting Reference

| Report Name | COR | GCTS | Comments |
|---|---|---|---|
| **Point Service Summary** | Flowing Gas | Account Summary by Location- Daily | Monthly summary with daily drill down of details of account transactions and shipper imbalances. Month to date transactions by account types. |
| **Point Service Detail** | Invoicing | | |
| **Variance Account Summary** | Flowing Gas | | |
| **Alberta Energy Empress Summary** | Invoicing | Account Summary By Location – Month End | Account transactions and imbalances summarized for the month. Month to date transactions by account types. |
| **Billed Balancing Fees** | Invoicing | Billed Balancing Fees | Invoice supplement for balancing fees |
| **Operator Balance** | Invoicing | Operator Balance | Summary of operator, LDC's balance and applicable fees at interconnect points. |
| **PALS Billing Detail** | Invoicing | PALS Billing Detail | Invoice supplement for PALS billing details. |
| **Storage Transportation Balance** | Invoicing | Storage Transportation Balance | Summary of storage transportation balance and excess withdrawal fees. Provides a month to date position or a month end summary. |
| **Transportation Account Detail** | Invoicing | Transportation Account Detail | Monthly nomination group summary; main backup to the TransCanada Mainline invoice. Provides a month to date position or a month end summary. The report lists by account all transactions that took place on a Transportation Account/Nomination Group |
| **FT RAM Credit Status** | Invoicing | X | Used only for historical purposes in COR |
| **Operating Demand Account Detail** | Invoicing | X | Similar information can be found in COR under Contracts - Contract Utilization Report, Account Contract Summary or Transactional TA Report |

## GCTS FREQUENTLY ASKED QUESTIONS (FAQ)

### When will I be able to view my invoice and invoice backup reports?

You will be able to view your invoice and backup reports on or before the 10th day of each month as per the tariff.

As per the Canadian Mainline Tariff, under General Terms & Conditions, Section X & XI, all Invoices shall be available on or before the 10th day of each month. If the 10th falls on a weekend the invoices will be available on the first working day prior to the 10th day of each month that may fall on a weekend.

Example: June 2016 Invoice will be available on July 8th, 2016.

### How do I access the data?

TransCanada must give you access to view the invoices. Then you can access the service through www.transcanada.com.

### How will I know when the data is available?

Login to the Gas Customer Transactional System, view or download invoices through View Invoices on GCTS Menu.

Subscribe to e-mail notification service when accessing your invoices. After you subscribe, you will receive an e-mail notification every month to let you know the data is available. The e-mail notification service will provide you with a link directly to your login.

### What historical data will be available?

**Prior to June 2016 -** Historical reporting and invoices will be available through TransCanada Reporting (COR).

 **June 2016 forward** - Gas Customer Transactional System (GCTS)

### Will there be future improvements or additional invoice reports?

TransCanada is committed to providing a quality online invoice service. If you have any comments/suggestions or additional backup reports you wish to view online, please send your comments to your to mainline_billing@transcanada.com

### When are the invoices due for payment?

TransCanada shall receive payment on or before the 20th day of each month. All invoices have the payment due date noted at the bottom of each Invoice. If the 20th falls on a weekend the invoices will be available on the first working day prior to the 20th day of each month that may fall on a weekend. All invoices are in **Canadian (CDN) dollars ($).**