



# Customer Operations Action Team - Operational communication enhancements

Oct 21, 2019

# Falling Hazards

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2017 | 50 000 Lost time claims<sup>1</sup>

2010 | Canada<sup>2</sup>

- ER Visits: 1 040 000
- Total Cost: \$8.7B

2010 | Alberta<sup>2</sup>

- ER Visits: 110 000
- \$1.2B (greatest cost in AB)



## YOU SEE IT, YOU OWN IT

# Agenda

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- What is Customer Operations Action Team (COAT)
- COAT Problem Solving Approach
- Operational communication enhancements
- Go-live Timeline

# Customer Operations Action Team – Scope

## WHAT IT IS

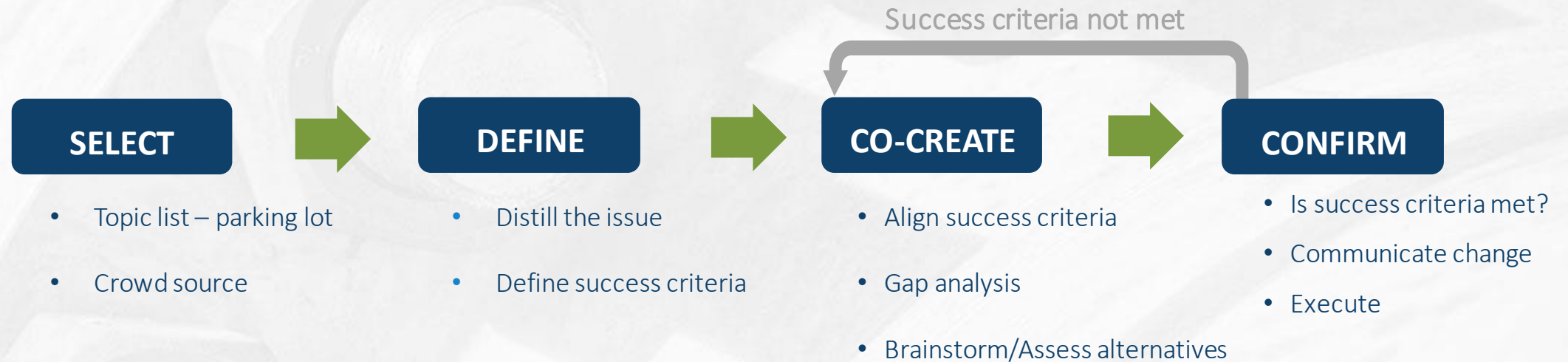
- Operational communication focus
- Open, respectful, collaborative
- Build two-way understanding
- “Ops-to-Ops” – front line focused
- Drive immediate, impactful change

- Tariffs
- Commercial, policy or regulatory issues

## WHAT IT ISN'T

# COAT Problem Solving Approach

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# Operational communication enhancements

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1. Consistent weekday DOP publishing window | 3:15 – 3:30 p.m.
2. Daily current system status dashboard
3. DOP compare report
4. Weekend capability forecast
5. Improved DOP capability graphs

# 2. Daily current system status dashboard (incl. weekends)


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### Pipelines

Canada

**NGTL System**

- ▶ [Customer Activities](#)
- ▶ [Informational Postings](#)
- ▶ [Service Offerings](#)
- ▶ [Regulatory Information](#)
- ▶ [Industry Committee](#)
- ▶ [Contacts](#)
- ▶ [Site Map](#)

**Canadian Mainline**

**Foothills System**

**Great Lakes Pipeline Canada**

**Other Assets**

### DOP Dashboard Testing

Area	CAPABILITY AUTHORIZED *			CAPABILITY FORECAST *
	Current Gas Day (e6m3/day)	Current Gas Day FT **	Current Gas Day IT **	Next Gas Day (e6m3/day)
EGAT		100%	100%	
WGAT	75	100%	10.1%	75
Foothills SK		100%	100%	
Foothills BC		100%	100%	
OSDA	86	100%	100%	86
USJR	312	100%	0%	312

\* NrG bulletins supercede any of this information Capability data updated daily each week day morning.  
 \*\* Authorized allowable percentage based on Evening Cycle Authorizations Last Updated: 2019-10-16

[download 7 day historical CSV file](#)

LINEPACK	E6M3/DAY	MMCF	SD AND OBA SUMMARY
Current Linepack	484.1	17,088	SD 86.2 (TJ)
Linepack Target	479.0	16,909	OBA -31.1 (TJ)
4 Hour Rate of Change	-28,587	-1,009	Tolerance -1/2 (%)

Linepack data updated every 30 minutes SD and OBA data updated twice per day  
 Last Updated: **October 15, 2019 3:30:00 PM MDT** Last Updated: **Oct 15, 2019 03:30:20 PM MDT**

#### System Operations

- ▶ [NGTL Current System Report](#)
- ▶ [Capacity Bulletin Board](#)

#### Reports

- ▶ [Alberta Borders Heat Values](#)
- ▶ [NGTL Fuel Usage and Measurement Variance](#)

# 3. DOP compare report (weekdays)

2019\_10\_09\_15\_21 ( [HTML](#) , [CSV\\*](#) , [DOP Compare](#) )

- Released weekdays @ 3:15PM – 3:30PM (same time as DOP)
- Archive files for last 7 days (same as DOP)

## NGTL/FH Daily Operating Plan - DOP Compare

Gas Day: **CSVAfter** - compared with: **CSVBefore**

■ New 
 ■ Changed 
 ■ Removed

Outage Id	Status	Table	Start	End	Capability	Typical Flow	Type of Restriction	Area for Stated Capability	Other Restricted Segments	Description
14359961	Changed	USJR	☆ 9-Oct-19 Previous: 7-Oct-19	18-Oct-19	☆ 325,000 Previous: 310,000		Potential impact to FT-R	USJR		Clearwater - Compressor Station Maintenance
14531275	Changed	LCLR	22-Oct-19	☆ 12-Dec-19 Previous: 26-Oct-19	0	10		Travers		NPS 6 Travers Lateral - Pipeline Maintenance
14353784	Changed	LCLR	23-Oct-19	27-Oct-19	0	60		Wander Tower		☆ NPS 8 Wanderfield Lateral - Pipeline Maintenance Previous: NPS 6 Wanderfield Lateral - Pipeline Maintenance
14359961	New	WGAT	7-Oct-19	18-Oct-19	69,000		No impact to FT-D anticipated	Alberta/BC Border	Segments 22 and partial 21	Vetchland - Compressor Station Maintenance
14359857	Changed	EGAT	18-Nov-19	28-Nov-19	114,000		No impact to FT-D anticipated	Empress/McNeill Borders	Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	☆ NPS 34 Plains Mainline - Pipeline Maintenance Previous: Schrader Creek Compressor Station - Compressor Station Maintenance
14352972	Changed	LCLD	30-Sep-19	10-Oct-19	2,500	☆ 1000-1500 Previous: 2000-3500		Alberta Montana Border		NPS 16 Waterton Montana Lateral - Pipeline Maintenance
14352973	Changed	LCLD	☆ 2-Nov-19 Previous: 16-Oct-19	☆ 8-Nov-19 Previous: 25-Oct-19	1,800	2000-3500		☆ Alberta BC Border Previous: Alberta Montana Border		NPS 16 Waterton Montana Lateral - Pipeline Maintenance
14359252	Removed	FHZ8	17-Sep-19	27-Sep-19	59,000		Partial impact to FT Receipts	Alberta/BC Border	Foothills BC	NPS 36 BC Mainline - Pipeline Maintenance
15194176	Removed	EGAT	7-Aug-19	28-Sep-19	129,000		No impact to FT-D anticipated	Empress/McNeill Borders	Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	NPS 42 Central Alberta System Mainline Loop - Pipeline Maintenance



### 3. DOP compare report (weekdays) – Change to CSV file

2019\_10\_09\_15\_21 ( HTML , CSV\* , DOP Compare ) ←

- Additional UID column will be added to DOP CSV export file starting Oct 23
- All other content will remain the same
- The new UID number is used only for creating DOP compare report

Outage ID	Table	Start	End	Capability	Typical Flow	Type of Restriction	Area for Stated Capability	Other Restricted Segments	Description	UID
12345678	Demo	1-Jan-19	31-Dec-19	0	0	Demo	Demo	Demo	Demo	1.23E+0.8

# 4. Weekend capability forecast

- Sent Friday @ 8:15-8:30AM to forecast Sat + Sun + Mon capability
- Dates will change based on market holidays
- Changes to forecast will be communicated via NrG bulletin



NOVA Gas Transmission Ltd.  
**Non-Critical Notice**

**Notice Type:** Forecast Capability (EGAT, WGAT)  
**Effective Start Date/Time:** July 26 2019 08:00  
**Subject:** EGAT/WGAT Forecast Capability (July 26)

EGAT forecast capability:

Saturday - 133 10<sup>6</sup>m<sup>3</sup>

Sunday - 133 10<sup>6</sup>m<sup>3</sup>

Monday - 133 10<sup>6</sup>m<sup>3</sup>

WGAT forecast capability:

Saturday - 73 10<sup>6</sup>m<sup>3</sup>

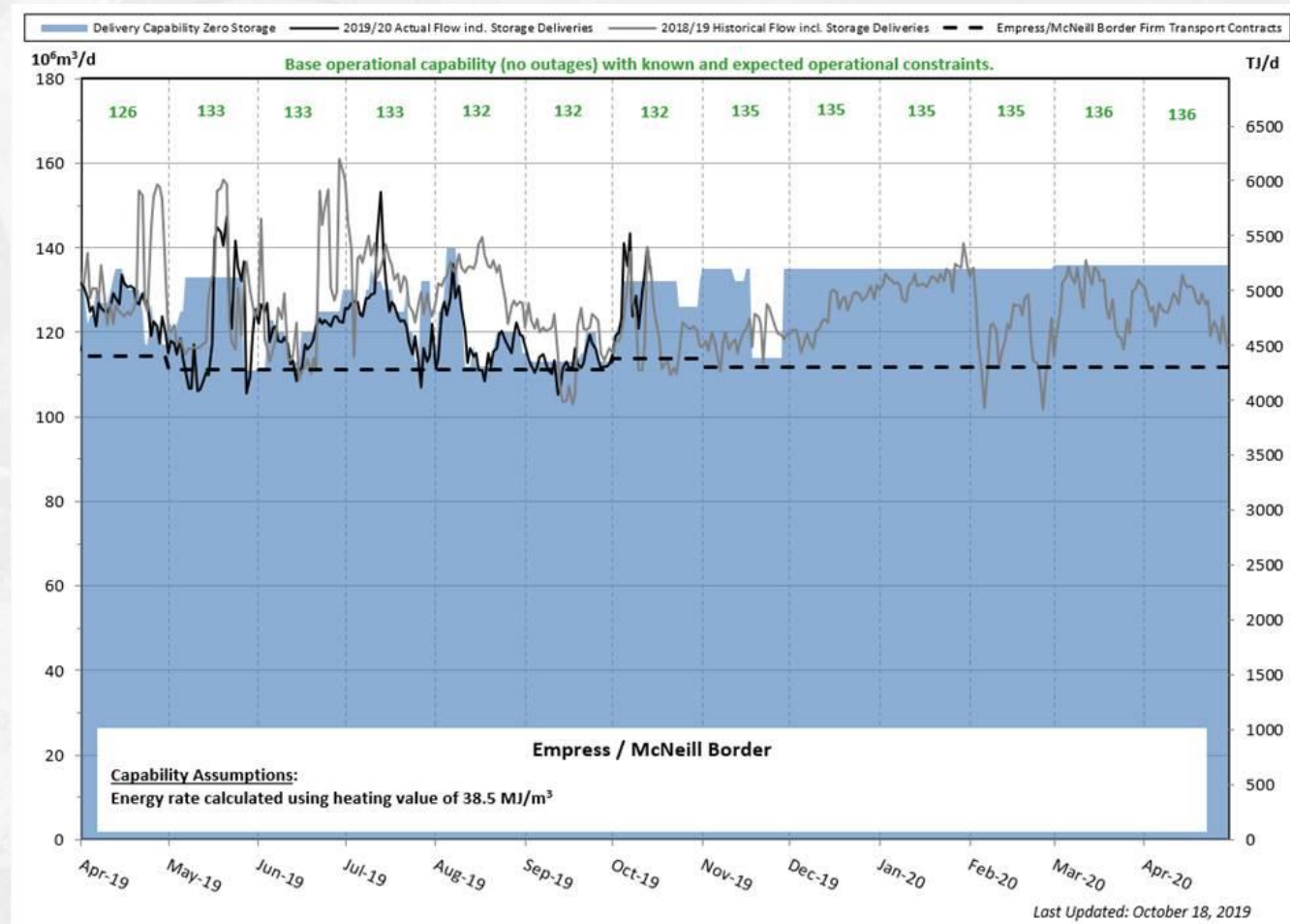
Sunday - 73 10<sup>6</sup>m<sup>3</sup>

Monday - 73 10<sup>6</sup>m<sup>3</sup>

These numbers are a forecast only. Unplanned outages and/or system conditions may result in changes to this forecast. Any changes will be communicated via NrG bulletin.

# 5. Improved DOP capability graphs (weekly)

- DOP graphs will be updated to include both historical and forecast capabilities
- Graphs will be updated Wednesdays, concurrent with DOP posting
- First revised graph will be published Oct 30th



# Operational communication enhancements timeline

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Date	Activity
Oct 8	NrG bulletin to inform customers
Oct 21	Customer Operations Meeting – <b>Demo</b> (Webex only)
<b>Oct 24</b>	<b>Enhancements are Live on Customer Express</b>
Oct 30	Customer Operations Meeting – <b>Q&amp;A</b> (Webex only)



Join COAT!  
*[action\\_team@tcenergy.com](mailto:action_team@tcenergy.com)*

**Questions?**

