



Customer Operations Action Team NrG Bulletin Enhancements

December 12, 2019

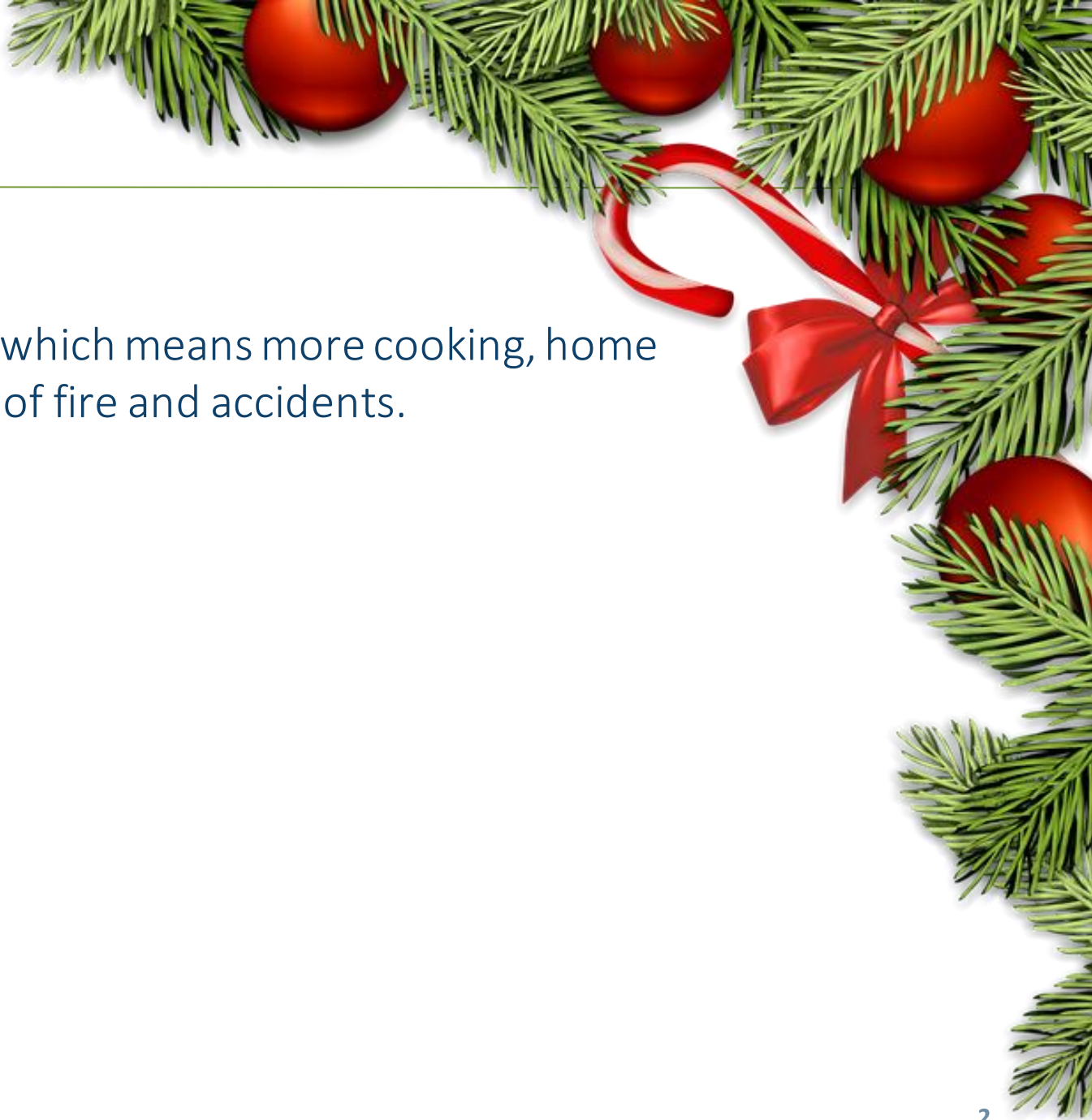


Safety

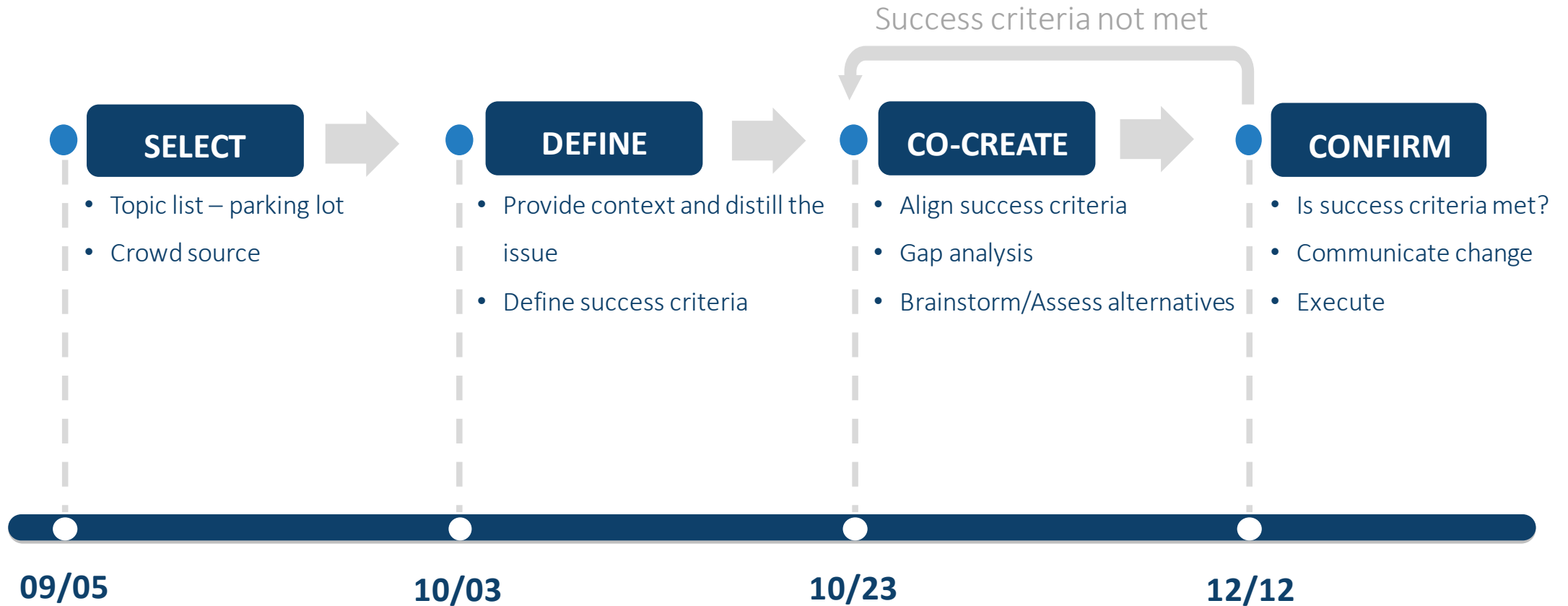
Holiday safety tips

The winter holidays are a time for celebration, which means more cooking, home decorating, entertaining, and an increased risk of fire and accidents.

- Keep your driveway and walkways clear
- Use the fireplace with care
- Use candles safely
- Reduce Christmas clutter



NrG Bulletin - Timeline



NrG Bulletin enhancements

1. New subscription preferences
2. Bulletin content in email body
3. Updated Maintenance bulletin layout
4. Advisory bulletin

1. NrG Bulletin enhancements | Subscription preferences

Subscription preference	Definition
Authorization	Nomination % allowable bulletins (i.e. Timely Cycle)
Capacity Constraint	Capacity affected bulletins I.e. Outage specific bulletins, Weekend Forecast bulletins, Advisory bulletins etc.
Event	Bulletins related to gatherings such as customer ops meetings, webex's, etc.
Project Update	TC Major Project updates outside of outage work or capacity constraints
Other	Any bulletin that does not fall within the above definitions
Tolerance Change	Tolerance Change

 Current subscription preferences

 New subscription preferences

1. NrG Bulletin enhancements | Subscription preferences

A. Mapping Current & New subscription preferences

Current subscription preference <i>(If you are currently subscribed to...)</i>	New subscription preference <i>(you will be auto-subscribed to...)</i>
Capacity Constraint	Authorization
	Capacity Constraint
Other	Event
	Project Update
	Other
Tolerance Change	Tolerance Change

B. Update your subscription preferences

A. Call 403.920.PIPE (7473)

B. [NrG Highway](#) (via TC Customer Xpress) – “Forgot your password?” *Connect with your company’s designated administrator **OR** call 403.920.PIPE*

1. NrG Bulletin enhancements | Subscription preferences

Subscription preferences in email subject line

- Subscription preferences will appear as a prefix in email subject lines
- Customers can determine bulletin category “at a glance” without having to read bulletins
- Customers can create rules to auto-sort bulletins into desired folders

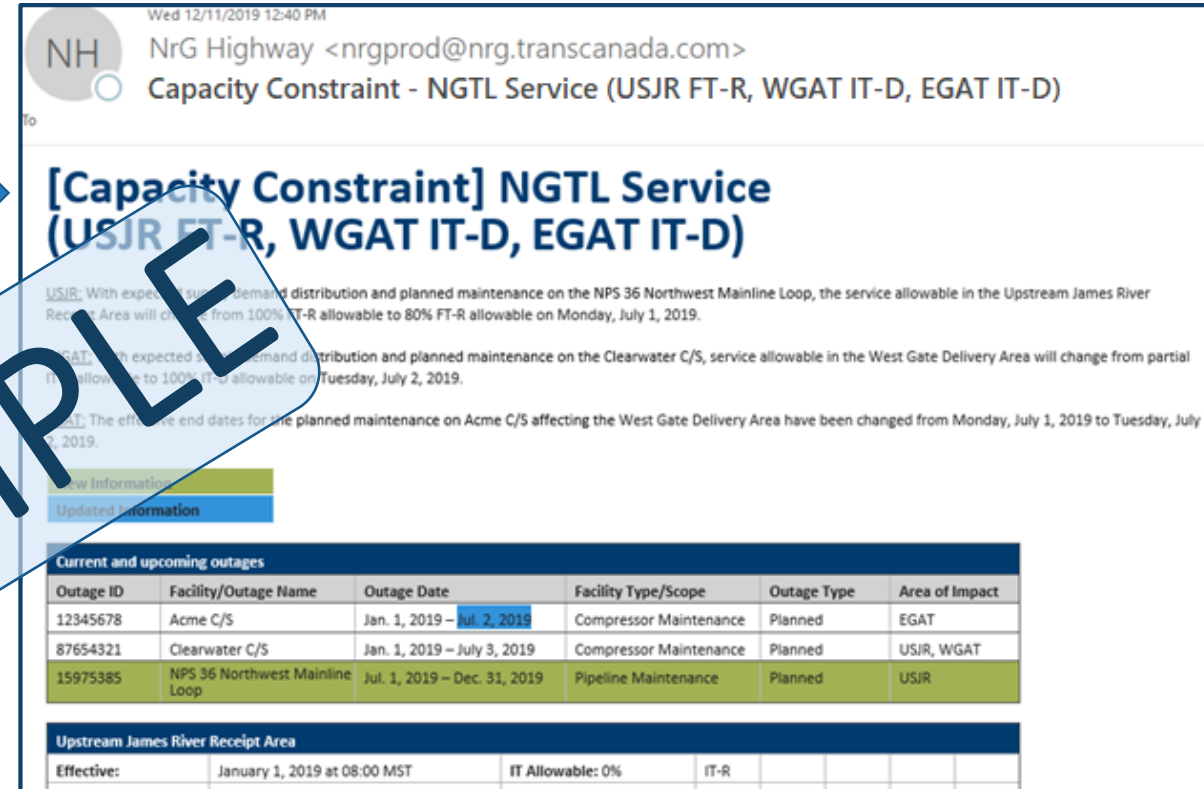
Example - Email subject line:
Authorization – WGAT 0.8% IT Allowable Dec 11 ID1 Cycle

2. NrG Bulletin enhancements | Bulletin content in email body

A. Current NrG Bulletin – no content in email body
(only bulletin link provided)



B. NrG Bulletin moving forward – content included in email body
(bulletin link will continue to be provided)



SAMPLE

Having trouble viewing this email bulletin? You can also view it at this link:
http://www.nrgexpressway.com/servlet/nrginfo.ew.notices.ShowNotice?bulletin_id=337650501

3. NrG Bulletin enhancements | Updated Maintenance bulletin layout

NGTL Service (USJR FT-R, WGAT IT-D, EGAT IT-D)

USJR: With expected supply demand distribution and unplanned maintenance on the NPS 36 Northwest Mainline Loop, the service allowable in the Upstream James River Receipt Area will change from 100% FT-R allowable to 80% FT-R allowable on Monday, July 1, 2019.

WGAT: With expected supply demand distribution and planned maintenance on the Clearwater C/S, service allowable in the West Gate Delivery Area will change from partial IT-D allowable to 100% IT-D allowable on Tuesday, July 2, 2019.

EGAT: The effective end dates for the planned maintenance on Acme C/S affecting the East Gate Delivery Area have been changed from Monday, July 1, 2019 to Tuesday, July 2, 2019.

1 Includes descriptive text to provide context

2 "New" & "Updated" information is highlighted in table

3 "Outage ID" "Start" & "End" dates have been added to the table

4 Depicts only "Services Affected"

New Information						
Updated Information						
Current and upcoming outages						
Outage ID	Start	End	Facility/Outage Name	Facility Type/Scope	Outage Type	Area of Impact
14137755	JAN 01, 2019	JUL 02, 2019	Acme C/S	Compressor Maintenance	Unplanned	EGAT
87654321	JAN 01, 2019	JUL 03, 2019	Clearwater C/S	Compressor Maintenance	Planned	USJR, WGAT
15975385	JUL 01, 2019	DEC 31, 2019	NPS 36 Northwest Mainline Loop	Pipeline Maintenance	Planned	USJR
Upstream James River Receipt Area						
Effective:	January 1, 2019 at 08:00 MST		Allowable: 0%	IT-R		
Expected End:	July 1, 2019 at 08:00 MST		FT Allowable: 100%	FT-R	FT-P	
Interconnects:	Gordondale, Groundbirch East					
Segments:	2, 3, 4, partial 5, partial 7					
Effective:	July 1, 2019 at 08:00 MST		IT Allowable: 0%	IT-R		
Expected End:	July 1, 2019 at 08:00 MST		FT Allowable: 80%	FT-R	FT-P	
Interconnects:	Gordondale, Groundbirch East					
Segments:	2, 3, 4, partial 5, partial 7					
West Gate Delivery Area						
Effective:	January 1, 2019 at 08:00 MST		IT Allowable: Partial	IT-D		

4. Advisory bulletin

- Advisory bulletin is intended to advise customers of **potential maintenance issues which may affect FT service (planned/unplanned)**
- Advisory bulletin will be sent under the “**Capacity Constraint**” subscription preference
- Bulletin will contain the prefix “**Advisory**” in email subject line
- Bulletin will be tested as a **2 month pilot** (extension of pilot will be at NGTL’s discretion)
- Parameters to release an Advisory bulletin:
 - Planned/unplanned outage which may affect FT service
 - Planned/unplanned outage that does not meet required confidence level to trigger service authorization change in a timely fashion
- Cadence for Advisory bulletins:
 1. NGTL will release an Advisory bulletin as soon as a potential maintenance is known, and above parameters are met (with defined follow-up time)
 2. At a minimum, NGTL will release an update at or before 10am

Bulletin Template: Unplanned [*compression, pipeline*] maintenance is currently underway at [*location*], which has the potential to impact [*FT-D, FT-R*] in [*EGAT, WGAT, USJR, OSDA*]. NGTL is currently assessing the situation and service impacts. An update will be provided at [*time*]

Next steps

- NrG bulletin enhancements will go-live **after 4:00pm MST on December 16, 2019**
- Follow-up Q&A WebEx only meeting on **December 19, 2019**
- Contact **403.920.PIPE (7473)** if you encounter any issues with NrG Bulletin
- Next Action Team meeting & topic: **TC Customer Express, January 23, 2020**
- Let us know what you think of the new enhancements: **action_team@tcenergy.com**

Join the Action Team

- Have an idea to improve our experience?
- Want to propose the next Action Team topic?

Contact:

action_team@tcenergy.com