



NGTL System and Foothills Pipe Lines Ltd.

Customer Operations Meeting

July 14, 2020



Welcome and Thank You for Joining Us

Participating via WebEx:

- Please sign-in through WebEx application including your full name and company
- To reduce background noise and improve audio quality, all WebEx participants will be placed on mute
- Please submit your questions via the chat function and we will answer them at the best possible opportunity

Forward Looking Information

This presentation includes certain forward looking information. Statements that are forward-looking are based on certain assumptions and on what we know and expect today and generally include words like anticipate, expect, believe, may, will, should, estimate or other similar words.

The information provided is for informational purposes only and is not to be relied upon for any other purpose whatsoever. The information is based upon certain assumptions that may or may not be accurate, and therefore is subject to various risks and uncertainties. TC Energy shall not be liable for damages sustained as a result of any use or reliance on such information.

The outages listed in this presentation are not an exhaustive list. Outage date, duration, and impact may be subject to change. Refer to the Daily Operating Plan (DOP) for all planned outages with potential service impact.

**No
impact to FT**

Refers to outage periods where FT impact is not expected

**Potential
impact to FT**

Refers to outage periods where there is potential of FT impact

**Partial
impact to FT**

Refers to outage periods where FT impact is expected

Important notes

- Outage information in this presentation (slides 11 to 19) is **NOT** applicable beyond the July 14, NGTL/Foothills Customer Operations (WebEx only) meeting.
- For current outage information, please refer to the most recent Daily Operating Plan (DOP) on TC Customer Express
- This meeting will only cover operational topics related to the NGTL and Foothills systems. For information on Commercial and Regulatory topics, please contact your marketing representative.

Our Focus During COVID-19

- Protect our teams, partners and communities
- Ensure no interruption to our customers
- Secure supply of critical equipment and services with our partners

Notice something is off?

Please reach out: [Marketing Reps](#) or 403.920.PIPE

Safety Moment – Travel



Know when to go

- Check travel health notices to keep up to date on risks and precautions specific to your destination (use credible sources of information such as [CDC](#) and [WHO](#)).
- Discuss upcoming travel plans with your healthcare practitioner if you have concerns.



Avoid getting sick

- Avoid close contact with people who are sick.
- Clean and disinfect surfaces where germs may be living (e.g. airplane armrests and tray tables, phones, tablets, etc....)
- Don't touch your eyes, nose, or mouth.
- Cover your mouth and nose with a tissue or your sleeve when coughing or sneezing.



Keep clean

- Clean your hands often by washing them with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60%–95% alcohol.
- Supplies of hand sanitizer, tissues, and other hygiene products may be limited, so consider bringing them with you.



Do the right thing

- Don't travel if you are sick. If you become ill, stay home or in your hotel room, unless you need medical care.



While travelling,
practice good
habits to keep you
and your family
healthy.



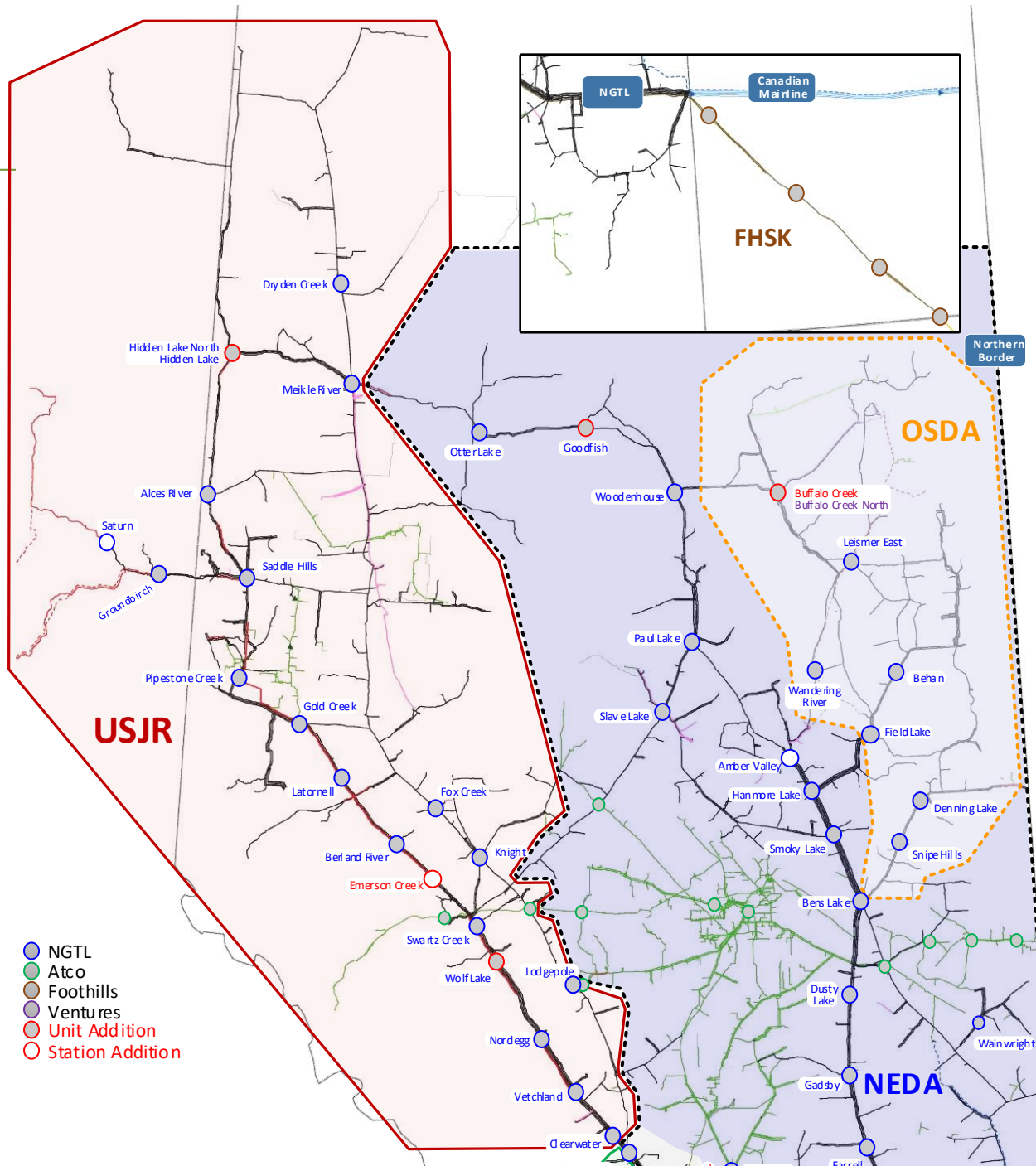
Agenda

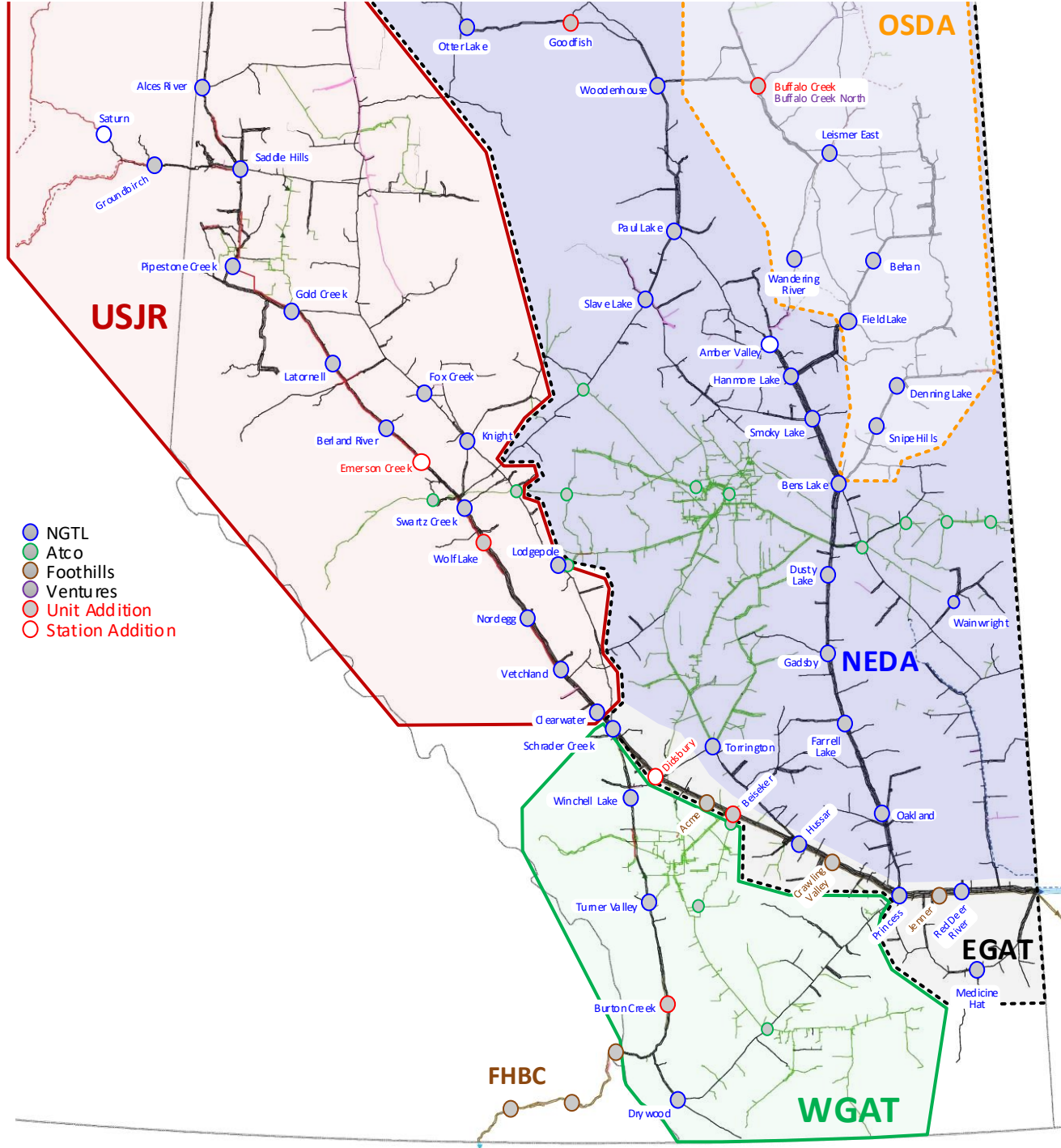
1. Review outages in Daily Operating Plan (DOP)
2. Survey results - Monthly Customer Operations meetings
3. DOP 2.0 Go-Live update

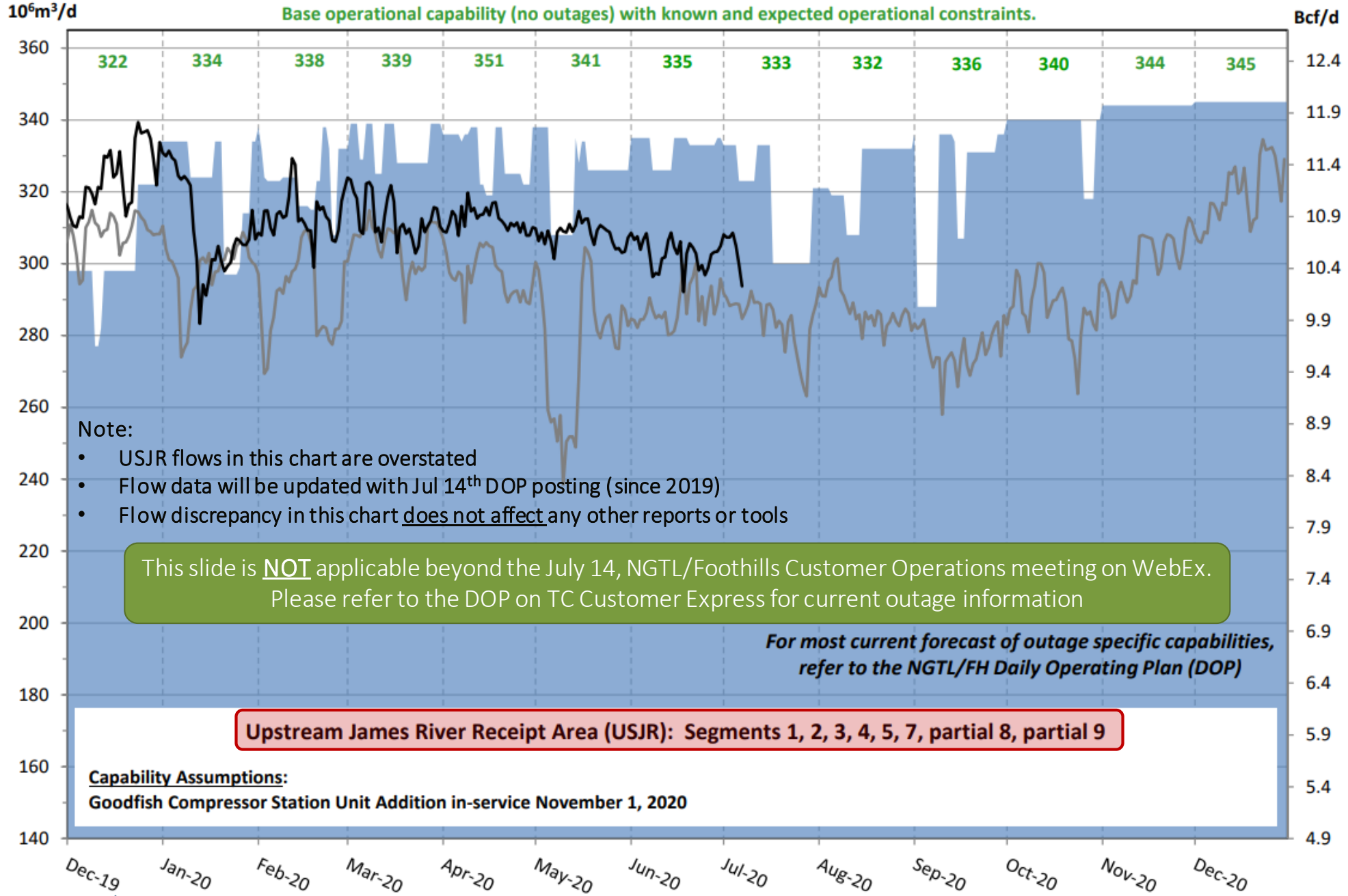


2020 Outage Review

From DOP as of Monday, July 13







Upstream James River Receipt Area (USJR)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	(Duration) End	USJR Outage Capability (10 ³ m ³ /d)	Area Base Capability (10 ³ m ³ /d)	Area Outage Capability (10 ³ m ³ /d)	Typical Outage Area Flows (10 ³ m ³ /d)	Location/Area	Outage Description
14248812	JUL 06, 2020	JUL 21, 2020	323,000	186,000	176,000	140,000-180,000	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Gold Creek)	[TSP Eligible] Alces River - Compressor Station Maintenance
15782799	JUL 17, 2020	JUL 29, 2020	298,000	N/A	N/A	295,000-320,000	Potential impact to FT-R USJR	[TSP Eligible] NPS 42 Edson Mainline Loop - Pipeline Maintenance
15714477	JUL 17, 2020	AUG 07, 2020	321,000	N/A	N/A	295,000-320,000	Potential impact to FT-R USJR	[TSP Eligible] Vetchland A1 - Compressor Station Maintenance
14609923	JUL 30, 2020	JUL 30, 2020	331,000	186,000	184,000	140,000-180,000	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Gold Creek)	[TSP Eligible] Pipestone Creek - Compressor Station Maintenance
15782671	AUG 05, 2020	AUG 14, 2020	319,000	186,000	173,000	140,000-180,000	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Gold Creek)	[TSP Eligible] NPS 30 Grande Prairie Mainline Loop - Pipeline Maintenance
15714003	AUG 10, 2020	AUG 14, 2020	308,000	N/A	N/A	295,000-320,000	Potential impact to FT-R USJR	[TSP Eligible] Clearwater 1 and 5 - Compressor Station Maintenance
15782796	SEP 02, 2020	SEP 08, 2020	288,000	223,000	175,000	170,000-220,000	Partial impact to FT-R Segments 2, 3, 4, 5, and partial 7 (Upstream of Berland River)	[TSP Eligible] NPS 36 Northwest Mainline - Pipeline Maintenance
15778057	SEP 14, 2020	SEP 20, 2020	334,000	187,000	185,000	140,000-180,000	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Gold Creek)	[TSP Eligible] Pipestone Creek - Compressor Station Maintenance

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Upstream James River Receipt Area (USJR)

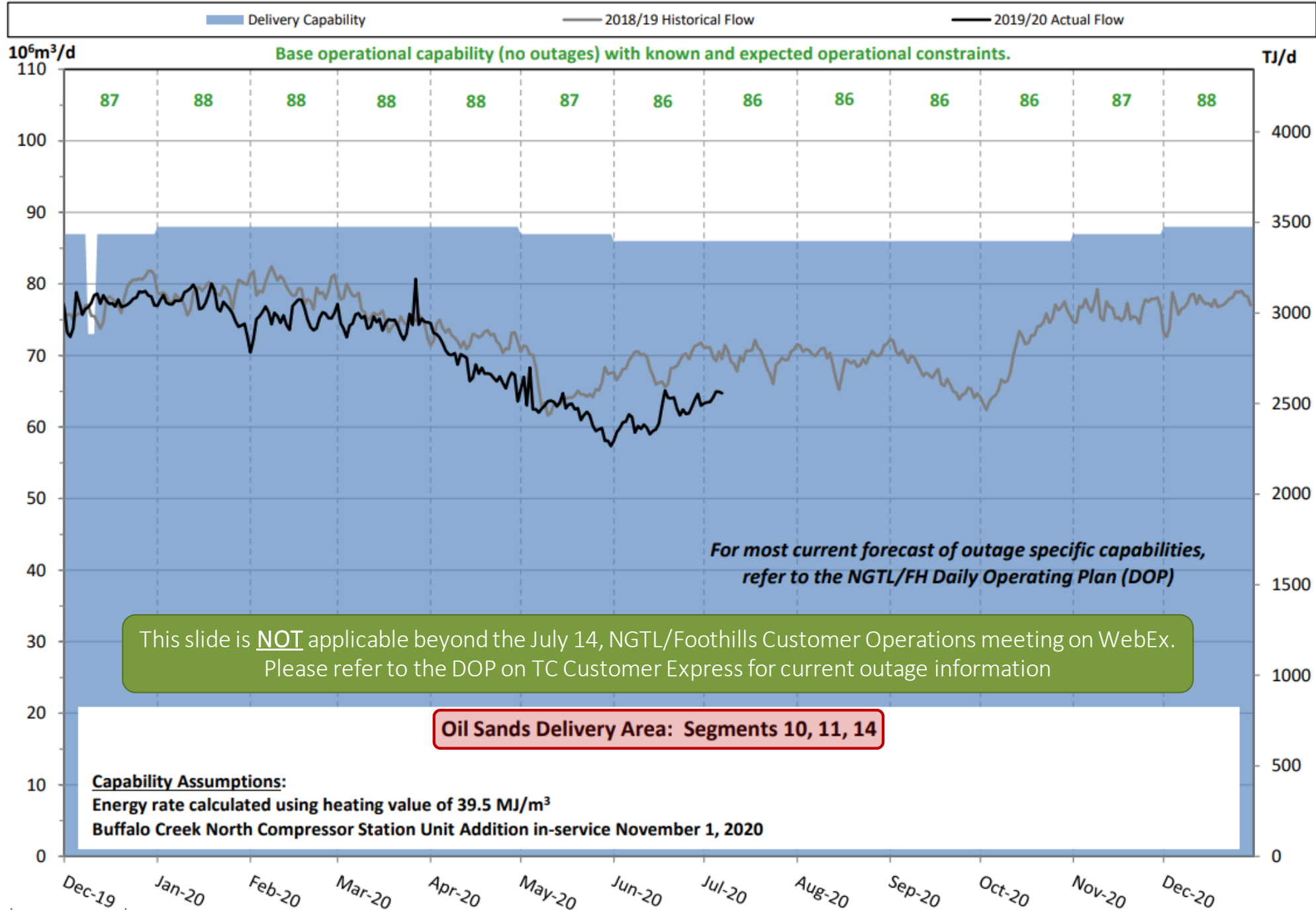
No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	(Duration) End	USJR Outage Capability (10 ³ m ³ /d)	Area Base Capability (10 ³ m ³ /d)	Area Outage Capability (10 ³ m ³ /d)	Typical Outage Area Flows (10 ³ m ³ /d)	Location/Area	Outage Description
15777973	SEP 15, 2020	SEP 17, 2020	307,000	294,000	265,000	240,000-260,000	Potential impact to FT-R Segments 2, 3, 4, 5, 7, partial 8 (Upstream of Wolf Lake), and partial 9 (Upstream of Lodgepole)	[TSP Eligible] Berland River - Compressor Station Maintenance
15781939	SEP 17, 2020	SEP 27, 2020	331,000	157,000	152,000	125,000-145,000	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Pipestone Creek)	[TSP Eligible] NPS 36 Western Alberta System Mainline Extension - Pipeline Maintenance
15714476	OCT 26, 2020	OCT 29, 2020	318,000	N/A	N/A	295,000-320,000	Potential impact to FT-R USJR	[TSP Eligible] Vetchland - Compressor Station Maintenance

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Northeast Delivery Area (NEDA) Oilsands Delivery Area (OSDA)

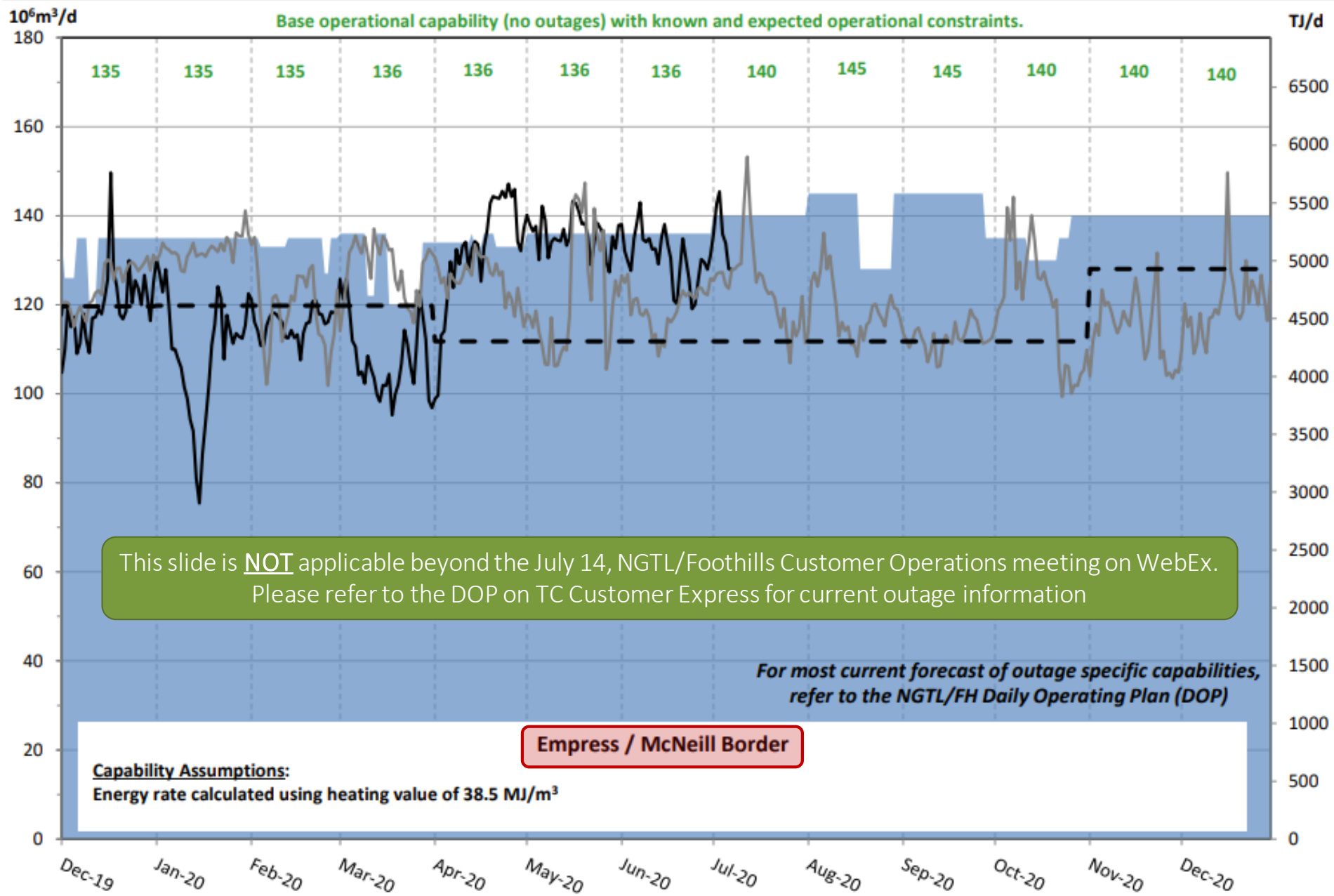
No
impact to FT

Potential
impact to FT

Partial
impact to FT

There are currently no outages planned with potential impact isolated to just OSDA and NEDA

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Last Updated: July 8, 2020

East Gate Delivery Area (EGAT) Foothills Zone 9 (FHSK)

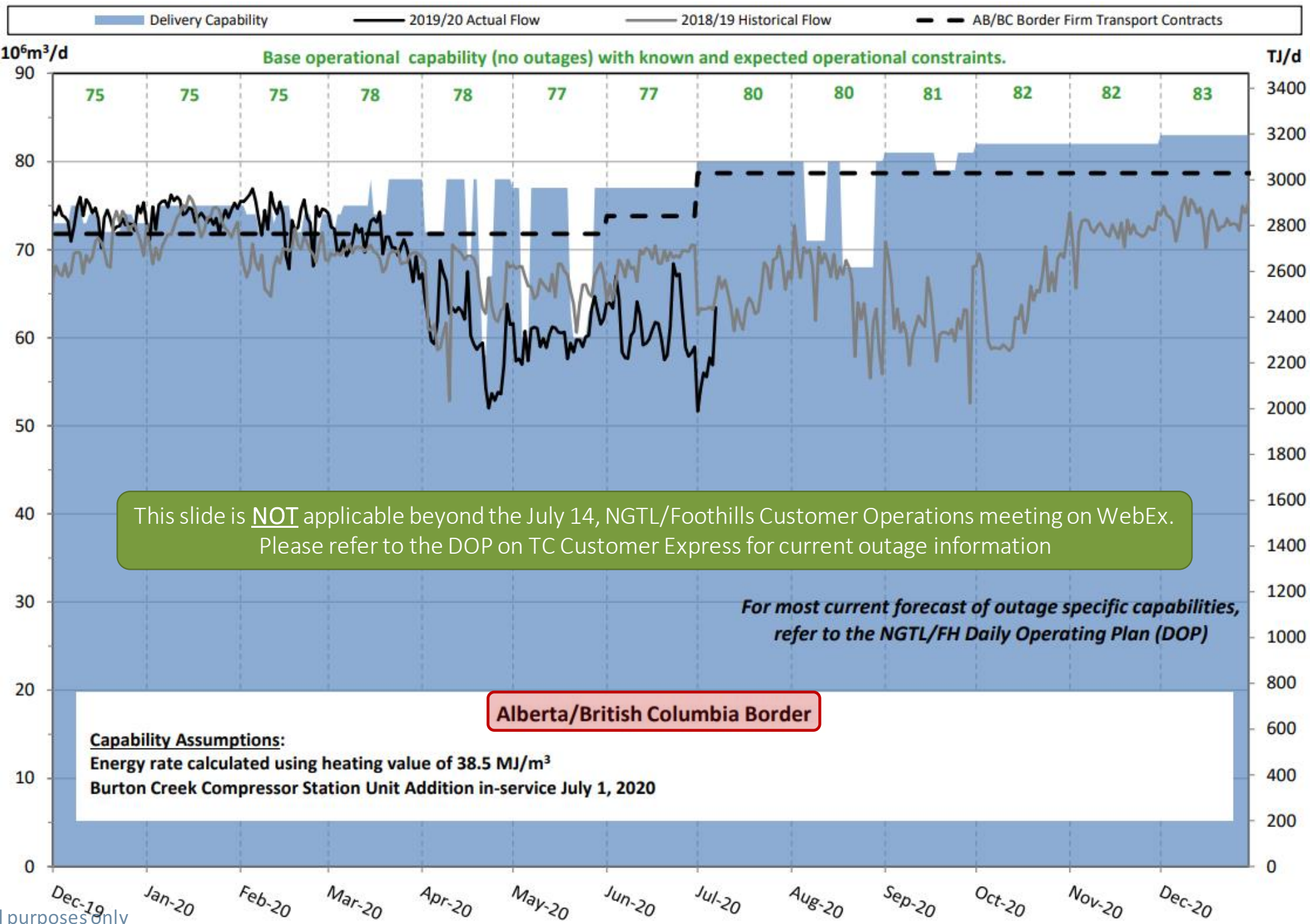
No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	End	Capability/ Allowable (10 ³ m ³ / day)	Service Allowable Location/Area	Outage Description
15782678	AUG 18, 2020	AUG 28, 2020	128,000	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, partial 21, and partial 28	NPS 34 CAS Mainline and EAS ML Loop - Pipeline Maintenance
15862705	SEP 28, 2020	OCT 25, 2020	135,000	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
15695808	OCT 16, 2020	OCT 19, 2020	130,000	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	Beiseker - Compressor Station Modifications
15786231	OCT 15, 2020	OCT 20, 2020	25,000	Potential impact to FT: McNeill Border Foothills SK	NPS 42 Foothills Zone 9 (Shaunavon to Monchy)- Pipeline Maintenance

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Please refer to the DOP on TC Customer Express for current outage information



West Gate Delivery Area (WGAT) Foothills Zone 8 (FHBC)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	End	Capability/ Allowable (10 ³ m ³ / day)	Service Allowable Location/Area	Outage Description
16659081	AUG 06, 2020	AUG 12, 2020	71,000	No impact to FT-D anticipated: Alberta/BC Border Segments 22 and partial 21	NPS 36 Western Alberta System Mainline - Pipeline Maintenance
15782794	AUG 18, 2020	AUG 28, 2020	68,000	Potential impact to FT-D: Alberta/BC and Alberta/Montana Borders	NPS 36 Western Alberta System Mainline - Pipeline Maintenance
16659086	SEP 18, 2020	SEP 24, 2020	79,000	No impact to FT-D anticipated: Alberta/BC Border Segments 22 and partial 21	NPS 42 Western Alberta System Mainline - Pipeline Maintenance

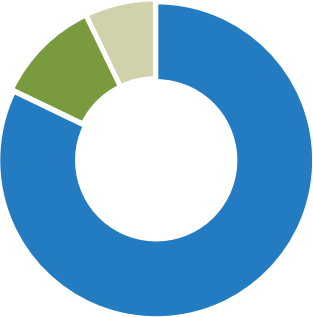
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SURVEY

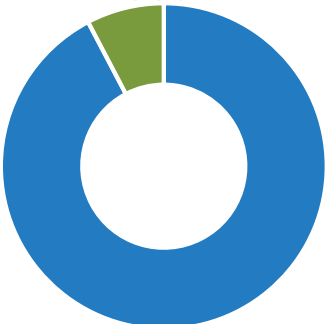
Survey Responses – Is the current format for Customer Ops meetings valuable?

What is an appropriate meeting frequency?



■ Monthly ■ Bi-Monthly ■ Quarterly

Are the topics discussed relevant to your business need?



■ Yes ■ No

Overall Meeting Value



WebEx Audio and Video Quality



Feedback themes

Meeting be kept to the allotted time

Presentation materials provided ahead of time

Preference for a briefer safety moment



DOP 2.0 Go-Live Update

DOP 2.0 Go-Live - Today!

- Customer webinars took place July 6th and 9th
 - Click [HERE](#) for instructional videos
- Test site available to customers from July 6th -13th to get familiar with tool
- Visit the new tool at <https://my.tccustomerexpress.com/>
- Previous DOP format will no longer be available

For Questions or
Concerns;

[FAQ's](#)

403.920.PIPE or
[Email](#)

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Representatives](#)

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