Cancelling in progress requests: Customers can now cancel transfers and assignments that are still in progress themselves without having to go through the NGTL contracting group.

1. Once a transfer or an assignment has been entered, customers can go into BrowseRFS from the Customer Activities page under Contract Management.

customer activities connect	online service service CO TC Energy
Contract Management Request for Service (RFS) Outstanding Assignments Browse RFS Browse Contracts Reports Reports Reports Rowing Gas - Daily Flowing Gas - Daily Flowing Gas - Month End Flowing Gas - Month End Flowing Gas - Month End Control Contr	Welcome to TC Energy's Customer Activities Customer Training for TC Energy Customers Are you new to doing business on TC Energy's pipelines, including BC, Mainline, NGTL and Saskatchewan systems? Could you use some assistance navigating our tools and websites? The TC Energy Call Centre (Nominations) group offers training for our customers, to assist you in conducting your business. For your convenience, to sessions can be done in person or via WebEX for those customers who are not located in Calgary. For more Information or to request training, please contact Marlene Proctor at 403-920-2686 • Contract Management • Industry Calendar & Monthly Deadlines • Gas Balance Recovery Dates • NGTL Gas Day Cycle Timelines • CS0 Monthly Contacts • NGTL Home Page

2. In BrowseRFS, under Activities to be Performed, customers can select Cancel for requests with a status of InProg (transfers) or InProg/Forwarded (assignments).

Browse Requests									
									Search Clear
REQUEST NUMBER:									
ADVANCED SEARCH: CLEAR THE REQUEST NUMBER FIELD WHEN USING THE ADVANCED SEARCH CRITERIA									
SHOW ONLY RE	QUESTS FOR WHICH YOUR ROLE IS RE-APPROVED REQUESTS ONLY	RESPONSIB	LE.	P	IPELINE:	N	GTL	\checkmark	
	TS01]					
CONTRACT PARTY:				R	EQUEST RECEIVED	D BETWEEN: 2	020-Jul-18 2 AND	2020-Aug-18 21	
	CTRL + click to deselect			, ,					
CONTRACT NUMBER	:			A	PPROVED BETWEE	N:	21 AND	21	
AGREEMENT TYPE	CO2 - Carbon Dioxide Ser FCS - Facility Connection	vice Service	2		TATUS	Ar Ca	pproved ancelled aptured		
	FT - SK Firm Transportation	n	~			C	omplete	~	
	CTRL + click to deselect					CT	RL + click to deselect		
				-		Â	RD Conversion	^	
LOCATION:				R	EQUEST TYPE:	As	sset Sale ancel Contract	\sim	
						СТ	RL + click to deselect		
									Download CSV
BROWSE REQUEST RESULTS									
Request #	Service Requester	Assignee	Status	Service Type	Request Type	Request Term Start	t Request Term End	Is Online Pre-Approved	Activities to be Performed
	Request Received Date/Time	Qua	antity	Pipeline	Loc	ation/Path	To Lo	cation/Path	Approved Date
R2020086594	TS01		InProg	FT-R	Transfer	2020-Sep-01		Yes	Cancel
	2020-Aug-18 10:54:28	5.0 e	3m3/day	NGTL	113	5:RICINUS	2013:KAYBOB		
R2020086593	TS01	TS02	Forwarded	FT-R	TAsgLiab	2020-Sep-01	2020-Sep-30	Yes	Cancel
	2020-Aug-18 10:52:38	25.0 ε	3m3/day	NGTL	113	5:RICINUS			

3. After hitting cancel, the customer will be taken to a summary screen where they can enter in a reason why the request has been cancelled and hit submit. The request will now be cancelled.

Cancel Contract Transaction	n		
REQUEST INFORMATION			
AGREEMENT TYPE:	Firm Transportation Receipt	REQUEST TYPE:	Transfer
REQUEST NUMBER:	R2020086594	SERVICE PROVIDER:	NOVA Gas Transmission Ltd.
SERVICE REQUESTER:	Test 1 Customer for CIMS/OPA Project xxxxxxxxxxxxxxxxxx	52	
APPROVAL DATE:		REQUEST START DATE:	2020-Sep-01
STATUS:	In Progress	REQUEST END DATE:	
RECEIVED DATE TIME:	2020-Aug-18 10:54:28	ACTUAL START DATE:	
REQUEST OWNER:	Eddie Johnson		
LETTER DATE:	2020-Aug-18		
CANCEL DATE TIME:			
CANCEL REASON:			
CANCELLED DECISION		IS ONLINE PRE-APPROVED	Yes
SUMMARY NUMBER:	2042-14470-00	13 ONLINE FRE AFFROVED.	100
LOCATION MODIFICATION NOTES	2013.NATBUB		
LOCATION MODIFICATION NOTES.		REQUEST SECONDARY START D	ATE:
		SELECTED CAVEATS:	
REQUEST QUANTITIES Quantity Type	Quantity Start Date	End Date Lo	cation/Quantity Type
Demand	5.0 e3m3/day 2020-Sep-01 999	99-Dec-31 Demand	
VIEW COMMENTS			
Cancel Type: At Customers R	equest 🗸		
USER NAME: opatest1	DATE: 2020-Aug-18 11:02:04		
Submit Cancel			

4. If the request is an assignment, alternatively, customers can cancel by entering the Outstanding Assignments page from Customer Activities under the Contract Management header.



5. In the Outstanding Assignments, on the right side under Start Activity, customers can select Cancel. The customer can then select Reject/Cancel, and confirm the cancellation. The assignment will now be cancelled.

CUSTOMER ACTIVITIES	MAIN MENU Select from List				() TC Energy	
Co	ntract Management / Brows	se Outstanding Assignments				
A COLORADO						HELP LEARNING Logout
Browse Outstanding	Assignment				Search Clear	
REQUEST TYPE:	Early Revert Temporary Assign Permanent Assignment Temporary Assignment Alberta CTRL + click to deselect	m				
AGREEMENT TYPE:	FT-D1 - Firm Transportation De FT-D2 - Firm Transportation De FT-R - Firm Transportation Rec FT-RN - Firm Transportation Re CTRL + click to deselect	elivery Group 1 elivery Group 2 eceipt Non Renewa				
SEARCH RESULTS						
Request Number Request Number	quest Start Location	IVDE	Assignor	Assignee	Received Date	Start Activity
2020086593 202	20-Sep-01 1135:RICINUS	FT-R Temporary Assignment Alberta	TS01	TS02	2020-Aug-18 10:52:38	Cancel
Call Centre1.877.920.PIPE (7473)						Version: 7.1.2.4034
CUSTOMER ACTIVITIES	MAIN MENU Select from List				() TC Energy	
Bro	wse Outstanding Assignment				HELP LEARNING Logout	
Accept/Reject Assig	nment					Accept Reject/Cancel Go Back
REQUEST INFORMATION						
ASSIGNOR: REQUEST NUMBER: SERVICE PROVIDER: ASSIGNEE: AGREEMENT TYPE: REQUEST TYPE: REQUEST START DATE: LOCATION:	Test 1 Customer for CIMS/OPA Project x 2020086593 NOVA Gas Transmission Ltd. Test 2 Customer for CIMS/OPA Projectoo Firm Transportation Receipt Temporary Assignment Alberta 2020-Sep-01 1135:RICINUS	000000000000000000000000000000000000000				
IS TA TRANSFERRABLE:	Y					
Schedule 1	Secondary Start Date 2020-Aug-18	Start Date 2020-Sep-01	End Date 2020-Sep-30		Quantity 25.0 e3m3/day	Price Point A
Call Centre1.877.920.PIPE (7473)						Version: 7.1.2.4034

Any completed requests will still need to be requested through <u>ngtl_contracting@tcenergy.com</u>. If you have any issues or questions, please contact NGTL Contracting.