



NGTL System and Foothills PipeLines Ltd.

Customer Operations Meeting

October 7, 2021



For information purposes only

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 may not be accurate beyond the September 2, NGTL/Foothills Customer Operations (WebEx only) meeting



For current outage information, please refer to the most recent Daily Operating Plan (DOP) on my.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

Safety Moment – World Mental Health Day (October 10)

This day focuses on raising awareness of mental health around the world. It encourages us to provide space to talk about mental health and advocate for the additional needs of others around the world so mental health care can become a reality for everyone.

Take Action against Mental Health Stigma



Mental Health Stigma: When someone, or even you yourself, views a person in a negative way just because they have a mental health condition. A feeling of shame or judgement from someone else or internally.

Stigma Effects:

- Mental health conditions leading cause of disability in North America
- Less than half of the adults who need services and treatment get the help they need
- The average delay between the onset of symptoms and intervention is 8-10 years
- Suicide is the second leading cause of death of youth ages 15-24 and the ninth leading cause of death in Canada



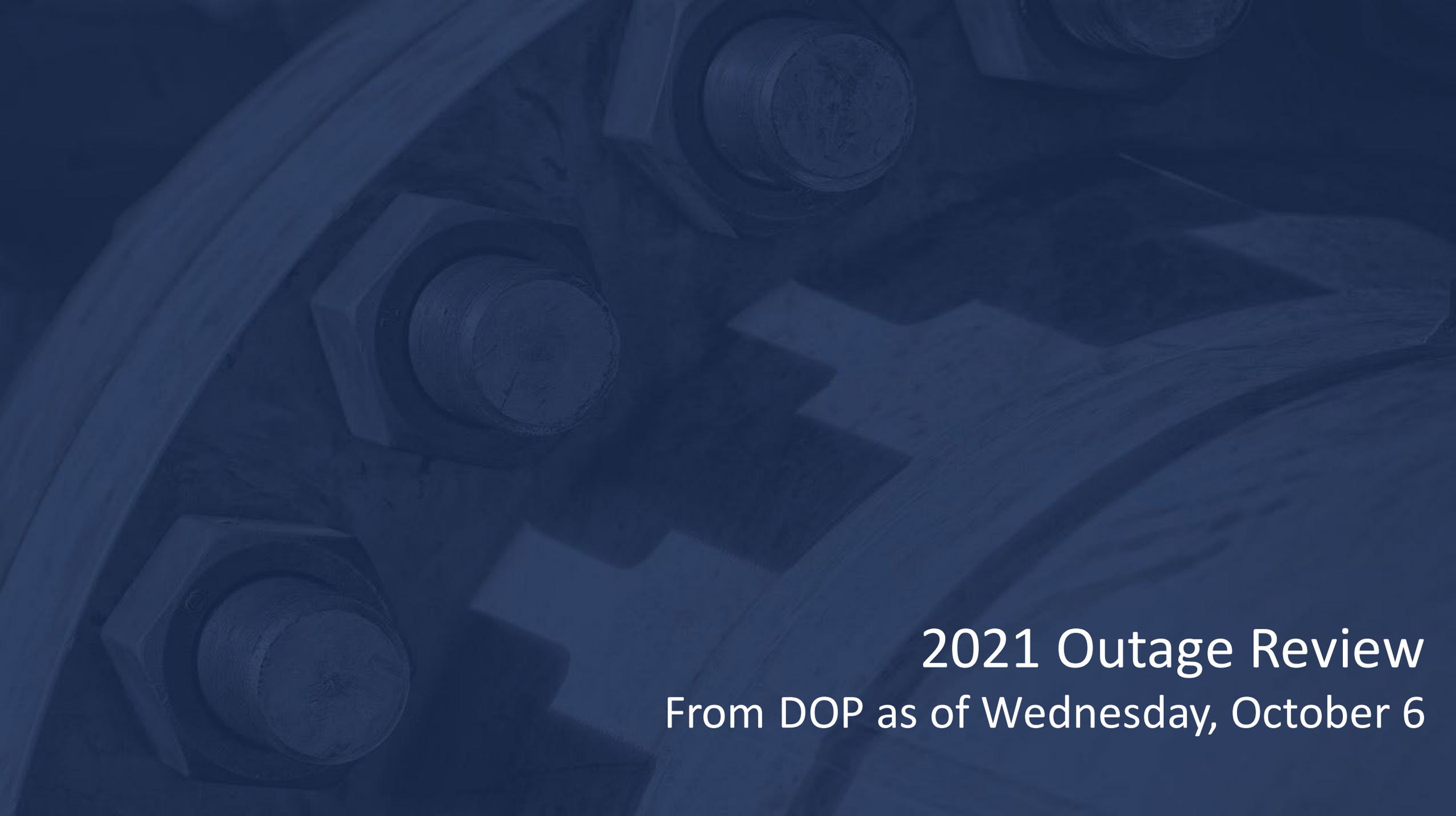
Stop the Stigma

- Recognize that mental health disorders are real and prevalent
- Educate yourself and others
- Be aware of our own misperceptions, judgements, and biases
- Check in with those around you
- Talk openly about mental health
- Be conscious of language
- Recognize and respond to behaviors that perpetuate stigma
- Encourage equality between physical and mental health
- Show compassion for those with mental health
- Choose empowerment over shame



Agenda

- 1 Review Daily Operating Plan (DOP)
- 2 COAT Progress Report – GDSR & CSR



2021 Outage Review

From DOP as of Wednesday, October 6

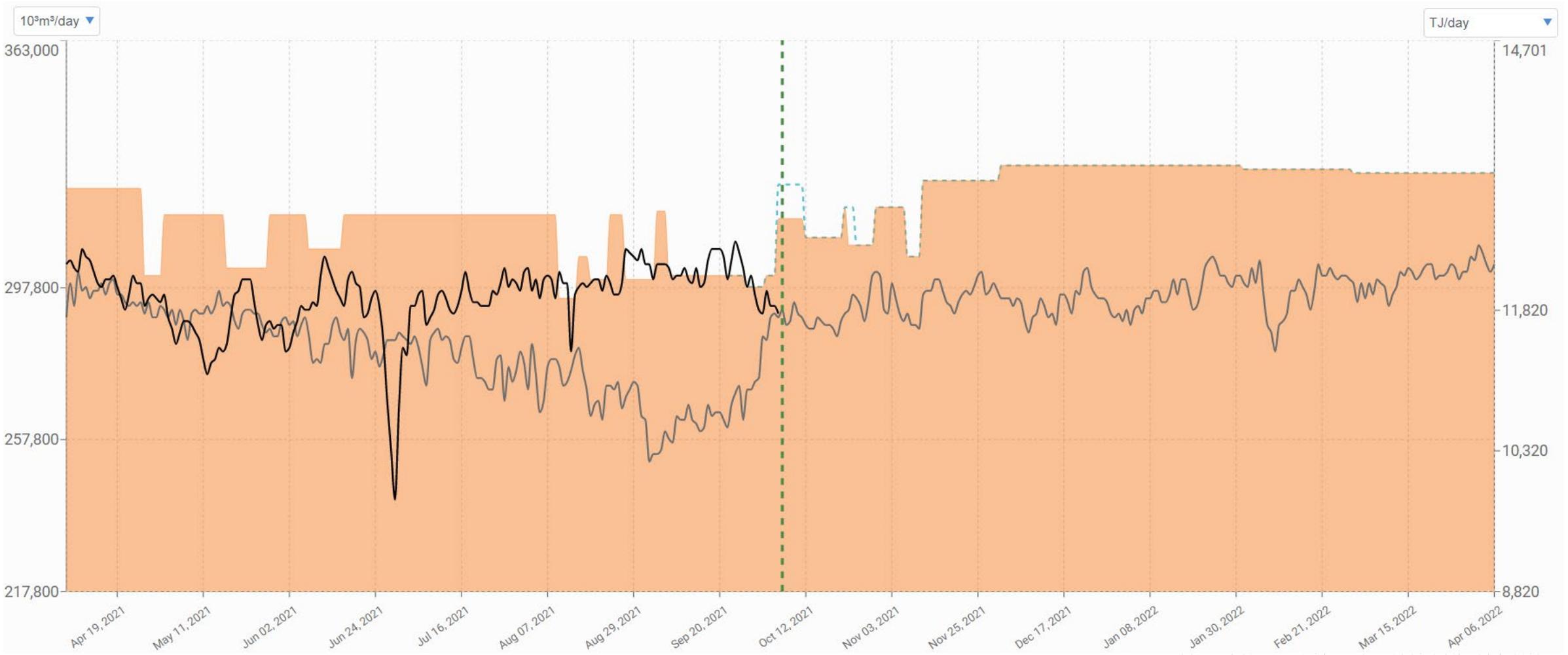
Publication: Compared to:

Oct 06, 2021

Sep 08, 2021

Upstream James River

Capability Actual Flow Historical Flow Compared to



This slide may not be accurate beyond the October 7, NGTL/Foothills Customer Operations meeting on WebEx. Please refer to the DOP on TC Customer Express for current outage information

Upstream James River Receipt Area (USJR)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage Description	Start	End	USJR Outage Capability (10 ⁶ m ³ /d)	USJR Impact (10 ⁶ m ³ /d)	Area Outage Capability (10 ⁶ m ³ /d)	Outage Area Typical Flows (10 ⁶ m ³ /d)	Service Allowable Location/Area
Latornell - Compressor Station Maintenance	12-Oct-21	16-Oct-21	311	14	N/A	260-310	Potential impact to FT-R USJR
Latornell A2 - Compressor Station Maintenance	12-Oct-21	21-Oct-21	311	14	222	170-210	Potential impact to FT-R USJR U/S of Knight & Berland
Hidden Lake – Compressor Station Maintenance	18-Oct-21	7-Nov-21	319	6	194	145-180	Potential impact to FT-R USJR U/S of Latornell
Alces River - Compressor Station Maintenance	25-Oct-21	29-Oct-21	309	16	N/A	260-310	Potential impact to FT-R USJR
Meikle River D5 - Compressor Station Maintenance	7-Nov-21	10-Nov-21	306	20	N/A	260-310	Potential impact to FT-R USJR

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Publication: Compared to:

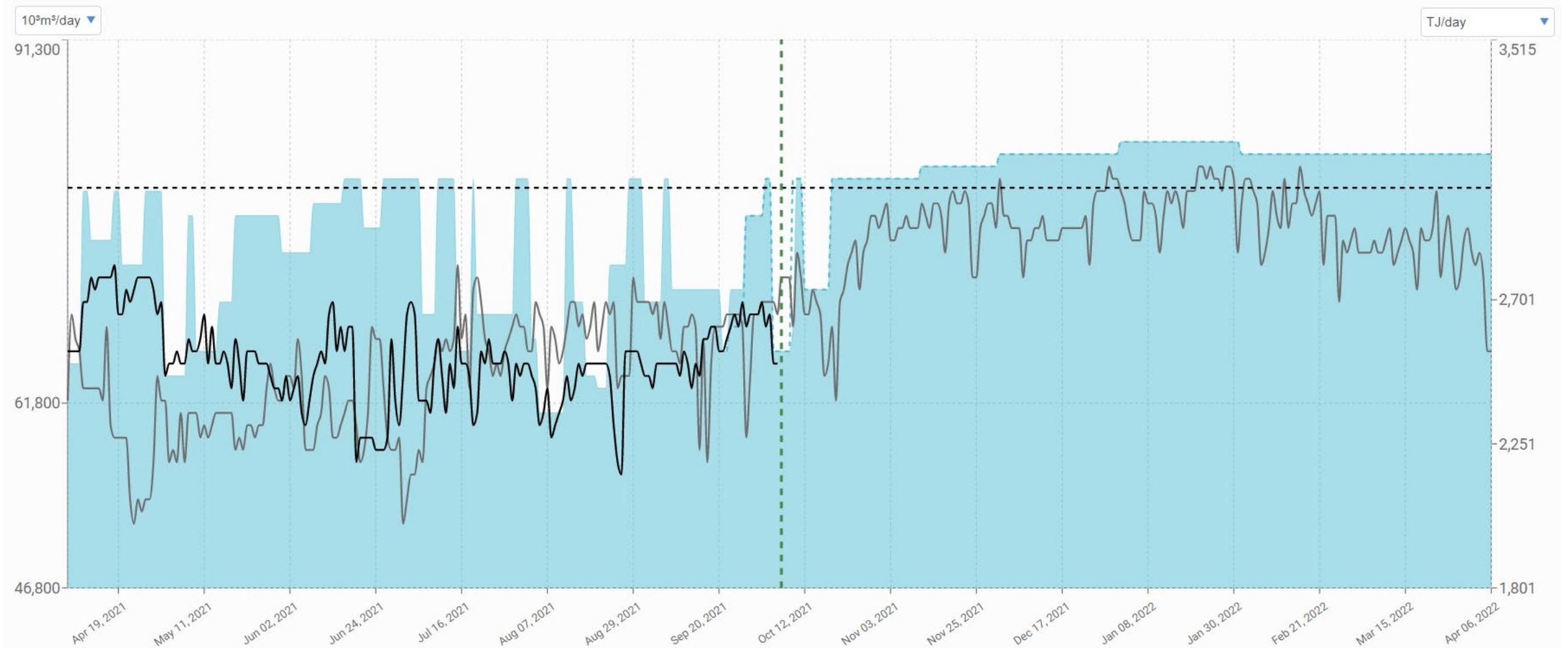
Oct 06, 2021

Sep 08, 2021

Alberta-B.C. Border

(includes both NGTL and Foothills BC outages)

■ Capability — Actual Flow — Historical Flow - - Contracts - - Compared to



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West Gate Delivery Area (WGAT)

Foothills Zone 8 (FHBC)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage Description	Start	End	Capability/ Allowable (10 ⁶ m ³ /day)	Impact (10 ⁶ m ³ /d)	System	Service Allowable Location/Area
NPS 36 Western Alberta System Mainline - Pipeline Modification	4-Oct-21	9-Oct-21	68	12	NGTL	Potential Impact to FT-D: Alberta/BC and Alberta/Montana Borders
Moyie – Compressor Station Maintenance	4-Oct-21	8-Oct-21	66	14	FHBC	Partial Impact to FT: Alberta/BC Border
NPS 36 BC Mainline – Pipeline Maintenance	12-Oct-21	18-Oct-21	71	9	FHBC	Potential impact to FT: Alberta/BC Border

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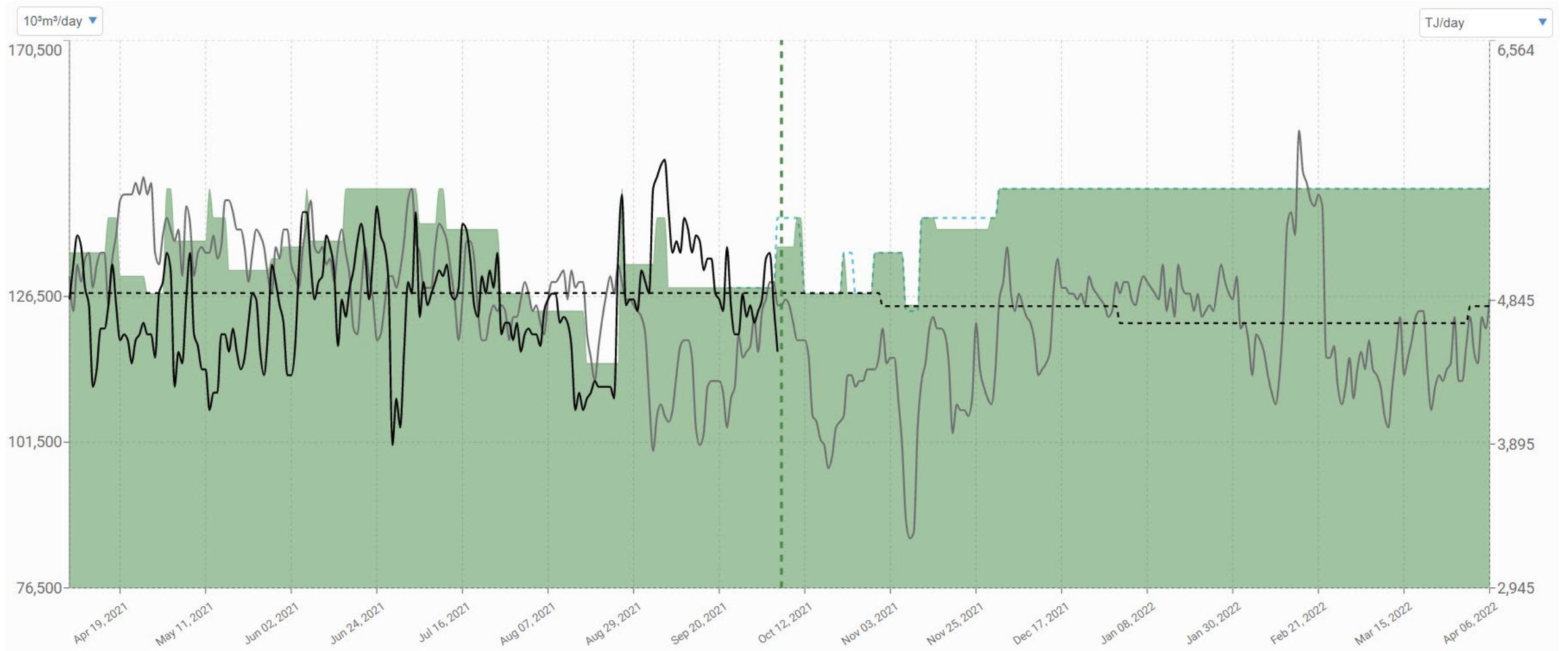
Publication: Compared to:

Oct 06, 2021

Sep 08, 2021

East Gate

■ Capability - Actual Flow - Historical Flow - - Contracts - - Compared to



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East Gate Delivery Area (EGAT)

Foothills Zone 9 (FHSK)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage Description	Start	End	Capability (10 ⁶ m ³ /day)	Impact (10 ⁶ m ³ /d)	System	Service Allowable Location/Area
Amber Valley – Compressor Station Maintenance	22-Sep-21	15-Oct-21	140	0	NGTL	No impact to FT-D anticipated: Empress/McNeill Borders Segments 6, 10 - 20, partial 21, 23, 24, partial 28
Monchy 1 – Compressor Station Maintenance	4-Oct-21	26-Nov-21	69		FH SK	Potential impact to FT: McNeill Border
Leismer East – Compressor Station Maintenance	5-Oct-21	9-Oct-21	135	5	NGTL	No impact to FT-D anticipated Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28
Princess – Compressor Station Maintenance	12-Oct-21	17-Oct-21	135	5	NGTL	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28
Paul Lake – Compressor Station Maintenance	23-Oct-21	29-Oct-21	127	13	NGTL	No impact to FT-D anticipated: Empress/McNeill Borders Segments 6, 10 - 20, partial 21, 23, 24, partial 28
Crawling Valley – Compressor Station Maintenance	15-Nov-21	28-Nov-21	138	2	NGTL	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28

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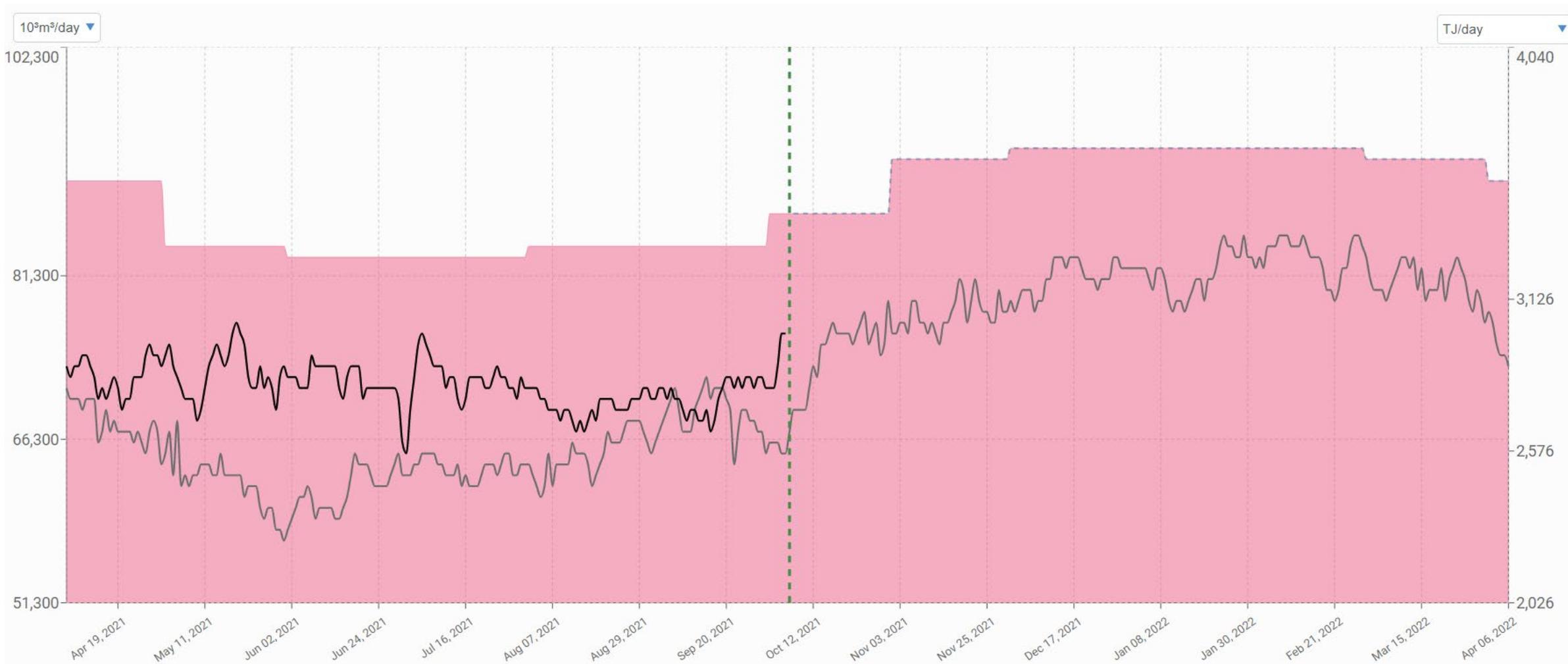
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Oil Sands Delivery Area

Capability - Actual Flow - Historical Flow - - Compared to



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Northeast Delivery Area (NEDA) Oil Sands Delivery Area (OSDA)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

There are currently no outages planned that are specific to OSDA or NEDA

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myTC Customer Express Enhancements

Customer Operations Meeting

October 7th, 2021

For information purposes only

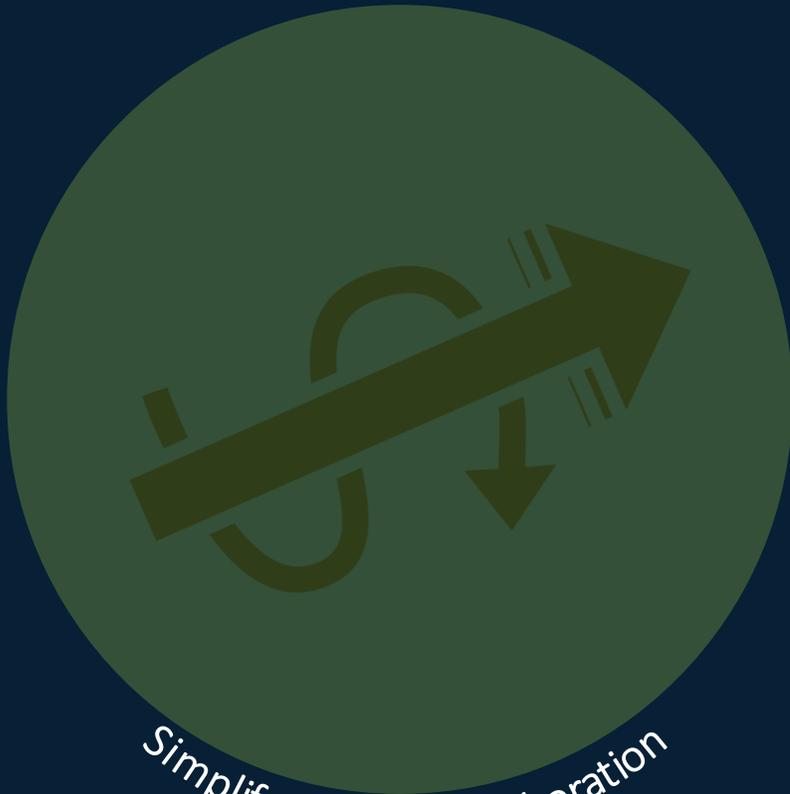
Today's Agenda

- Customer survey feedback
- COAT Mission
- COAT Roadmap - How we got here
- Enhancement overview
- Platform demonstration
- What's next
- Q&A

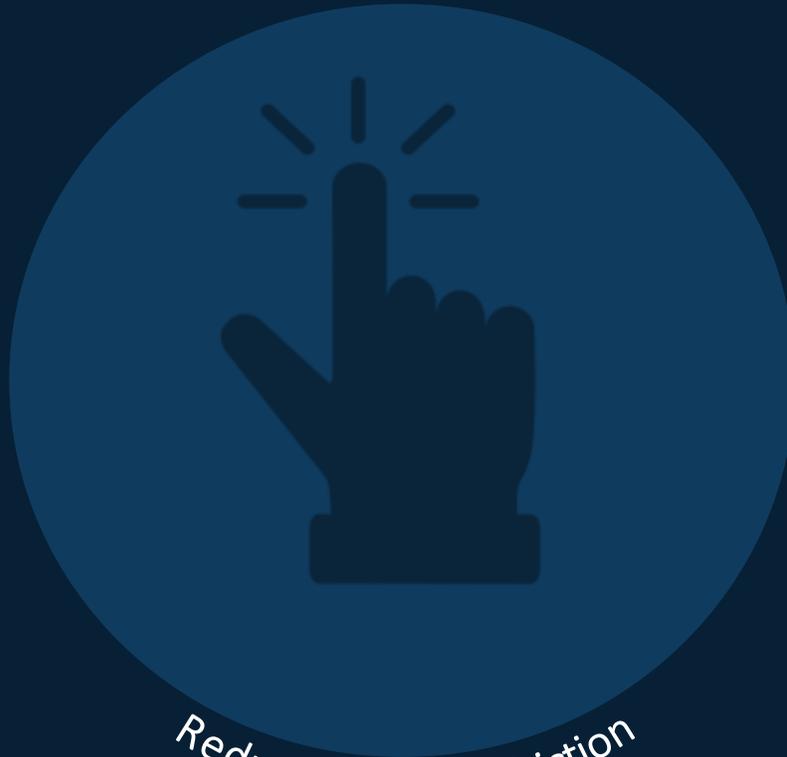


Our customers are our partners

What are we doing to enhance the customer experience



Simplify internal collaboration



Reduce Customer friction



Plug knowledge drain

COAT Mission| Enable Customers to make better decisions, faster

These customer principles - developed by our COAT members – are our ‘north star’ when enhancing our customer experience. We are focused on building enhancements that are..



Convenient



Timely



Personalized



Today's Purpose: Share an update on how we are partnering with our Customers to build new solutions and provide a first look at one of those initiatives, **myTC Customer Express**, the enhanced Current System Report (CSR) and Gas Day Summary Report (GDSR).



Customers are at the center of what we do at TC Energy and we want to continue co-creating an improved customer experience solution.

How did we get here?

2019



- COAT workshop that helped prioritize our customers needs
- 'Reduce friction'

Solution Build



- Prioritization and testing with Big Bets team
- Agile development
- Co-create

2020



- Launched July 2020
- Priorities for 2021

Solution Build



- Prioritization and testing with Big Bets team
- Agile development
- 'Make better decisions faster'

Today

Project Team

Delivery Team

+

Big Bets Team

Delivery Approach

Focusing on value to drive delivery enabled by a product team approach

Agile Delivery Model

Ability to delivery quickly and efficiently to test theories, interfaces, and experiences ensuring product alignment to vision of Canada Gas

Embedded Customers

Our Big Bets team is engaged by the Delivery Team on a bi-weekly bases to ensure customer voice and value

myTC Customer Express

Enhanced Current System Report (CSR) & Gas Day Summary Report (GDSR)

What are we solving?

Pain point: “How can I better anticipate changes I’ll need to make to my production and/or buying/selling activities within in day”

How are we solving this pain point?

Current System Report: convert into a 7-day visual chart that allows customers to visualize trends on system indicators.

Gas Day Change Report: daylight key metrics which indicate “gas on / gas off” at-a-glance. Show change from previous day

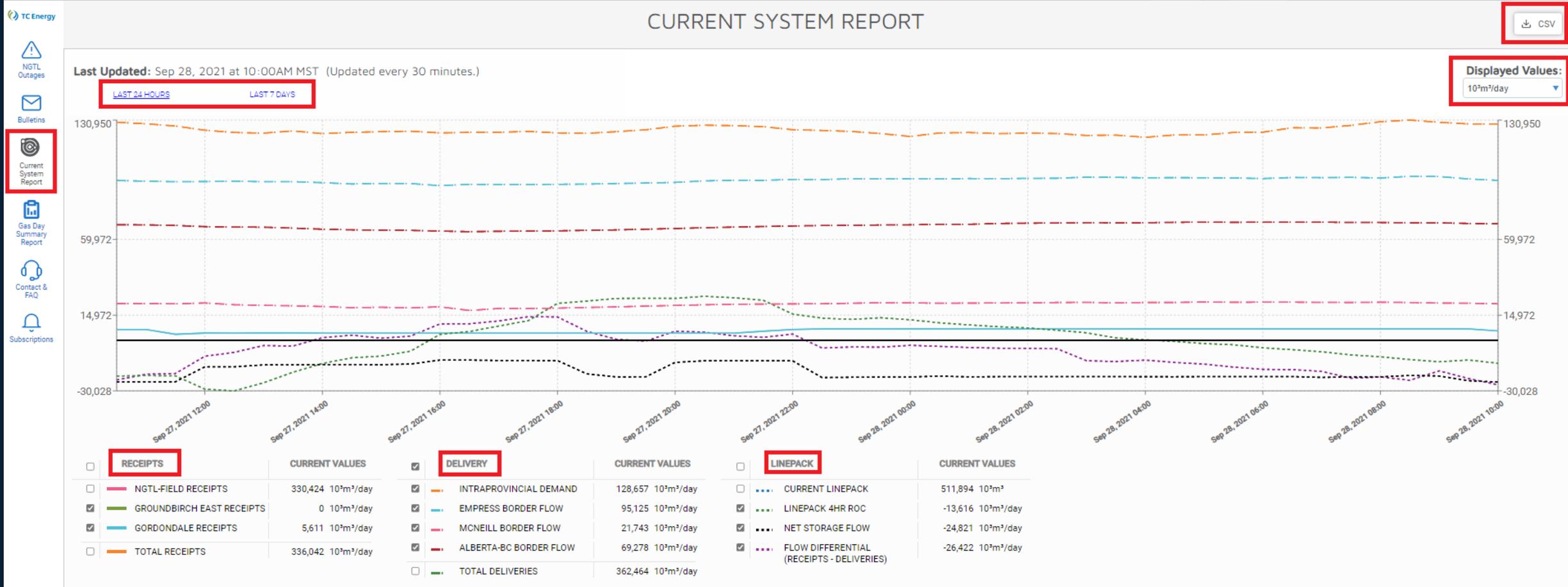
myTC Customer Express - Enhanced Current System Report

From this:

Current System at: Sep 28, 2021 10:00:47 MST				
Parameter	Value - SI	Units - SI	Value - Imp.	Units - Imp.
NGTL Linepack Current	511894	e3m3	18070	MMcf
NGTL Linepack 4Hour ROC	-13616	e3m3	-481	MMcf
NGTL - Field Receipts	330359	e3m3/d	11662	MMcf/d
NGTL - Intra-Delivery Flow w/o Storage	128644	e3m3/d	4541	MMcf/d
NGTL - Flow Differential (Receipts - Deliveries)	-26238	e3m3/d	-926	MMcf/d
NGTL - Instantaneous Delivery Flow	362208	e3m3/d	12786	MMcf/d
NGTL - Receipt Flow	335969	e3m3/d	11860	MMcf/d
NGTL - Net Storage Flow (Receipts - Deliveries)	-24751	e3m3/d	-874	MMcf/d
Empress Border - Flow	95141	e3m3/d	3359	MMcf/d
McNeil Border - Flow	21743	e3m3/d	768	MMcf/d
Alberta / BC Border - Flow	69248	e3m3/d	2445	MMcf/d
Gordondale Border - Delivery Flow	0	e3m3/d	0	MMcf/d
Gordondale Border - Receipt Flow	5611	e3m3/d	198	MMcf/d
Groundbirch East - Receipt Flow	0	e3m3/d	0	MMcf/d

myTC Customer Express - Enhanced Current System Report

To this:



Integrated into the myTC Customer Express Platform

myTC Customer Express - Enhanced Gas Day Summary Report

From this:

NOVA Gas Transmission Ltd. Gas Day Summary Report (E6M3) For: 2021-Sep-27 as of 2021-Sep-28 11:46			
Pipeline System:	NGTL		
Gas Day:	2021-Sep-27		
VOLUME SUMMARY	Prorated NOM	Extrapolated VOL	08:00 NOM
EMPRESS BORDER	94.0	95.0	90.9
MCNEILL BORDER	23.2	21.4	25.6
ALBERTA-B.C. BDR	68.8	68.0	68.4
GORDONDALE BORDER	-5.6	-5.7	-5.2
GROUND BIRCH EAST	0.0	0.0	0.0
*OTHER BORDERS	8.1	8.7	8.7
Total Export Deliveries (Gross)	194.1	193.1	193.6
Intraprovincial	280.0	137.9	272.0
Total Storage + Intraprovincial	338.6	166.5	311.2
**Total Net Storage	21.8	18.6	15.1
Total Storage Deliveries	58.7	18.6	39.2
Total Storage Receipts	-36.9	0.0	-24.1
Total NGTL Deliveries	532.7	349.6	504.8
Total NGTL Receipts	493.9	353.6	481.8
***NGTL Field Receipts		347.9	
End of Day Linepack		512.8	
Linepack Rate of Change		-9.1	
Linepack Change (Last 24 hours)		0.2	
Linepack Target		520.0	
Tolerance		-1/1 (%)	
Tolerance Last Changed		2021-Sep-19 at 08:00	
Total SD Account (TJ)		50.9	
Total OBA Account (TJ)		225.9	

myTC Customer Express - Enhanced Gas Day Summary Report

To this:



GAS DAY SUMMARY REPORT

PRINT
CSV

Gas Day:

Sep 27, 2021

For:

Sep 27, 2021 as of
Sep 28, 2021 11:50 MST

Displayed Values:

10⁶m³/day

RECEIPTS	PRORATED NOM	EXTRAPOLATED VOLUME	8:00 NOM	DELIVERIES	PRORATED NOM	EXTRAPOLATED VOLUME	8:00 NOM
NGTL FIELD RECEIPTS		347.9 ↓ 3.9		EMPRESS BORDER	-94 ↑ 0.2	-95 ↑ 2.7	-90.9 ↑ 2.5
GROUND BIRCH EAST	0 — 0	0 — 0	0 — 0	MCNEILL BORDER	-23.2 ↓ 1.3	-21.4 ↑ 0.6	-25.6 ↓ 2.4
GORDONDALE BORDER	5.6 ↓ 0.7	5.7 ↓ 1.5	5.2 ↑ 0.8	ALBERTA-BC BORDER	-68.8 ↓ 0.1	-68 ↑ 1.9	-68.4 ↑ 0.4
TOTAL NGTL RECEIPTS	493.9 ↓ 128.6	353.5 ↓ 5.3	481.8 ↑ 2.3	OTHER BORDERS	-8.1 ↑ 0.9	-8.8 ↓ 0.2	-8.7 ↓ 0.1
STORAGE	PRORATED NOM	EXTRAPOLATED VOLUME	8:00 NOM	TOTAL EXPORT DELIVERIES	-194.1 ↓ 0.2	-193.2 ↑ 5.1	-193.7 ↑ 0.3
TOTAL STORAGE RECEIPTS	36.9 ↑ 13.1	0 — 0	24.1 ↓ 0.4	INTRAPROVINCIAL	-280 ↑ 1.7	-138.2 ↑ 2.7	-272 ↑ 1.3
TOTAL STORAGE DELIVERIES	58.7 ↑ 9.9	18.6 ↓ 5.4	39.2 ↑ 0.8	TOTAL STORAGE + INTRAPROVINCIAL	338.6 ↑ 8.1	156.9 ↓ 8.2	311.2 ↓ 0.5
TOTAL NET STORAGE	21.8 ↓ 3.3	18.6 ↓ 5.4	15.1 ↑ 1.2	TOTAL NGTL DELIVERIES	532.7 ↑ 8.4	350.1 ↓ 13.3	504.8 ↓ 0.9
LINEPACK		TOTAL VOLUME		TOLERANCE AND ACCOUNTS		VALUE	
END OF DAY LINEPACK		512.8 ↑ 0.2		TOTAL SD ACCOUNT (TJ)		0.1 ↓ 0.1	
LINEPACK RATE OF CHANGE		-9.1 ↓ 6.1		TOTAL OBA ACCOUNT (TJ)		0.2 ↑ 0.2	
LINEPACK TARGET		520 — 0		TOLERANCE			

(LAST CHANGED 2021-09-19 08:00:00)

Integrated into the myTC Customer Express Platform

What is next?

October

User Acceptance Testing, Pilot Program and pre-launch information

November 4

Customer Operations Meeting – Pre Go-live Status

November 15

Enhanced myTC Customer Express – **Go-live** (end of day)

December 2

Customer Operations Meeting – Post Go-live Update and Customer Feedback

2022

Development of additional enhancements opportunities

Questions?