

Renewing Contracts Online: Customers can renew most services online. FT-R, FT-D1, FT-D2, FT-D3, FT-X, and IT-S service can all be renewed through the request for service menu. Other services such as CO2 service must be renewed through an email request to NGTL_contracting@tcenergy.com.

FT-R, FT-D1, FT-D2, FT-D3 and FT-X must be renewed at least **one year** prior to the contract's end date. IT-S must be renewed at least **one month** prior to the contract's end date.

Renewal Instructions:

1. After logging into the customer activities page [TC Energy Login Page](#), under Contract Management, choose Request for Service.

The screenshot shows the TC Energy Customer Activities portal. The top navigation bar includes 'customer activities', 'connect', 'online', and 'service'. The left sidebar menu is expanded to 'Contract Management', which includes 'Request for Service (RFS)', 'Outstanding Assignments', 'Browse RFS', and 'Browse Contracts'. The main content area features a 'Welcome to TC Energy's Customer Activities' message and a 'Customer Training for TC Energy Customers' section. Below this, there are several service category buttons: 'Contract Management', 'Invoice Management', 'Industry Calendar & Monthly Deadlines', and 'Gas Balance Recovery Dates'. Under 'Gas Balance Recovery Dates', there are links for 'NGTL Gas Day Cycle Timelines', 'CSO Daily Contacts', 'CSO Monthly Contacts', and 'NGTL Home Page'.

2. Scroll to the **Renew** header and select the service you are wanting to renew.

NGTL Request Selections	
CONSOLIDATE	TOP
FT-D1 Firm Transportation Delivery Group 1 FT-D2 Firm Transportation Delivery Group 2 FT-D3 Firm Transportation Delivery Group 3 FT-R Firm Transportation Receipt	
EARLY REVERT TEMPORARY ASSIGNMENT	TOP
FT-D1 Firm Transportation Delivery Group 1 FT-D2 Firm Transportation Delivery Group 2 FT-R Firm Transportation Receipt FT-RN Firm Transportation Receipt Non Renewable	
OUT/BACK TRANSFER	TOP
FT-D1 Firm Transportation Delivery Group 1 FT-D2 Firm Transportation Delivery Group 2 FT-R Firm Transportation Receipt	
PERMANENT ASSIGNMENT	TOP
FT-D1 Firm Transportation Delivery Group 1 FT-D2 Firm Transportation Delivery Group 2 FT-R Firm Transportation Receipt FT-RN Firm Transportation Receipt Non Renewable	
RENEW	TOP
FT-D1 Firm Transportation Delivery Group 1 FT-D2 Firm Transportation Delivery Group 2 FT-D3 Firm Transportation Delivery Group 3 FT-X Firm Transportation Extraction FT-R Firm Transportation Receipt IT-S Interruptible - Access to Storage	

- Enter the end date parameters that you want to search for. For instance, if you are looking for contracts that are ending November 30, 2023, you can enter November 30, 2023 to December 1, 2023. You can also enter a larger timeline to capture more contracts. Entering a location will further narrow down your search, however it is not necessary to do so. Next hit Find Eligible Contracts.

Contract Management / Request for Service

[Request for Service Menu](#) [HELP](#) | [LEARNING](#) | [Logout](#)

Request for Service: Firm Transportation Receipt Renew [FIND ELIGIBLE CONTRACTS](#) [CANCEL](#)

SERVICE REQUESTER:

SERVICE PROVIDER: NOVA Gas Transmission Ltd.

END DATE BETWEEN: AND

LOCATION:

Call Centre 1.877.920.PIPE (7473) Version: 7.1.2.4039

- You can now select any contracts that you would like to renew. Any contracts not selected are still eligible to renew prior to the renewal deadline. Volume can be decreased if required but not increased. End dates can be adjusted as required; renewals must be for a minimum of one year but can be for any amount of time above that so long as the end date is the last day of any given month. The system will automatically show a one-year renewal in the New End Date column. Comments can be added for the renewal but are not required.

Please Note: If you would like to renew a contract for different end dates (for instance a 100e3m3 contract with 80e3m3 renewed for 3 years and 20e3m3 renewed for 1 year), please contact NGTL_contracting@tcenergy.com and request a contract split prior to renewing.

Once all contracts that are required for renewal have been selected, hit Submit to complete the renewal. If Save Draft is selected, the contracts have not been renewed and additional steps will be needed to complete it. This will be explained below.

Request for Service: Firm Transportation Receipt Renew [SAVE DRAFT](#) [SUBMIT](#) [CANCEL](#)

SERVICE REQUESTER: TS01
 SERVICE PROVIDER: NOVA Gas Transmission Ltd.
 END DATE BETWEEN: 2023-Nov-30 and 2023-Dec-01
 LOCATION:

REQUEST INFORMATION [Add Comment](#)

NEW END DATE: [APPLY TO ELIGIBLE CONTRACTS](#)

5 eligible contract(s) returned.

Select all	Request Quantity	New End Date	Contract #	Quantity Available	Billing Start Date	Billing End Date	Contract End Date	Status	Location/Path	Project Area
<input type="checkbox"/>	50.0 e3m3/d	2024-Nov-30	2022031792	50.0 e3m3/d	2017-Nov-01	2023-Nov-30	2023-Nov-30	Billable	1208:ALDERSON NORTH	MAINLINE
<input checked="" type="checkbox"/>	250 e3m3/d	2028-Dec-31	2022031794	300.0 e3m3/d	2018-Sep-01	2023-Nov-30	2023-Nov-30	Billable	2013:KAYBOB	PEACE
<input checked="" type="checkbox"/>	20.0 e3m3/d	2026-Nov-30	2022031793	20.0 e3m3/d	2017-Nov-01	2023-Nov-30	2023-Nov-30	Billable	1873:MALMO	MAINLINE
<input checked="" type="checkbox"/>	250.0 e3m3/d	2024-Nov-30	2022031790	250.0 e3m3/d	2019-Nov-01	2023-Nov-30	2023-Nov-30	Billable	2265:RAT CREEK SOUTH	PEACE
<input type="checkbox"/>	400.0 e3m3/d	2024-Nov-30	2022031791	400.0 e3m3/d	2020-Nov-01	2023-Nov-30	2023-Nov-30	Billable	1029:THREE HILLS CREEK	MAINLINE

ADD COMMENT [Request Info](#) | [Top](#)

- Once you have hit Submit the renewal will have been processed. The summary screen will show the renewal request number. You can use the number to see the renewal through Browse RFS under Contract Management.

Summary of Submitted Request: Firm Transportation Receipt Renew NEW

REQUEST INFORMATION

AGREEMENT TYPE:	Firm Transportation Receipt	REQUEST TYPE:	Renew
REQUEST NUMBER:	R2022005963	SERVICE PROVIDER:	NOVA Gas Transmission Ltd.
SERVICE REQUESTER:	Test 1 Customer for CIMS/OPA Project xxxxxxxxxxxxxxxx52		
APPROVAL DATE:	2022-Nov-08 12:16:59	REQUEST START DATE:	2023-Nov-30
STATUS:	Approved	REQUEST END DATE:	2023-Dec-01
RECEIVED DATE TIME:	2022-Nov-08 12:16:59	ACTUAL START DATE:	
REQUEST OWNER:	Eddie Johnson		
LETTER DATE:			
CANCEL DATE TIME:			
CANCEL REASON:			
CANCELLED DECISION SUMMARY NUMBER:		IS ONLINE PRE-APPROVED:	Yes
LOCATION(S):		STARTED AS PREAPPROVED:	Yes
LOCATION MODIFICATION NOTES:		REQUEST SECONDARY START DATE:	
IS QUEUED:	No	PROJECT RELATED:	No
		SELECTED CAVEATS:	

Call Centre: 877-920-PIPE (7473) Version: 7.1.2.4039

- Any changes to the price point will take effect once the renewal begins. Price point is determined by the length of the renewal.

Price Point	Renewal Length
X or A	5+ years
Y or B	3 to 5 years
Z or C	Less than 3 years

Renewals in Save Draft

If you have selected Save Draft, the renewal has not been completed. To complete or cancel the renewal the following steps will need to be completed.

- In customer activities, under Contract Management select Browse RFS.

The screenshot shows the TC Energy Customer Activities web application. The top navigation bar has tabs for 'customer activities', 'connect', 'online', and 'service'. The 'customer activities' tab is selected, and a dropdown menu is open showing 'Contract Management' with sub-items: 'Request for Service (RFS)', 'Outstanding Assignments', 'Browse RFS' (highlighted in yellow), and 'Browse Contracts'. Below the menu, there is a 'Welcome to TC Energy's Customer Activities' section with a 'Customer Training for TC Energy Customers' sub-section. The training section includes a message: '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?' and provides contact information for Marlene Proctor at 403-920-2686.

- Under status, filter to capture and hit Search. This will bring up any renewal requests that are pending. On the right side of the request, you can select EditDraftExternal or Cancel.

Browse Requests [Search](#) [Clear](#)

REQUEST NUMBER:

ADVANCED SEARCH: CLEAR THE REQUEST NUMBER FIELD WHEN USING THE ADVANCED SEARCH CRITERIA

SHOW ONLY REQUESTS FOR WHICH YOUR ROLE IS RESPONSIBLE.

SHOW ONLINE PRE-APPROVED REQUESTS ONLY

CONTRACT PARTY: CTRL + click to deselect

CONTRACT NUMBER:

AGREEMENT TYPE: CTRL + click to deselect

RECEIPT OR DELIVERY LOCATION:

PIPELINE:

REQUEST RECEIVED BETWEEN: AND

APPROVED BETWEEN: AND

STATUS:

REQUEST TYPE:

[Download CSV](#)

BROWSE REQUEST RESULTS

Request #	Service Requester	Assignee	Status	Service Type	Request Type	Request Term Start	Request Term End	Is Online Pre-Approved	Activities to be Performed
	Request Received Date/Time	Quantity		Pipeline	Location/Path		To Location/Path	Approved Date	
R2022005964	TS01		Captured	FT-R	Renew	2023-Nov-30	2023-Dec-01	Yes	EditDraftExternal Cancel
	2022-Nov-08 13:41:08			NGTL					

- If you select EditDraftExternal, you will be back in the renewal screen where you can Submit, Cancel, and/or make any changes needed. Once Submit is selected, the renewal is complete.

Request for Service: Firm Transportation Receipt Renew [SAVE DRAFT](#) [SUBMIT](#) [CANCEL](#)

SERVICE REQUESTER: TS01

SERVICE PROVIDER: NOVA Gas Transmission Ltd.

END DATE BETWEEN: 2023-Nov-30 and 2023-Dec-01

LOCATION:

REQUEST INFORMATION [Add Comment](#)

NEW END DATE: [APPLY TO ELIGIBLE CONTRACTS](#)

2 eligible contract(s) returned.

Select all	Request Quantity		New End Date	Contract #	Quantity Available	Billing Start Date	Billing End Date	Contract End Date	Status	Location/Path	Project Area
<input checked="" type="checkbox"/>	50.0	e3m3/d	2024-Nov-30	2022031792	50.0 e3m3/d	2017-Nov-01	2023-Nov-30	2023-Nov-30	Billable	1208 ALDERSON NORTH	MAINLINE
<input type="checkbox"/>	400.0	e3m3/d	2024-Nov-30	2022031791	400.0 e3m3/d	2020-Nov-01	2023-Nov-30	2023-Nov-30	Billable	1029 THREE HILLS CREEK	MAINLINE

ADD COMMENT [Request Info](#) [Top](#)