



November 12, 2013

Frequently Asked Questions

El Paso Natural Gas

Nominations & Scheduling

El Paso Natural Gas (EPNG) in an effort to provide basic information to our customers has created a frequently asked questions (FAQ) document. The questions are organized into seven categories: General Pipeline Information, Getting Started, Transaction Entry, Reports, Reductions/VISA-II/Imbalances, EPNG Late Cycles, and Critical Condition Operations. We have included symbols next to each question representing who the question pertains to: Shippers (◆), Poolers (●), and/or Operators (■).

We hope this document will provide a convenient resource for our customers where they can quickly access concise answers to their questions.

This document includes bookmarks, live links, and a keyword search. To use the bookmarks, please click on a category, or question, on page 2 to be linked with the answer to each question. Also, at the end of each response, click on "(Back to Questions)" to be linked to the list of questions on page 2. To use the live links, please click on the underlined URL addresses throughout the document to be directly transferred to the indicated page. You will then be able to add that webpage to your "Favorites" list. To use the keyword search, click on the "Find" field at the top of your PDF screen, type the desired keyword, and press enter. The icons to the right of the "Find" field will help you navigate through the document for your keyword.

We hope you find this information helpful, and please continue to contact us directly to discuss any questions you may have at 1-800-238-3764 (option 1) or EPNGNAS@KinderMorgan.com

GENERAL PIPELINE INFORMATION



1.) Where can I find (a) a system map, (b) a list of receipt/delivery points, and (c) the direction of gas flow?



2.) Where can I find the El Paso Natural Gas scheduling status?



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GETTING STARTED



5.) How do I gain access to Passport and VISA-II?



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TRANSACTION ENTRY



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8.) How do I enter a Pooler Buy or Pooler Sell transaction?



9.) How do I enter a nomination?



10.) What should I do if I cannot see my nomination?



11.) If there is maintenance on the pipeline, how can I nominate my gas to maximize my scheduled quantities?



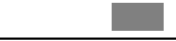
12.) How can I extend my nomination through the end of the month?



13.) What is a Flow Day Diversion Receipt Transaction and what are the requirements and rules?



14.) How does Auto-confirm work?



15.) How do I enter/change a confirmation?



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26.) What created an imbalance on my contract?



27.) How can I pay back my contract imbalance?

EPNG LATE CYCLES



28.) How are Cycles 5 and 6 different from NAESB cycles 1 thru 4?



29.) What are the timelines for EPNG's Late Cycles 5 and 6?

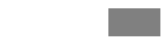
CRITICAL CONDITION OPERATIONS



30.) What is the difference between a Strained Operating Condition (SOC), Critical Operating Condition (COC) and an Emergency Critical Operating Condition (Emergency COC)?



31.) Where is the Imbalance Tolerance listed?



32.) How is the imbalance calculated?



33.) What is a Catch Up Nomination?




34.) What is the hourly safe harbor volume during SOC/COC events?



35.) What is the Shipper Assist Program?

GENERAL PIPELINE INFORMATION

Question 1: Where can I find (a) a system map, (b) a list of receipt/delivery points, and (c) the direction of gas flow? 

Response 1:

(a) You can see a general map of our system by accessing our new portal page (<http://passport.elpaso.com/EpngPortal/>). Mouse over the locations on the map to view the Operating Capacity, Scheduled Volume, and Available Capacity at each location. Also, you can access the Tariff map by following these steps:

- 1.) Under the “Informational Postings” menu
- 2.) Mouse over “Tariff”
- 3.) Choose “Map”

This will link you to the Tariff map on El Paso Natural Gas Informational Postings. To receive a detailed Physical System Map, Walk-the-Pipe Pathing Diagram, or Scheduling Desktop Reference book please contact your Scheduling Representative or call the Nominations & Scheduling hotline at 1-800-238-3764, option 1.

(b) You can access a list of receipt/delivery points (click here:

<http://passporebb.elpaso.com/ebbmasterpage/Other/LocationsAutoTable.aspx?code=EPNG&status=Other&name=Locations>) or through our new portal page (<http://passport.elpaso.com/EpngPortal/>)

following these steps:

- 1.) Under the “Informational Postings” menu
- 2.) Mouse over “Other”
- 3.) Choose “Locations”

This will link you to the “Locations” list on the El Paso Natural Gas Informational Postings website. Another way to access a list of receipt/delivery points is to log into our Passport system. Under the “Tables” menu, select “DRN Cross Reference.” This will take you to a list of EPNG’s receipt/delivery points. You can find multiple lists of receipt/delivery points in our Scheduling Desktop Reference book.

(c) For information about the direction of gas flow on our pipeline, refer to the following resources:

2013 EPNG Trans Sys Flow Paths (Walk the Pipe map):

<http://passporebb.elpaso.com/ebbEPG/Lookup/Nominations%20and%20Scheduling/0502201311-12312078-EPG-2013%20EPNG%20Trans%20Sys%20Flow%20Paths.pdf>

EPNG Paths and Nom Directions 2009:

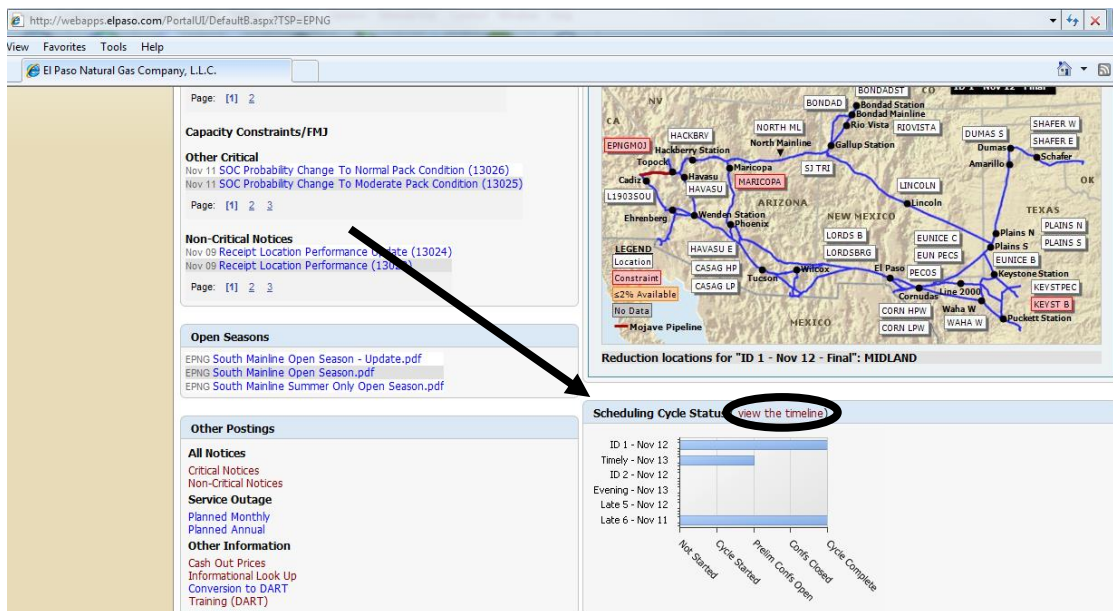
<http://passporebb.elpaso.com/ebbEPG/Lookup/Nominations%20and%20Scheduling/0722200917-12312078-EPG-EPNG%20Paths%20and%20Nom%20Directions%202009.pdf>

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Question 2: Where can I find the El Paso Natural Gas scheduling status?



Response 2: To find the completion status for the cycles we are currently scheduling, access the EPNG new portal page (<http://passport.elpaso.com/EpngPortal/>) and find the “Scheduling Cycle Status” box (as shown below):



You can also click on the “View the timeline” title to view the standard deadlines for all cycles:

Nomination Cycle	Nomination Deadline for Shippers/Poolers	Point Operator Confirmation Deadline	Receipt of Final Scheduled Quantities By Shippers and Point Operators	Effective Flow Time
Intraday 1	9:15 a.m. MT	12:00 p.m. MT	1:00 p.m. MT	4:00 p.m. MT On the same gas day
Timely	10:45 a.m. MT	2:30 p.m. MT	3:30 p.m. MT	8:00 a.m. MT On the next gas day
Intraday 2	4:15 p.m. MT	7:00 p.m. MT	8:00 p.m. MT	8:00 p.m. MT On the same gas day
Evening	5:15 p.m. MT	8:00 p.m. MT	9:00 p.m. MT	8:00 a.m. MT On the next gas day
Late Day Cycle 5	10:00 p.m. MT	10:00 p.m. MT	11:00 p.m. MT	12:00 a.m. MT On the same gas day
Late Day Cycle 6	6:30 a.m. MT	6:30 a.m. MT	7:30 a.m. MT	8:00 a.m. MT On the same gas day

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Question 3: Where can I find the Operationally Available Capacity for a specific constraint location?



Response 3: You can find the list of Operationally Available Capacities through our new portal page (<http://passport.elpaso.com/EpngPortal/>) by following these steps:

- 1.) Under the “Informational Postings” menu
- 2.) Mouse over “Capacity”
- 3.) Choose “Operationally Available”

This will provide you with a list of the “Operationally Available Capacity” at all EPNG receipt, delivery, and intermediate locations on our Informational Postings website. To find information for a *specific* location, click on the “Query” button in the upper left-hand corner of the Operationally Available

Capacity page. The query function will enable you to search for specific information based on location, effective dates, cycle, and/or run.

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Question 4: Does El Paso offer Passport or VISA-II training?



Response 4: EPNG does provide training to customers, either on-site at the Shipper/Operator/Pooler location or hosted here in Colorado Springs. Each training session is specifically tailored to the needs of the requesting Shipper, Operator, or Pooler. To request training contact your Scheduling Representative, or call the Nominations & Scheduling hotline at 1-800-238-3764, option 1.

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GETTING STARTED

Question 5: How do I gain access to Passport and VISA-II?



Response 5: In order to gain access to Passport and VISA-II, print and complete the Passport Access Agreement. This agreement form can be found at the following two locations:

1.) Through this direct link:

<http://webapps.elpaso.com/PortalUI/DownloadDocs/PASSPORT/Forms/Passport%20Access%20Agreement.pdf>

2.) Through our new portal website (<http://passport.elpaso.com/EpngPortal/>) by following these steps:

- 1.) Mouse over “Customer Information”
- 2.) Click on “Common Forms”
- 3.) Select “Passport Access Agreement (pro forma)”

Fax the completed document to Contract Services at (719) 520-4810. If you would like to gain access to VISA-II, check the “VISA-II” box on the Passport Access Agreement. If you have questions about the application process, please contact Tone Roeren at (719) 667-7744.

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Question 6: How do I set up/change/execute a Transportation Service Agreement (TSA), Pool Service Agreement (PSA), or Park and Loan Service Agreement (PALSA)?



Response 6: For information about a TSA or PSA, contact your EPNG Marketing Representative or the Marketing department (EPNGMarketing@KinderMorgan.com). For information about PALSA, contact Asset Optimization representative, Dessie Sharpton at (719) 667-7774, to negotiate a Park and Loan deal.

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TRANSACTION ENTRY

Question 7: How do I enter a Park & Loan (PAL) transaction?



Response 7: To enter a Loan/Withdrawal transaction in Passport, please review the following Park and Loan Transaction Data Entry document (EPNG Park and Loan Guide 2009):

<http://passportebb.elpaso.com/ebbEPG/Lookup/Nominations%20and%20Scheduling/0722200917-12312078-EPG-EPNG%20Park%20and%20Loan%20Guide%202009.pdf>

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Question 8: How do I enter a Pooler Buy or Pooler Sell transaction?

Response 8: There are a few things to consider prior to submitting a Pooler Buy or Pooler Sell transaction:

- 1.) By submitting a Pooler Buy transaction, you are making a request for gas to come into your pool. By entering a Pooler Sell transaction, you are confirming a request (during the nomination cycle) for gas to leave your pool.
- 2.) EPNG follows Pooler ranks when reductions are required.
- 3.) If your upstream or downstream parties are using package IDs, please ensure that your “Up Package” and/or “Down Package ID” fields exactly match the IDs used by the other parties. Otherwise, your use of the “Package ID” field is optional.

Once you are signed into the Passport system, click on either the “Pooler Buy” button to enter a Pooler Buy transaction or the “Pooler Sell” button to enter a Pooler Sell transaction. Enter the gas day for the transaction. Once in the Pooler Buy or Pooler Sell screen, click on the “New” button at the bottom of the screen. In order to enter a **Pooler Buy** transaction, enter the following information:

- a.) Contract (the pool contract you want to use)
- b.) Receipt Location (DRN)
- c.) Receipt Name
- d.) Up Id (DUNS)
- e.) Up K (Upstream Contract)
- f.) Receipt Rank
- g.) Receipt Qty
- h.) Begin Date
- i.) End Date

Click the “Submit” button in the lower right-hand corner of the screen.

In order to enter a **Pooler Sell** transaction, enter the following information:

- a.) Contract (the pool contract you want to use)

- b.) Receipt Location (DRN)
- c.) Receipt Name
- d.) Dn Id (DUNS)
- e.) Dn K (Downstream Contract)
- f.) Delivery Rank
- g.) Requested Qty
- h.) Begin Date
- i.) End Date

Click the "Submit" button in the lower right-hand corner of the screen.

If you receive a green check mark to the left of your pooling transaction, the transaction was successfully submitted. If you receive a red "X" to the left of your pooling transaction, mouse over the "X." It will tell you the reason why your transaction was not accepted. Make the corrections that are recommended, and click "Submit."

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Question 9: How do I enter a nomination?



Response 9: You can submit a nomination through: Passport, Proprietary Upload, or Electronic Data Interchange (EDI).

PASSPORT

Step-by-step directions for submitting your specific nomination through our Passport system, are available by contacting your Scheduling Representative or the Nominations & Scheduling hotline at 1-800-238-3764, option 1. For additional training on entering nominations, please contact your scheduling representative.

PROPRIETARY UPLOAD

To submit a nomination through an Upload, create an Excel spreadsheet with your nomination information and follow these steps:

Register for Converting Utility

- 1.) Access the El Paso Natural Gas Informational Postings
(<http://passportebb.elpaso.com/ebbmasterpage/Other/InfoLookUp.aspx?code=EPNG&status=Other>)
- 2.) Under "Nominations and Scheduling"
- 3.) Click on "Passport PFF Conversion Utility (Version 1.02).xls"
- 4.) Click "Save" in the File Download window
- 5.) Select your desktop or a location on your hard drive to save the file to
- 6.) Click "Save"

- 7.) Click “Open” in the Download Complete window
- 8.) You will then register for the use of this converting utility and for updates
Convert Your File to Proprietary File Format
- 9.) Once you gain access to the Passport PFF Conversion Utility, click on “Change Utility Settings”
- 10.) Upload your Excel spreadsheet by selecting it and click “Examine Columns”
- 11.) Select your role from the buttons listed horizontally across the top of the screen (i.e. Shipper Request)
- 12.) Set up the required fields to match the Excel spreadsheet you created with your nominations. If you use the optional categories (“Default” or “None”), please set those up as well
- 13.) Save these settings. Convert the file to Proprietary File Format (PFF) with the “Export Confirmations for Upload” button. Select your Excel spreadsheet file and click “Open”
- 14.) Any loading errors will show on the “View Utility Error Log” screen.
Upload Your File
- 15.) Now that you have created your PFF, access El Paso Natural Gas Information Exchange
- 16.) Click on “Upload File”
- 17.) Select the type of file you would like to upload and click “ok”
- 18.) Click the “Browse...” button, select the PFF file created, and click “Open”
- 19.) Click “Upload File” and then “Ok” to upload the file

You have now submitted your nominations through Uploading. If you receive a list of nomination errors, you may want to make revisions and resubmit.

ELECTRONIC DATA INTERCHANGE (EDI)

In order to submit a nomination using an EDI file, you must first set up an EDI trading partnership with El Paso Natural Gas. You can do this by contacting Stan Thomas at the EDI help desk at (713) 369-9018, or Paul Box at (719) 520-4461.

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Question 10: [What should I do if I cannot see my nomination?](#)



Response 10: If you have entered a transaction after the current cycle nomination lockdown, the system will put your transaction on hold. In Passport, under the “Report(s)” menu, select “Transactions on Hold” to see your transactions in the queue for the next cycle. This only applies to transactions submitted for the current calendar day or calendar day +1.

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Question 11: If there is maintenance on the pipeline, how can I nominate my gas to maximize my scheduled quantities?  

Response 11: If you are a Shipper, the best option for ensuring your nomination gets scheduled during a maintenance event is to nominate on a Primary path that is not on the path where the maintenance is occurring. The next best option is to nominate on a Primary path that is on the path where the maintenance is occurring. The third best option is to nominate on an alternate or secondary path that is not on the path where the maintenance is occurring. If you are a Pooler, sourcing your gas supply from unconstrained locations within a pool is the best option for ensuring your Pooler Buy nomination gets scheduled.

Note: None of these options will guarantee the scheduling of your gas; they are simply recommendations to maximize the possibility of getting your nomination scheduled. [\(Back to Questions\)](#)

Question 12: How can I extend my nomination through the end of the month?  

Response 12: You can extend your nomination through the end of the month (or through several months) during Timely Cycle ONLY. Once you are logged into the Passport nomination screen, follow these steps:

- 1.) Select the desired nomination
- 2.) Click on the “End Date” field
- 3.) On the drop-down calendar, select the last day of the month
- 4.) If you have not yet submitted your nomination, enter all other required fields for a regular nomination
- 5.) Click the submit button in the lower right-hand corner of the screen

If you receive a green check mark to the left of your nomination, the transaction was successfully submitted. If you receive a red “X” to the left of your nomination, mouse over the “X.” It will tell you the reason why your transaction was not accepted. Make the corrections that are recommended, and click “Submit.”

You can verify that the change was made correctly by following these steps:

- 1.) Highlight the nomination in question.
- 2.) Check the Daily Detail screen to view a month calendar with your daily nomination quantities

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Question 13: What is a Flow Day Diversion Receipt Transaction and what are the requirements and rules? 

Response 13: Flow Day Diversion at the Receipt is a way for shippers to divert previously scheduled quantities to a new receipt location while still maintaining their previously scheduled status through constraint locations along the scheduled path. This will be available on EPNG during cycles 2-6 as well as Mojave during cycles 2-4. The new receipt location must be one of the following scenarios:

1. Downstream of the original receipt location and must be on the same path
2. Upstream of the original receipt location but does NOT pass a new constraint location must be on the same path

Upstream and Downstream locations are determined by EPNG's Walk the Pipe map.

Further information can be found in the Flow Day Diversion at Receipt Notice# 10050 [\(Back to Questions\)](#)

Question 14: How does Auto-confirm work? 

Response 14: Points on El Paso that will be confirmed automatically if requested.

Auto-confirmation must be requested in writing by the Operator or Agent, for each point. Request must go to the scheduling group: EPNGNAS@KinderMorgan.com

Below are the types of auto-confirm scenarios:

Flag	Description
S	Auto-confirm for Same Party, all cycles, includes FDD
Y	Auto-confirm for all Parties, Cycles 1-4, No FDD
N	No Auto-confirm
L	Auto-confirm for all Parties, Cycles 1-6, No FDD
F	Auto-confirm for all Parties, Cycles 1-4, includes FDD
D	Auto-confirm for all Parties, all cycles, includes FDD

If in any cycle the transaction is manually touched it will disable the auto-confirm for the day. You must go in and manually update if the change is on the same day. [\(Back to Questions\)](#)

Question 15: How do I enter/change a confirmation? 

Response 15: Once in Passport, click on either the "Up Conf" button to confirm a receipt location, or click on the "Dn Conf" button to confirm a delivery location. Enter the desired gas day. Once in the Upstream or Downstream Confirmations screen, click on the area in the contract line that corresponds with the "Conf Qty" column title (shown below).

The “Requested Quantity” will be visible. Enter the amount you would like to confirm, and then press the “Tab” key on your keyboard. If you would like to confirm all of the nominated quantities, place your cursor in the open area of this form, right click, and choose the “Confirm All” option (shown below).

Right click in the open area in order to view this list of options.

Location	Loc Name	K Flow	Up K	Up ID	Up Pkg ID	Req Qty	Conf Qty	Diff	Sched Rec Qty
07/02/2009	07/31/2009	07/02/2009					10000	0	0
06/26/2009	06/30/2009	06/26/2009				0	10,000	10,000	0
06/26/2009	06/30/2009	06/26/2009				0	0	0	0
06/26/2009	06/30/2009	06/26/2009				0	0	0	0
06/26/2009	06/30/2009	06/26/2009				0	0	0	0

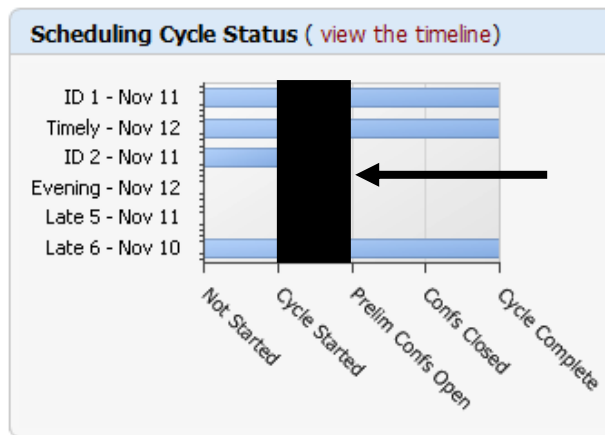
Click the “Submit” button in the lower right-hand corner of the screen.

If you receive a green check mark to the left of your confirmation, the transaction was successfully submitted. If you receive a red “X” to the left of your confirmation, mouse over the “X.” It will tell you the reason why your transaction was not accepted. Make the corrections that are recommended and click “Submit.”

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Question 16: Why do all of my transactions appear to be confirmed when I have not yet entered confirmation quantities?

Response 16: You may see temporary confirmations due to the sequence of our scheduling process. The system temporarily confirms nominations while we are performing allocations in a cycle. El Paso’s capacity is allocated based on nomination quantities as requested by our Shippers. Once allocations are complete, preliminary quantities are sent to customers. The temporary confirmations are set back to the quantity that was last confirmed prior to temporary confirmations, and Operators may enter their desired confirmations after the allocation process is complete. This step of the process occurs during the first run of every cycle in the gas day. It begins at the start of the cycle and ends when preliminary confirmations open (shown below).



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Question 17: How can I request an adjustment to my nomination or confirmation?



Response 17: If you suspect that there has been an error in scheduling a nomination, due to communication of incorrect information by EPNG or computer system errors, then an adjustment to scheduled quantities can be requested by contacting the Nominations & Scheduling Hotline at 1-800-238-3764, option 1, and/or sending an email request to EPNGNAS@KinderMorgan.com. In your email include the following information: the contract number, gas day, quantity, reason for the adjustment, and contact information. A Scheduling Representative will respond to inform you whether or not the adjustment has been approved depending on the extent and conditions of the request. (Back to Questions)

REPORTS

Question 18: How do I set up/change reports in Report Subscription?



Response 18: In order to set up/change reports in Report Subscription, access the new El Paso Natural Gas portal page (<http://passport.elpaso.com/EpngPortal/>) and follow these steps:

- 1.) Click on the “Log In” tab
- 2.) Click on the “Report Subscription” icon
- 3.) Once in Report Subscription, click “Current Reports”
- 4.) Click on “Available Reports”
- 5.) Double click on a report you would like to receive (**see below for suggested reports)
- 6.) Select the criteria for that report by double clicking on the Criteria column box in the row of that report (shown below). Note: You do not need criteria for reports titled “All El Paso/Mojave Company Notices.”

- 7.) If you would like to receive reports via email, double click on the Email column box in the row of that report. Type in the email address you would like the report sent to.
- 8.) Continue to double click on the remaining boxes in your report row to specify other requests.

Customers are given access to Report Subscription and Information Exchange along with their requested access to Passport. Once approved, your subscribed reports will automatically be sent to Information Exchange.

** The following is a list of reports that we recommend you subscribe to:

SHIPPER:

- El Paso's 86C Cycle Sched Deliv By Company (you must subscribe for cycles individually)
- El Paso's 86P Cycle Sched Del By Pooling (you must subscribe for cycles individually)
- El Paso's 86T Cycle Sched Deliv By TSA (you must subscribe for cycles individually)
- EPG-All El Paso Company Notices

POOLER:

- El Paso's 86P Cycle Sched Del By Pooling (you must subscribe for cycles individually)
- EPG-All El Paso Company Notices

OPERATOR:

El Paso's 74 Cycle Schd Vols By Point (you must subscribe for cycles individually)

El Paso Prelim 74 Cycle Schd Vols by Point

EPG-All El Paso Company Notices

Additionally, if you perform transactions on Mojave you may want to subscribe to relevant Mojave reports:

MOJ-All Mojave Company Notices

Mojave's 86C, 86P & 86T

Mojave's 74 Cycle Schd Vols By Point (you must subscribe for cycles individually)

Mojave's Prelim 74 Cycle Schd Vols by Point

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Question 19: I selected my desired reports in Report Subscription, so why am I not receiving any reports? 

Response 19: There are a few possible reasons why you are not receiving your reports. You may need to check to ensure you specified a method of delivery and that you selected criteria. If you have not requested a method of delivery, your reports will be accessible through Information Exchange but will not be delivered any other way. In order to fix this issue, see Response 16, parts 7&8. If you have not selected criteria, see Response 16, part 6 to resolve the issue. If you have completed the method of delivery and the criteria for your report(s), your selected criteria could be awaiting approval by EPNG. Also, you may not be receiving reports if there were no reports with your criteria sent out. For more detailed status of your report request, please contact your Scheduling Representative or the Nominations & Scheduling hotline (1-800-238-3764, option 1).

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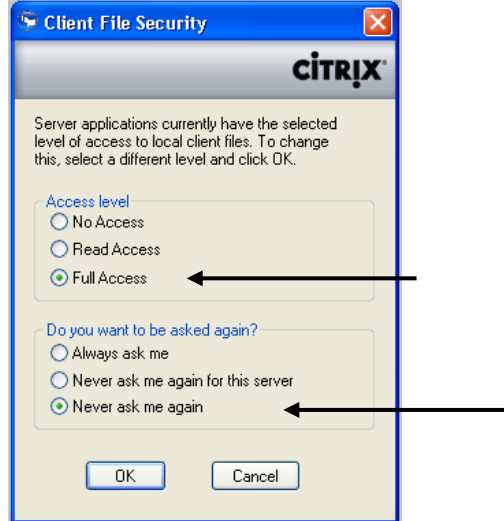
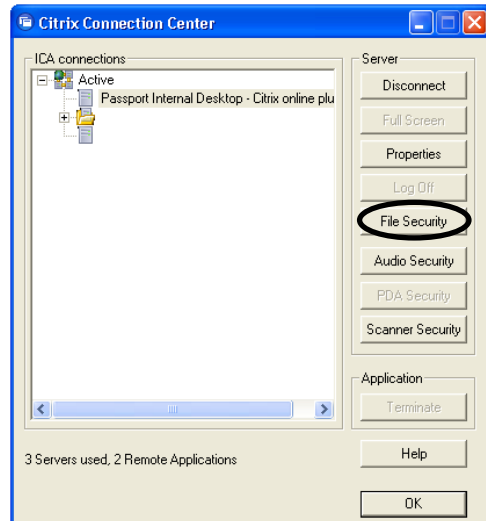
Question 20: Where can I find my scheduled quantity reports? 

Response 20: After logging into Passport, click on the "Nominations" icon button. Under the "Summary" menu, you will find scheduled quantity reports and location reports. You will also find Month-to-Date (MTD) Pooler, Shipper, and Operator reports. Choose the preferred report, and type in the desired dates. In order to receive your scheduled quantity reports automatically on a regular basis, you can subscribe to your desired reports in Report Subscription (see Response 18).

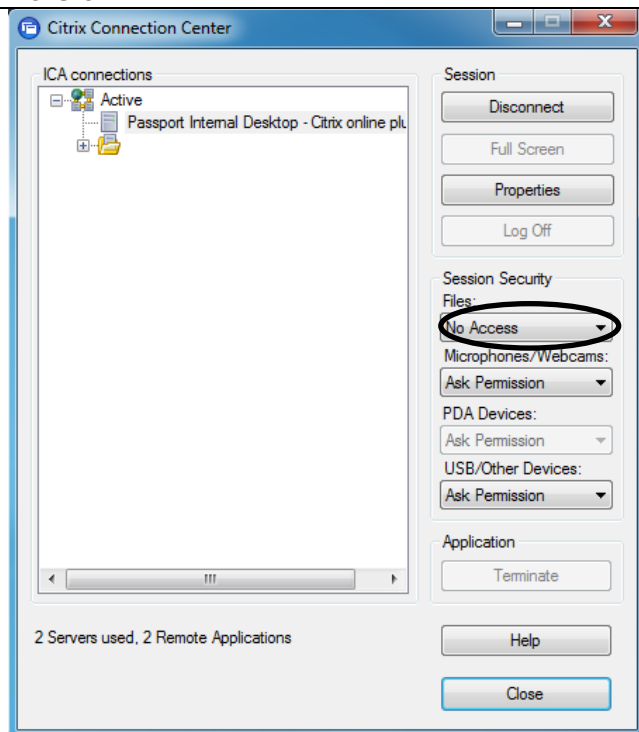
If you are unable to view or download these reports, double click on the Citrix Connection Center icon (located in the bottom right-hand corner of your computer screen, next to your time and date) and follow the steps below in order to resolve the issue. You may also contact the Help Desk at 1-877-563-3375 for additional assistance with Citrix-related issues and updates.

Version 11.2

- 1.) Click on "File Security"
- 2.) Select options "Full Access" and "Never ask me again"
- 3.) Click "Ok" on all screens
- 4.) Re-query your reports in order to view and download



Version 12.1



- 1.) Under "Session Security", pull down the "Files" menu
- 2.) Select "Full Access"
- 3.) Click "Close"

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REDUCTIONS/VISA-II/IMBALANCES

Question 21: What are ADD and UPD transaction codes?



Response 21: ADD and UPD are transaction change codes, not reduction reason codes. An ADD transaction change code represents a Shipper, Pooler, or Operator adding a new transaction on a specified day. A UPD transaction change code represents an update to an existing transaction made by a Shipper, Pooler, or Operator. A UPD code will also appear if a nomination is reduced and the last entered nomination is subsequently moved to the next cycle.

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Question 22: Where can I find the definition of a Reduction Reason Code and how it affects me?



Response 22: You can access an alphabetical list of Reduction Reason Codes through the Passport system by following these steps:

- 1.) Click on the “Help” menu
- 2.) Select “Passport Help”
- 3.) Click on the plus sign to the left of the “Nominations” title
- 4.) Choose “Reduction Reason Codes”

This is an alphabetical list of Reduction Reason Codes and what they mean for each party involved.

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Question 23: If my gas is getting reduced due to mismatched package IDs, how can I change the package ID to correct the problem?




Response 23: You can resolve this issue by following these steps:

- 1.) In Passport, find and select the transaction for which you want to change the ID
- 2.) Delete the quantity and replace it with a zero
- 3.) Either “Copy” that transaction or create a “New” transaction
- 4.) Enter the information needed to complete the nomination in the new transaction (including a non-zero quantity)
- 5.) Enter the correct package IDs in their respective fields. Call your Scheduling Representative or the Nominations & Scheduling hotline (1-800-238-3764, option 1) if you are unsure of which package ID field(s) to utilize.
- 6.) Click Submit in the lower right-hand corner of the screen. If you receive a green check mark to the left of your transaction, it was successfully submitted. If you receive a red “X” to the

left of your transaction, mouse over the “X.” It will tell you the reason why your transaction was not accepted. Make the corrections that are recommended and click “Submit.”

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Question 24: In the Daily Tracking Averages screen in VISA-II, why do the numbers in the Actual Column differ from the numbers in the Corporate Measurement System (CMS) Volume Column? 

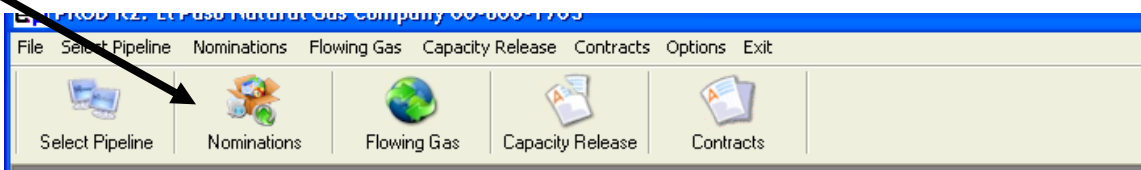
Response 24: The Actual Column collects raw data from field telemetry every four minutes. The CMS Volume Column represents the final measured flows that were calculated at each point on a specified gas day. CMS Volumes are shown in the VISA-II system each afternoon and are for the gas day that ended at 8 a.m.

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Question 25: Where can I find my contract imbalance quantity in Passport? 

Response 25: Once you are logged into Passport, follow these steps to obtain your contract imbalance quantities:

1.) Click on “Nominations” icon button



2.) Click on the “Nomination” menu



3.) Select “Imbalance Mgmt”

4.) Click “Display Contracts With Imbalance”

This shows your contract imbalance quantities listed by month.

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Question 26: What created an imbalance on my contract? 

Response 26: There are two common ways for an imbalance to be created on your contract.

(1) The most common way a Shipper, on their TSA, or a Pooler, on their PSA, could incur an imbalance on their contract is if they are being allocated a physical imbalance through a Pre-Determined Allocation (PDA) at a physical receipt or delivery point.

(2) The second way to incur an imbalance is when the system creates a balancing transaction in Cycle 4 caused by an under confirmation from the upstream or downstream Operator. This is known as a System Delivery (SD) or a System Receipt (SR) transaction. An SD or SR transaction keeps the Shipper's nomination whole and places either a draft or pack imbalance on the TSA.

For additional information regarding how your imbalance was created, call the Nominations & Scheduling Hotline at 1-800-238-3764, option 1.

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Question 27: How can I pay back my contract imbalance?



Response 27: You may pay back the imbalance on your contract by nominating Make-up Receipt (MR) or Make-up Delivery (MD) transactions.

- 1.) If you are a Shipper or a Pooler and you owe the pipeline, you may nominate to pay the pipeline back from any receipt location on the EPNG pipeline by using a Make-up Receipt (MR) transaction.
- 2.) If you are a Shipper or a Pooler and the pipeline owes you, you may nominate to any delivery location on the EPNG pipeline by using a Make-up Delivery (MD) transaction.

There are a few things to consider prior to paying back your imbalance:

- 1.) Call the Nominations & Scheduling hotline (1-800-238-3764, option 1) to determine if the pipeline is allowing payback on or off of the pipeline.
- 2.) The fuel charge **is** assessed on Make-up Receipt (MR) transactions. The fuel charge **is not** assessed on Make-up Delivery (MD) transactions.
- 3.) Your nomination must be on the contract where the imbalance resides.
- 4.) If you want to do paybacks for multiple imbalance months, you will need to use the "Package ID" field to create distinct nominations.

You can pay back an imbalance by entering a payback transaction into the nomination screen by following these steps:

- 1.) Click the "New" button at the bottom of the screen
- 2.) Enter your contract
- 3.) Select the "TT Description" from the pull-down list
- 4.) Depending on what you choose, the Receipt or Delivery Name will automatically fill with "SYSTEM." Please see Non-Critical Notice #5752 for a complete listing of available system locations.

- 5.) If your TT Description is "Pipe Owes Shipper," fill in the delivery location -OR- If your TT Description is "Shipper Owes Pipe," fill in the receipt location
- 6.) Fill in the imbalance month in the "Imb Mth" field
- 7.) All other fields are the same as entering a standard transportation nomination

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EPNG LATE CYCLES

Question 28: How are EPNG's cycles 5 and 6 different from cycles 1 thru 4?



Response 28: In cycles 5 and 6, the nominating and confirming parties (as well as any pools involved in the transactions) must all participate by entering their piece of the transaction in Passport, unless the confirming party has signed up for an auto confirm feature for the late cycles. EPNG's cycles 5 and 6 are EPNG specific, not all interconnecting pipelines and/or Operators participate in late cycles. EPNG's Cycle 6 has requirements that are unique and different from Cycles 1-5. All new nominations or changes to existing nominations will be reviewed to ensure that the new nominated quantity reflects the physical activity on the pipeline. Any nomination changes that do not reflect the physical activity of the pipeline will be denied.

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Question 29: What are the timelines for EPNG's Late cycles 5 and 6?



Response 29:

- 1.) Cycle 5 Nomination and Confirmation Lockdown is 10:00 p.m. MCT. Final scheduled quantities are posted by 11:00 p.m. MCT
- 2.) Cycle 6 Nomination and Confirmation Lockdown is 6:30 a.m. MCT. Gas Day 1 Cycle 6 is nominated, confirmed and scheduled the morning of Calendar day 2. Final scheduled quantities are posted by 8:00 a.m. MCT

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CRITICAL CONDITIONS OPERATIONS

Question 30: What is the difference between a Strained Operating Condition (SOC), Critical Operating Condition (COC) and an Emergency Critical Operating Condition (Emergency COC)?



Response 30:

- 1.) A SOC (Strained Operating Condition) is when pipeline integrity is threatened and/or service to other Shippers and/or Operators may be adversely affected, and minor variations in receipt and delivery quantities from scheduled levels cannot be accommodated. The SOC must be declared by or before 12:00 p.m. (MCT) to be effective for the current gas day. A SOC can be:

- System Wide SOC – SOC condition is declared for the entire EPNG system
- South or North Main Line SOC –SOC condition is declared for the points located on either the South or North Main Line
- Customer Specific SOC – SOC condition is for the specifically named points in the declaration only

2.) A COC (Critical Operating Condition) is when a SOC situation persists and the pipeline is at an immediate risk. The COC must be declared by or before 12:00 p.m. (MCT) to be effective for the current gas day.

3.) An Emergency COC can be declared in the event of an emergency situation where safety or the integrity of the segment, lateral or overall system is at immediate risk, Transporter may invoke an Emergency COC immediately without first declaring a SOC.

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Question 31: Where is the Imbalance Tolerance listed?

Response 31: The Imbalance Tolerance will be noted in the SOC/COC declaration notice and represents the maximum imbalance percentage that will be tolerated before penalties apply.

- SOC tolerance can range from 4% to 10% of scheduled quantities
- COC tolerance is automatically set at 3% of scheduled quantities

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Question 32: How is the imbalance calculated?

Response 32: The difference between the Scheduled Volume and Estimated Delivery (usage) divided by the Scheduled Volume.

Example: 9,000 Dth Scheduled and 10,234 Dth Estimated Delivery

$$9,000 - 10,234 = 1,234 / 9,000 = 13.71\% \text{ Draft}$$

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Question 33: What is a Catch Up Nomination?

Response 33: The A Catch Up Nomination is submitted the day after a SOC to reduce the previous day's imbalance to within tolerance range and mitigates daily imbalance SOC penalty charges. Catch Up Nominations do not mitigate hourly penalties on the SOC penalty day or the subsequent day.

Catch-Up Nominations are not applicable for COC's.

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Question 34: What is the hourly safe harbor volume during SOC/COC events?

Response 34: Hourly safe harbor volume is 100 dth

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Question 35: What is the Shipper Assist Program?

Response 35: A Shipper may offer, in writing, to assist EPNG in system loading during an SOC/COC event. If an offer to assist is accepted by EPNG (i.e. Gas Control), the Shipper's action will not result in daily unauthorized overrun penalties, hourly scheduling penalties, or Critical Condition charges.

- The Shipper Assist Form can be found on the EPNG Portal Page. Informational Postings, Other, Informational Lookup, Forms (Folder), Shipper Assistance Request Form.pdf

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