

A Different Kind of
ENERGY COMPANY



TGP Hourly and Retro Process

March 28, 2017

KINDER  MORGAN



STAFF HOURS

Staffing Hours

Regular work hours from 7:30 AM until 4:30 PM

Call After Hours line for any questions after 4:30 PM

713-420-4999

Weekends, After Hours, Holidays from 7:30 AM
until 10:00 PM

Call After Hours line for any questions **713-420-4999**

After 10:00 PM call Gas Control 1-800-231-2800



TGP Hourly Process

- Nominations due 1 hour prior to effective hourly cycle for all hourly cycles **except** 8 AM cycle
(8 AM cycle nominations due at 8 AM CCT)
- Schedulers available until 10 PM CCT nightly
- Nominations for hourly cycles after 11 PM cycle:
 - Must be entered in Dart
 - Call Gas Control
 - Gas Control will call the On Call Scheduler
 - All parties in the chain must be available to confirm changes
 - Scheduler schedules/disapproves the nomination for the hourly cycle
 - Any nominations for hourly cycles 12 AM to 6 AM will be disapproved if Gas Control is not notified
 - Nominations must physically be able to flow/adjusted for the hourly cycle (Maximum Hourly Entitlement MHE); NOTE: Gas Control may not be able to set rate for 8 AM nominations
 - Service priority switching for hourly cycles may be disapproved
 - No new business nominations will be accepted at the 8 AM cycle
- Entire batch may be resubmitted; however changes must be “checked”
- Be sure to check both Upstream(s) and Downstream(s)
- If nominations are disapproved, the customer will be contacted



TGP Retro Process

- A request for retro must be made within 7 calendar days of the gas day affected
- Retro nominations are submitted in Dart as an 8 AM
- Customer sends an email to TGP Scheduler with retro request including all affected/confirming parties for approvals
- Separate email(s) to affected/confirming parties can be used for proprietary information
- Email(s) should contain the valid reason for the retro
- A summary of the transaction is helpful for analysis
- All affected parties should reply all with their approval/disapproval
- If all approvals are received, TGP Scheduler will process the retro
- If all approvals are not received, the customer's 8 AM retro will be disapproved and the customer and all affected parties will be notified



Acceptable Reasons for Retros

- Discrepancies with confirming parties (EDI mismatch, EPSQ, late cuts, etc on a case by case basis)
- Obvious customer data entry errors ie. transposed pin nos, GIDs, etc (accommodated on a best efforts basis and all parties involved in chain must approve)
- EPSQ/system balanced issues
- System issues
- Schedule change in order to allocate gas.



Not Acceptable Reasons for Retros

- Customer requests made outside of the 7 day window.
- Doing new business after the last cycle has ended
- If the correction removes a penalty
- To increase volume through a restriction
- Request that would put any party or meter further out of balance with the pipeline
- Reallocation of supply and/or market after gas day is complete

