

Gas Management System Upgrade

Pool Manager & Agent Connect III

December 18, 2019

Agenda

Welcome

Review of the Key Areas and Demonstration

Preparing for Go-Live

- Deployment Plan
- Training Schedule

Next Steps & Reminders

This is your time – ask questions throughout!

Welcome

Objectives of today

Help make sure you're ready for Go-Live!

- Provide a quick reminder of the GMS Project & what's changing
- Share with you more information around the deployment approach, timeline and training
- Answer your questions!

Who is involved in the project?

Leadership:

Executive leadership of TECO Peoples Gas is closely involved on a continuous basis in setting the direction and scope of the project

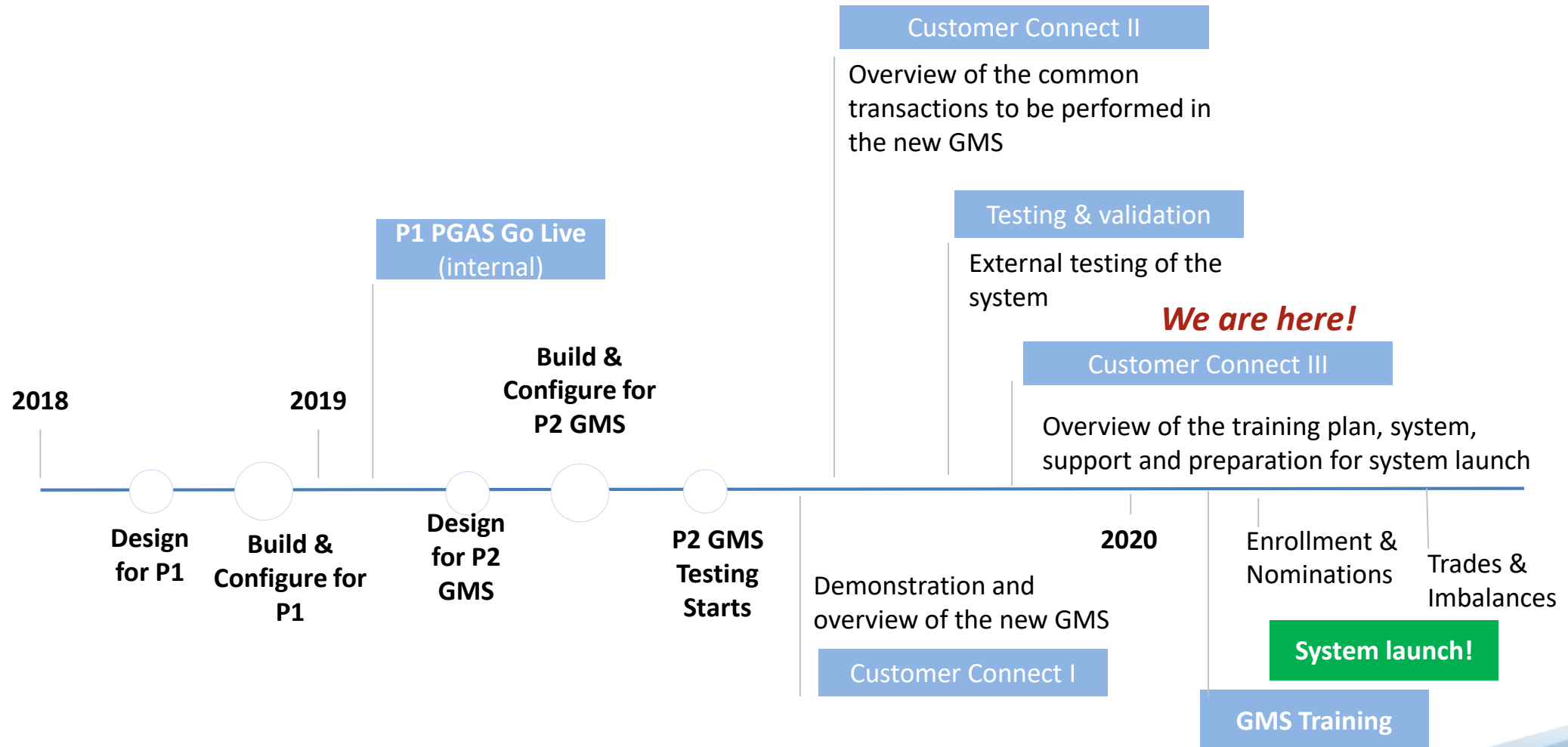
Teams:

Every business unit within the company that is directly or indirectly impacted is actively involved in every phase of the project

Industry Solution Providers and Practices:

Our technology implementation partner – Quorum, and our integration partner – PwC, are actively engaged to deliver the leading industry practices with an advanced technology solution

Timing of the project



Key benefits & changes

What will you be doing differently?

- Enhanced and simplified enrollment & de-enrollment process
 - There will be a new identifier – Contract Number vs Customer Account number
- New experience and log on information
 - You will have a new sign-on provided
 - You will have a new portal
- View reports with best available data and ability to export in different formats compatible with newer platforms
 - Export data into your compatible platform and pull data on demand
- Nomination & trade processes
 - System enabled
 - Online trades and acceptances

What does this mean working with your customers?

- Accurate enrollments
- Timely and accurate data
- Greater control, autonomy and the ability to manage information

Deep dive into the key processes

Enrollment

Key Changes

- Enrollment cut-off dates will be the 15th of the month rather than the 20th.
- Contract # rather than the Account # will be the key identifier for enrollment / de-enrollment
- Use the Contract Lookup Tool to find Contract # (on receiving an error, contact the Gas Transportation team to obtain specific Contract #)



Customer(s)

Step#01

Contact Pool Manager / Agent

Step#02

Choose a Pool Manager / Agent, Download, complete LOA and send to Pool Manager

Step #01

Receive, sign LOA and send a copy to the customer

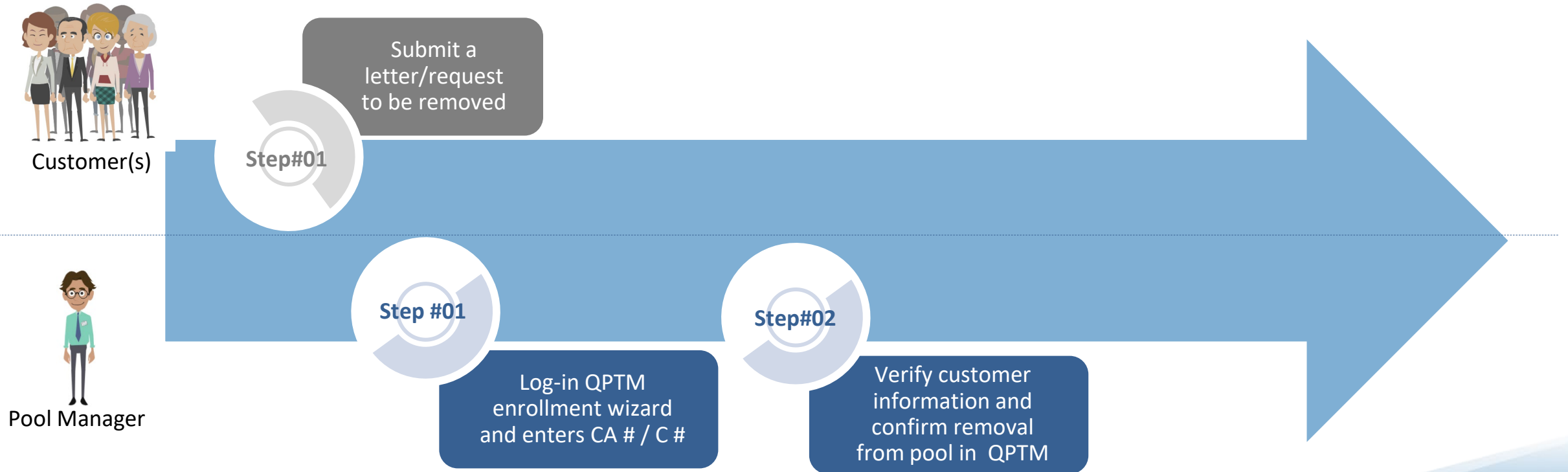
Step#02

Enter enrollment information into QPTM and validate information



ITS Customer / Agent / Pool Manager

De-enrollment



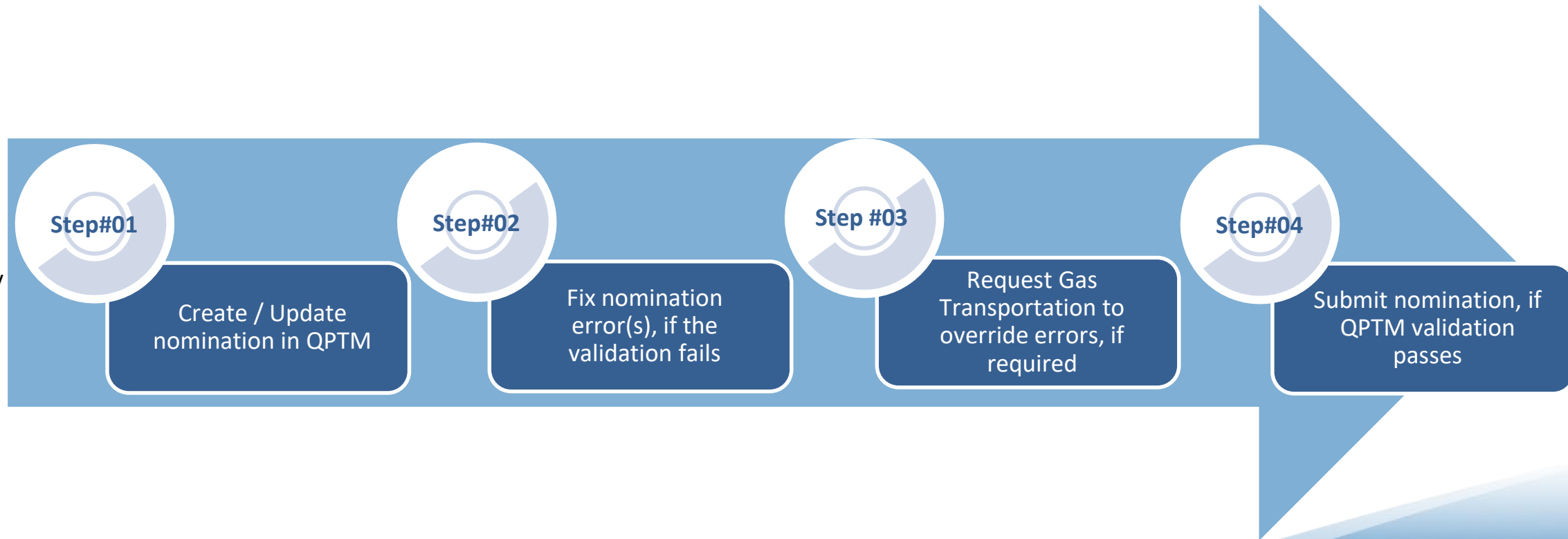
Nominations

Key Changes

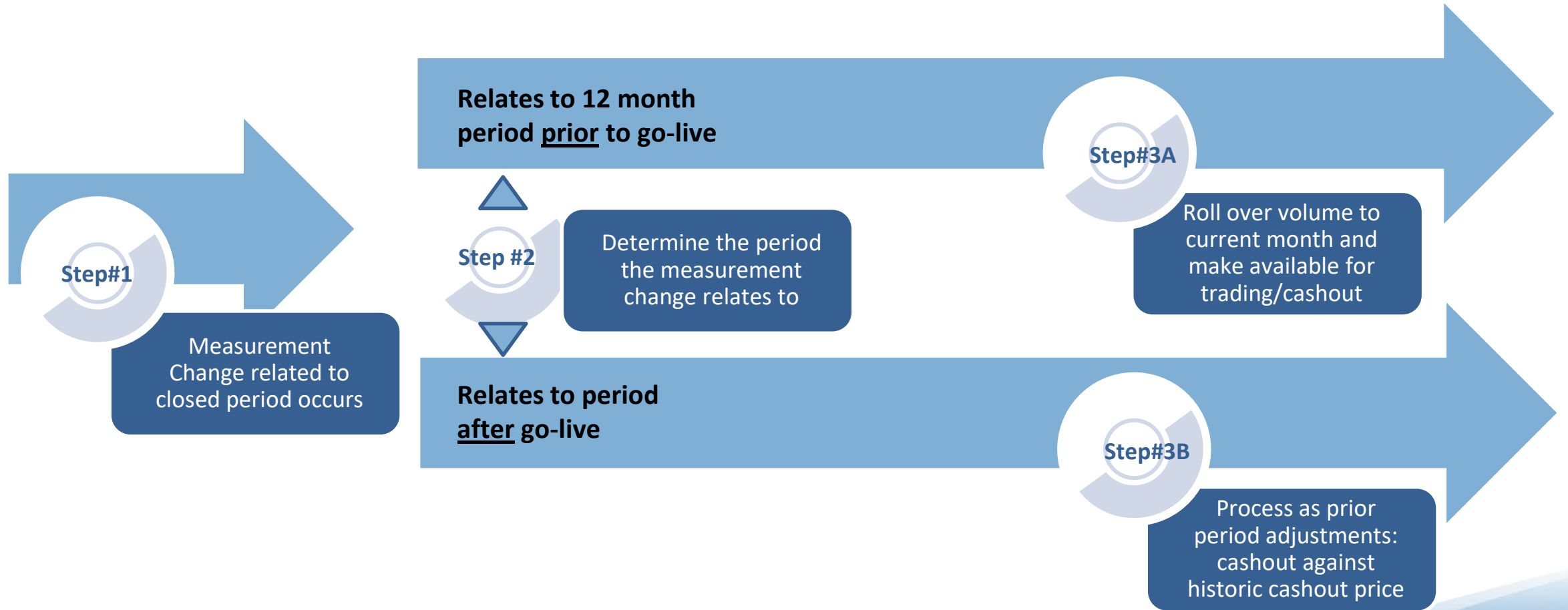
- You will not be able to submit retroactive nominations
- All nominations will require a valid receipt location. This means there is a modification of receipt meter nomenclature to match industry standard for interconnects (e.g. FGT/PGS @ COTTONDALE)
- There is an Up ID, Up Name, upstream K requirement for nomination submission



ITS Customer /
Agent / Pool
Manager



Prior Period Adjustment



Imbalance Management



ITS Customer / Agent / Pool Manager (Initiating Trader)

Step#01

Select within QPTM whether imbalances can be posted / viewed*

Step#02

View your imbalances through the Customer Activity Website (CAW)

Step#03

Enter your trade and submit to the receiving party

Trade Window Opens

Trade Window Closes

Step #01

Review trade request(s) for accuracy and choose to accept / reject trade once the system validates and approves the trade

Step#02

Review the updated imbalances in the system as approved

ITS Customer / Agent / Pool Manager (Confirming Trader)

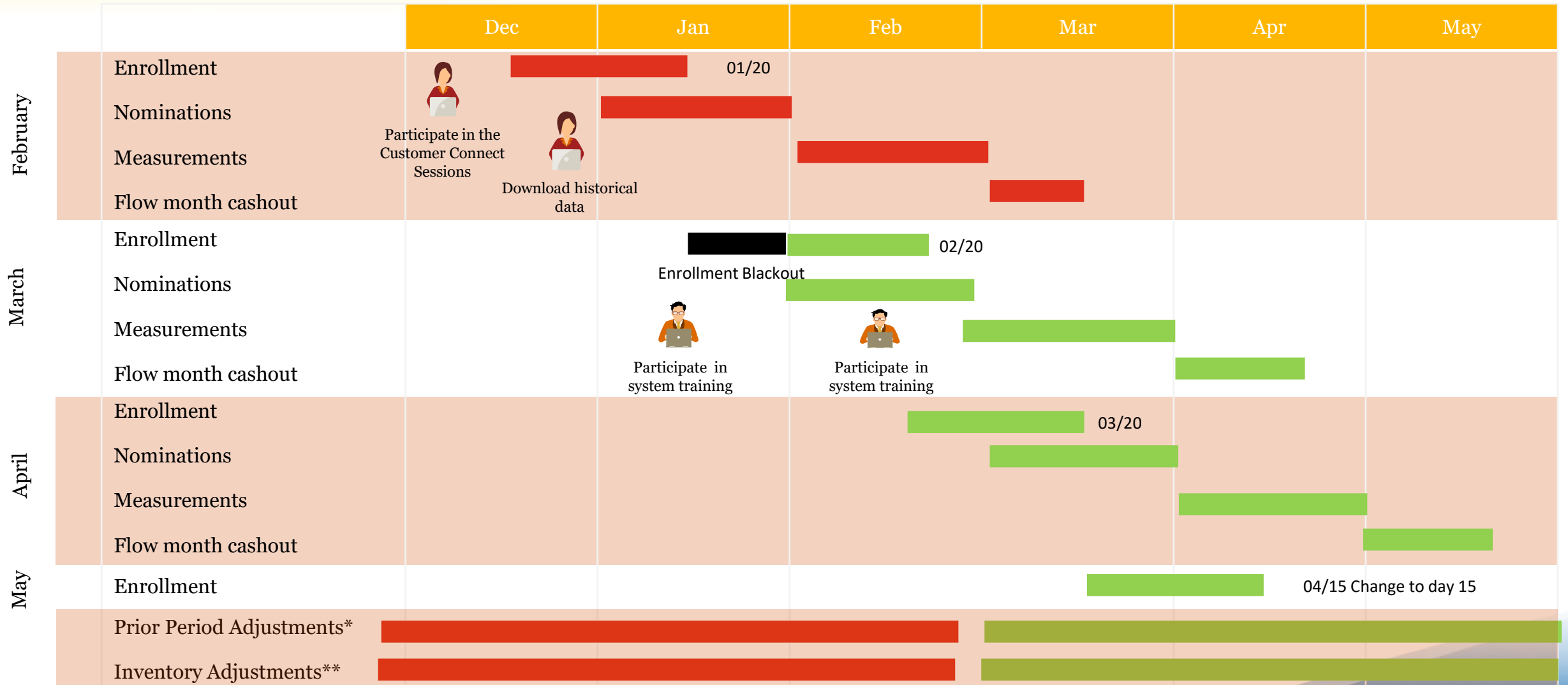
Key Changes

- Agents need to submit trades for each of their customers
- Agents need to select within QPTM whether they want imbalances to show to other Agents (to facilitate trading opportunities)
- Trades will be permitted only when the trading window is open. You'll need to check QPTM dashboard for trading window time frame



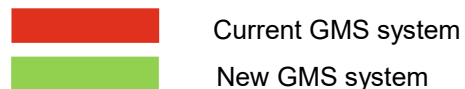
Preparing for Go-Live

Deployment Plan

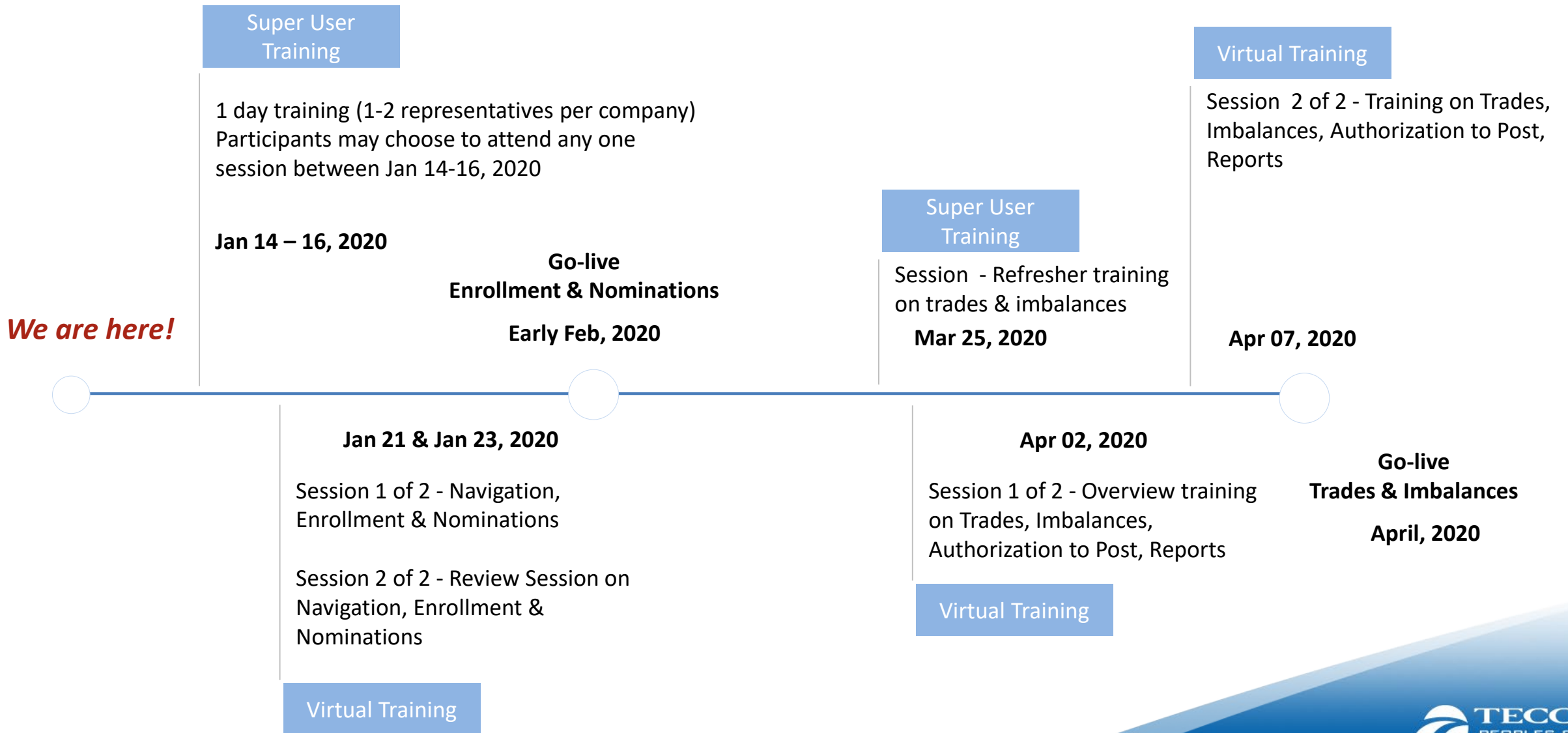


* For flow months March 2020 and beyond

** For flow months prior to March 2020



Training Schedule Details



Webportal – Live!

<https://www.peoplesgas.com/business/services/informationalpostings/gmsupgrade/>

Overview Resources FAQs

GMS Overview

Peoples Gas is replacing the SunGard solution and vendor-supported Gas Management System that

Services

- Natural Gas Equipment
- Appliances Sales and Service
- Transportation Services
- Informational Postings**
- Sungard
- Notices
- GMS Upgrade
- Commercial/Industrial Contacts

GMS Upgrade

Peoples Gas is preparing to implement a new Gas Transportation Management System (GMS) to support scheduling, settlement and reporting functions for gas operations.

We're excited to share with you important information about the GMS upgrade and how this project supports and enhances your experience with Peoples Gas. Please review through the tabs below to learn more about this project.

If there's something else you would like to know about the new GMS, you can refer to the Frequently Asked Questions or contact us.

Overview Resources FAQs

GMS Overview

Peoples Gas is replacing the SunGard solution and several custom applications with a new vendor-supported Gas Management System that fully supports the gas transportation program business process.

Our new GMS leverages newer technologies that will:

- Drive improvements in scheduling, settlements, and reporting functions
- Create a central repository for all commercial transactions
- Create digital capability to allow customers to access user portal from a variety of devices
- Create standardized and automated business processes to improve accuracy and control

Visit the Resources tab to learn more.

Peoples Gas is an Emera company

REPORT A GAS LEAK 877-822-5747 NATURAL GAS LEAK YOUR COMPANY? TRANSPORTATION

TECO Peoples Gas is an Emera company

Overview Resources FAQs

GMS Resources

Looking for a head start on understanding P

GMS Upgrade

Peoples Gas is preparing to implement a new Gas Transportation Management System (GMS) to support scheduling, settlement and reporting functions for gas operations.

We're excited to share with you important information about the GMS upgrade and how this project supports and enhances your experience with Peoples Gas. Please review through the tabs below to learn more about this project.

If there's something else you would like to know about the new GMS, you can refer to the Frequently Asked Questions or contact us.

Overview Resources FAQs

GMS Resources

Looking for a head start on understanding Peoples Gas' new Gas Management System? The following resources will help you get up to speed.

Customer Contact Center provides an overview of the GMS project and an introductory look at the new technology.

Customer Contact Center provides an updated overview of the GMS project and a walkthrough of the process that includes PE customers, Agents and Field Managers. You'll also see a demo of the new gas management system.

GMS Upgrade Project illustrates the new Gas Management System and provides a description of the key project milestones performed by the Field Managers and Agents.

Gas Management System is available from multiple operating units and browsers.

Overview Resources FAQs

GMS Upgrade

Peoples Gas is preparing to implement a new Gas Transportation Management System (GMS) to support scheduling, settlement and reporting functions for gas operations.

We're excited to share with you important information about the GMS upgrade and how this project supports and enhances your experience with Peoples Gas. Please review through the tabs below to learn more about this project.

If there's something else you would like to know about the new GMS, you can refer to the Frequently Asked Questions or contact us.

Overview Resources FAQs

FAQs

- Q. Why is Peoples Gas upgrading the current GMS?
- Q. What are the benefits of the new GMS?
- Q. What do I need to do to prepare for the new GMS launch?
- Q. Is there any specific browser I need to use to access the new GMS?
- Q. Why do we have an active and pending status of a customer on the GMS?
- Q. What is the process of account confirmation?
- Q. Why are we asking locations to switch a new customer?
- Q. Why do we need additional information to be included in the color of our business cards?
- Q. Why do we need to include Business Partner and Installation ID in the new GMS or the color of our equipment?

Next Steps

- Download all historical data reports previous to go live – no historical data is being migrated over to the new system
- Speak with your IT team and ask if there is any system mapping needed around Customer Account # and Contract #
- Prepare for the enrollment blackout period and share that with your teams and clients
- Make sure someone from the business is signed up for the SuperUser training, and keep an eye out for virtual training invites!
- Share the information on the project with your team members in the organization
- Look out for additional information, check out the website, and drop us an email with your questions

Support

We will provide you with:

- System and process training
- Quick Reference Guides and Videos
- Frequently Asked Questions
- Telephone numbers for support (same as today)
 - If you have questions about the project, please call Emile Nicholas at (813) 228-4311 or Cassandra Nealy (813) 228-1251
 - You may also e-mail the Transportation Team at PGSGasTransportation@tecoenergy.com

Thank You!