

TECO Peoples Gas Gas Management System Upgrade

Customer Connect – Session I

August 2019

Agenda

Time	Activity
11:00 – 11:25	Overview Of The Quorum Gas Management System (GMS) Upgrade Project
11:25 – 11:45	Screenshots Of The Quorum Gas Management System (GMS)
11:45 – 12:00	Wrap Up

Who Is Involved In The Project?

Engaged Leadership:

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

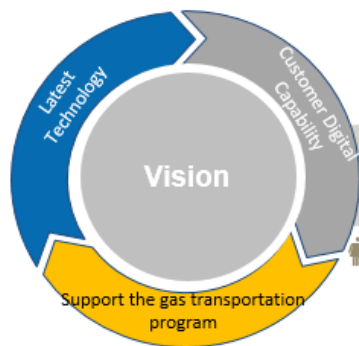
Engaged Teams:

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

Leading Industry 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

Today's Objectives



1

WHERE ARE WE GOING (vision): Share with you where TECO Peoples Gas "Gas Transportation Program" is headed, and how this project supports and enhances our future



2

WHAT ARE WE DOING TODAY:

1. An overview of the new Gas Management System project which includes enhanced business processes
2. Introductory look at the new technology



Why are we doing the GMS project?

- 1. Drive improvements in scheduling, settlements, and reporting functions for gas operations*
- 2. Create a central repository / system of record for all commercial transactions, pricing, and reference data*
- 3. Replace an old system with a faster, easier and more intuitive system that accommodates new technologies*
- 4. Provide new digital capabilities with an enhanced web portal*
- 5. Create standardized and automated business process to improve accuracy and controls*
- 6. Provide a seamless integration of business processes and an advanced software package*

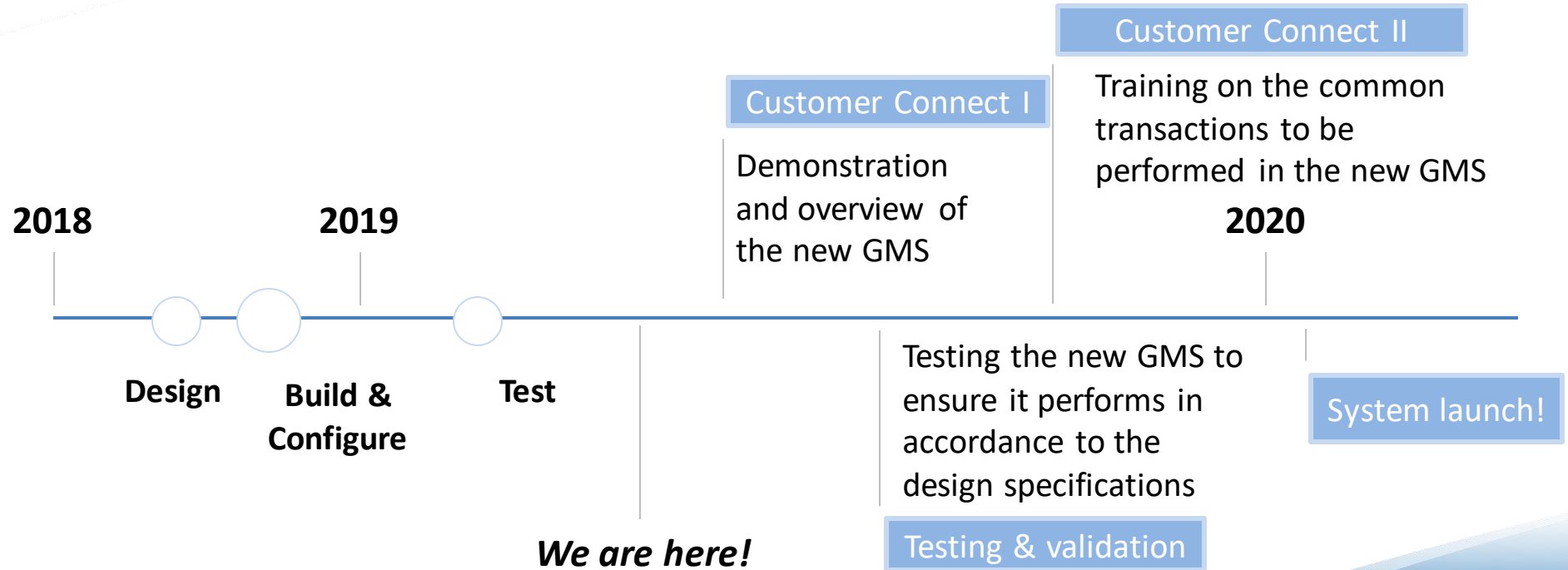
**LET'S GET STARTED WITH A
QUICK OVERVIEW...**

Here's What It Means For You

Benefits and new capabilities to better manage your business

- Best available data review of scheduled quantities, imbalances and nominations
- Greater control and autonomy to manage your information
- Greater level of ownership to effectively manage customers
- Additional flexibility to export information
- Data accessible from multiple operating systems and browsers
- Simplified and improved business process to enroll and manage your customers
- Timeliness of measurement data

Timing of the project



We Heard You

We included your suggestions when we designed the new GMS

- Simplified enrollment process and de-enrollment process
- Notification of pre-enrollment readiness (start date of gas supply to the new customer)
- Enhanced nomination submissions
- Highlighting of any exceptions and additional information on error messages and alerts
- Improved queries and access to information
- Additional data compatibility with the latest platforms as well as increased ease of exporting reports

Key Changes From The Project

What will you be doing differently?

- Enhanced and simplified enrollment & de-enrollment process
- 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 process
 - Efficient and flexible nominations

What does this mean working with your customers?

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

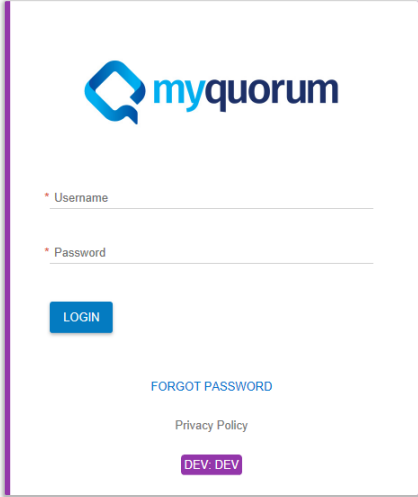
Support

We will provide you with:

- System and process training
- Quick reference guides
- Frequently asked questions
- Telephone number for support

GAS MANAGEMENT SYSTEM FIRST VIEW

Log On



The image shows a login form for 'myquorum'. At the top is the logo, which consists of a blue square icon with a white 'Q' shape inside, followed by the text 'myquorum' in a blue sans-serif font. Below the logo are two input fields: the first is labeled '* Username' and the second is labeled '* Password'. Below these fields is a blue button with the text 'LOGIN' in white. Underneath the button is a blue link that says 'FORGOT PASSWORD'. Below that is a smaller blue link that says 'Privacy Policy'. At the bottom of the form is a purple button with the text 'DEV. DEV' in white.

Dashboard

☰
Dashboard
dashboard

TECO USER ▾
PIPELINE SCHEDULER ▾
0 Alerts ▾
🔍 ?

Nominations

Cuts
▲ 0

Errors
▲ 0

Title Transfers

Quantity Mismatch
▲ 0

Missing Your Noms
0

Missing Other Shipper's Noms
0

[+ NEW / MODIFY NOMINATION](#)

Contracts

Active Contracts
0

RFS Activity

Denied RFS
0

Awarded RFS
0

In Progress
0

[+ NEW RFS](#)
[VIEW CONTRACTS](#)

Scheduler Inventory

Imbalances Out of Tolerance
▲ 0

Transportation Imbalances

Cumulative
0^{0th}

Previous Day
0^{0th}

Storage Balances

Total Balance
0^{0th}

Previous Day Inj.
0^{0th}

Previous Day W/D
0^{0th}

[CUSTOMER ACCOUNT MAINTENANCE](#)

Invoice Summary

Accounting Period
Feb 2019

Invoice Amount
\$0.00

Invoice:
[Download](#)

Nomination Cycle Summary

	TIM	EVE	ID1	ID2	ID3
08/05/2019	☒	☒	☒	☒	☒
08/06/2019	☒	☒	☒	☒	☒

Nomination Deadlines

08/05/2019	ID1: 10:00AM CCT
08/05/2019	ID2: 02:30PM CCT
08/05/2019	ID3: 07:00PM CCT
08/06/2019	TIM: 01:00PM CCT
08/06/2019	EVE: 06:00PM CCT

Scheduling Cycle Summary

	TIM	EVE	ID1	ID2	ID3
08/05/2019	☒	☒	☒	☒	☒
08/06/2019	☒	☒	☒	☒	☒

Scheduling Deadlines

08/05/2019	ID1: 01:00PM CCT
08/05/2019	ID2: 05:30PM CCT
08/05/2019	ID3: 10:00PM CCT
08/06/2019	TIM: 05:00PM CCT
08/06/2019	EVE: 09:00PM CCT

Notices

Nominations

DEV

RETRIEVE VALIDATE SUBMIT CANCEL X

Nominations

TSP Prop: 30 TSP Name: PEOPLES GAS SYSTEM Gas Day: 8/7/2019 Def End Gas Day: 8/31/2019 Cycle: 1 | Timely Query Cycle

Svc Req Totals: Buy Qty: 0 Rec Qty: 0 Rec Var Qty: 0 Fuel Qty: 0 Del Qty: 0 Sell Qty: 0 Del Var Qty: 0 Include Errors

PNT NOMINATIONS PATH SUMMARY LOCATION SUMMARY ERRORS

Path
Svc Req K: KMDQ: 0 Available KMDQ: 0 K UOM: null


Actions	Err	Var	Svc Req	Svc Req Prop	Svc Req Name	Svc Req K	Beg Date / Beg Time	End Date / End Time	Cycle	Rec Loc	Rec Loc I
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Totals ...

0 20 Items per page No items to display

Upstream Rec Loc: Rec Qty: 0 Rec Var Qty: 0 Downstream Del Loc: Del Qty: 0 Del Var Qty: 0

Actions	Err	Var	Svc Req	Svc Req Prop	Svc Req Name	Svc Req K	Actions	Err	Var	Svc Req	Svc Req Prop	Svc Req Name	Svc Req K
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Enrollment – Start

The screenshot displays the PGS - TEC Enrollment Wizard interface. At the top, the breadcrumb navigation shows 'dashboard > pgs - tec enrollment wizard'. The user is logged in as 'TECO USER' and has the role of 'PIPELINE SCHEDULER'. There are '0 Alerts' and a search icon with a question mark. A blue header bar contains a 'CANCEL' button and a close icon. The main content area is titled 'Select an option to get started' and contains five large, light gray cards, each with a blue circular icon and a text description:

- Enrollment**: Represented by a plus sign icon. Description: 'Enroll one or more new accounts'.
- De-Enrollment**: Represented by a minus sign icon. Description: 'De-enroll one or more existing accounts'.
- Query**: Represented by a magnifying glass icon. Description: 'Find an existing request'.
- Withdraw**: Represented by a downward arrow icon. Description: 'Withdraw a submitted request'.
- Pre-Enrollment**: Represented by a square with a plus sign icon. Description: 'Pre-enroll one or more new accounts'.

A 'DEV' label is visible on the left side of the interface, and a mobile device icon is in the bottom right corner of the main content area.

Enrollment – Step 1

PGS - TEC Enrollment Wizard
dashboard > pgs - tec enrollment wizard

TECO USER PIPELINE SCHEDULER 0 Alerts

SAVE CANCEL

Enrollment

Complete the header info below

- Header Information**
 - * TSP
30 | Peoples Gas System
 - Request #
<AUTOGEN>
 - * Request Name
 - Request Status
PENDING
 - * Svc Req #
 - * Svc Req Name
- Account Entry
- Account Details
- LOA Upload & Contact Info
- Verification

PREV NEXT

Enrollment – Step 2

PGS - TEC Enrollment Wizard *
dashboard » pgs - tec enrollment wizard

TECO USER PIPELINE SCHEDULER 0 Alerts

SAVE CANCEL

Enrollment

SR #	Service Requester Name	Request #	Request Name	Request Status
111111111	POOL MANAGER CO.	—	ENROLL REQUEST 1	PENDING

Account #

1	0123456789
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1 - 1 of 1 items

PREV NEXT

Enrollment – Step 3

PGS - TEC Enrollment Wizard
dashboard > pgs - tec enrollment wizard

TECO USER PIPELINE SCHEDULER 0 Alerts

SAVE CANCEL

Enrollment

SR # 111111111 Service Requester Name POOL MANAGER CO. Request # — Request Name ENROLL REQUEST 1 Request Status PENDING

	Account #	Account Name	Enrollment Start Mth	Customer	DBA Name	Addr Line 1	Addr L
1	0123456789	Storefront # 2	9/1/2019	Natural Gas End User Co...		789 Main St.	

PREV NEXT

Enrollment – Step 4

PGS - TEC Enrollment Wizard *
dashboard » pgs - tec enrollment wizard

TECO USER PIPELINE SCHEDULER 0 Alerts

DEV

Enrollment

SR #	Service Requester Name	Request #	Request Name	Request Status
111111111	POOL MANAGER CO.	—	ENROLL REQUEST 1	PENDING

Fill out the LOA contact information for the account(s) to be enrolled and upload the LOA document:

* First Name JOHN	* Last Name DOE	* Title MANAGER
* Address Line 1 456 MAIN ST.	Address Line 2	* Phone # (555) 555-5555
* City TAMPA	* State FL	* Zip Code 33803
		* Email Address JOHN.DOE@EMAIL.COM

Document Attachments

SELECT FILES...

CLEAR UPLOADS SAVE

8/1/2019 1:57 PM by KYLE_JOHNSON ENR_REQ LOA_Document.pdf LOA | Letter of Authorization | ENR_REQ

PREV NEXT

Enrollment – Step 5

PGS - TEC Enrollment Wizard *
dashboard > pgs - tec enrollment wizard

TECO USER PIPELINE SCHEDULER 0 Alerts

DEV

Enrollment

SR # 111111111 Service Requester Name POOL MANAGER CO. Request # — Request Name ENROLL REQUEST 1 Request Status PENDING

Are you sure you want to submit an enrollment request for the following accounts?

Accounts

	Account #	Account Name	Enrollment Start Month	Customer	DBA Name	Addr Line 1	Addr Line 2	City	State
1	0123456789	Storefront # 2	09/2019	Natural Gas End User Co...		789 Main St.		Tampa	FL

Is the following LOA contact information correct?

LOA Contact Information

First Name: JOHN Last Name: DOE Title: MANAGER

Phone #: (555) 555-5555 Email Address: JOHN.DOE@EMAIL.COM

Address: 456 MAIN ST. City: TAMPA State: FL Zip Code: 33603

Click PREV to make changes or click SUBMIT to proceed.

PREV SUBMIT

De-enrollment – Step 1

The screenshot displays the 'PGS - TEC Enrollment Wizard' interface. The top navigation bar includes the breadcrumb 'dashboard > pgs - tec enrollment wizard', user roles 'TECO USER' and 'PIPELINE SCHEDULER', and '0 Alerts'. The main content area is titled 'De-Enrollment' and contains a form with the following fields:

- ISP:** 30 | Peoples Gas System
- Request #:** <AUTOGEN>
- Request Name:** _____
- Request Status:** PENDING
- Svc Req #:** _____
- Svc Req Name:** _____

Navigation buttons 'PREV' and 'NEXT' are located at the bottom of the form. The 'NEXT' button is highlighted with a blue circle.

De-enrollment – Step 2

PGS - TEC Enrollment Wizard *
dashboard » pgs - tec enrollment wizard

TECO USER PIPELINE SCHEDULER 0 Alerts

SAVE CANCEL

De-Enrollment

SR # 111111111 Service Requester Name POOL MANAGER CO. Request # — Request Name DE-ENROLL REQUEST 1 Request Status PENDING

Header Information

Account Selection

Verification

Select accounts to be de-enrolled and enter any additional details.

	Account #	Account Name	Enrollment End Mth	Customer	DBA Name	Addr Line 1
1	9876543210	Storefront # 1	08/2019	Natural Gas End User Company		123 Main St.

1 - 1 of 1 items

PREV NEXT

De-enrollment – Step 3

The screenshot displays the 'De-enrollment' step in the PGS - TEC Enrollment Wizard. The interface includes a header with navigation and user information, a main content area with a confirmation message and a table of accounts, and a sidebar with step indicators.

Header Information:

- SR #: 1100026542
- Service Requester Name: BP ENERGY
- Request #: —
- Request Name: DE-ENROLL REQUEST 1
- Request Status: PENDING

Confirmation Message: Are you sure you want to submit a de-enrollment request for the following accounts?

Accounts Table:

Account #	Account Name	Enrollment End Month	Customer	DBA Name	Addr Line 1	Addr Line 2	City
1 9876543210	Storefront # 1	08/2019	Natural Gas End User Co...		123 Main St.		Tampa

Navigation: PREV, SUBMIT

Next Steps

- Testing – *let us know if you are interested and willing to participate*
- Customer Connect – Session II – *look for an invitation later this year*
- Look out for additional information and drop us an email with your questions

Contact us

Keeping you informed is key to your satisfaction and our success. If you have questions about the project, please feel free to call:

- **Amanda Chatarpaul at (813) 228-4622** or
- **Emile Nicholas at (813) 228-4311**
- You may also email the **Peoples Gas Transportation Team** at PGSGasTransportation@tecoenergy.com

THANK YOU!