Gas Management System Upgrade

Pool Manager & Agent Connect II

October 15, 2019

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Agenda

Welcome	10:00 – 10:15 am
Why the Gas Management System (GMS) Project	10:15 – 10:30 am
Deep Dive into the Key Areas and Demonstration	10:30– 11:45 am
Next Steps	11:45 – 12:00 pm
Lunch	12:00 – 1:00pm
Let's Tee Off!!	1:00 – 3:00pm

This is your time – ask questions throughout!

Welcome

Welcome from the GMS Project & Gas Transportation teams

Tim O'Connor

VP Business Development
GMS Leadership team

Joann Wehle

VP of Marketing & Sales
GMS Leadership team

Glenn Wilt

Business Lead

Andrew Kennedy

Director Trading & Transportation
GMS Leadership team

Ron Scharber

Project Manager

Evette Moreno

Manager Account Management

Gloria Glover

Supervisor Gas Transportation

Emile Nicholas

Senior Coordinator Market Services & Transportation

Joanne Toussaint

Program Manager

Amanda Chatarpaul

Senior Coordinator Market Services & Transportation

Brooke Polo

Coordinator Market Services & Transportation

Andres Cisneros

Coordinator Market Services & Transportation

Cassandra Nealy

System Administrator

Giedrius Mereckis

Sr System Analyst
Technical Lead

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Objectives of today

- Continuation of our sessions with you (August webex)
- Provide an overview of the GMS Project
- Share what we have done to date, and what is ongoing
- Walk through the processes that involve ITS Customers / Agents / Pool Managers
- Provide a demo of the new gas management system (QPTM) – and how you will use it
- Answer your questions – talk to a team member today or contact a team member after the meeting

Why the Gas Management System Project?

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*

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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

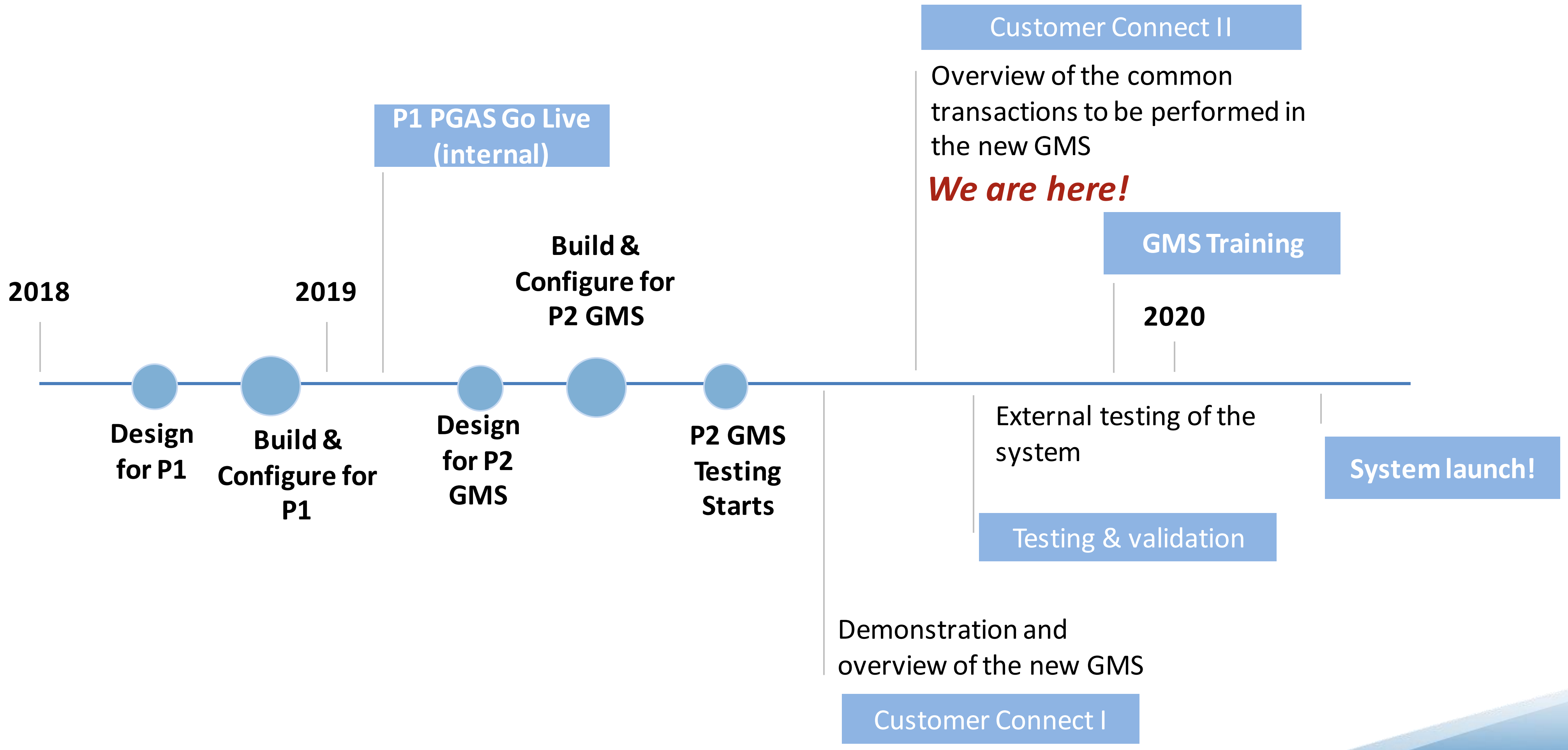
Teams:

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



We included your suggestions when we designed the new GMS

You will now see:

- 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

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Key benefits & changes

What will you be doing differently?

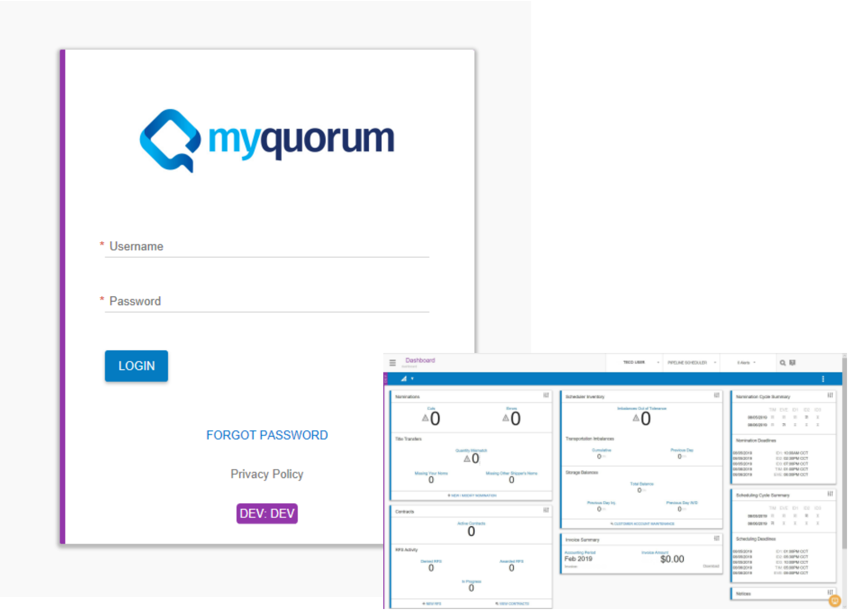
- Enhanced and simplified enrollment & de-enrollment process
  - There will be a new identifier – Contract Number vs Customer Account number
- New experience and log on information
  - You will have a new sign-on provided
  - You will have a new web portal
- View reports with best available data and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

Introduction to QPTM & Log In



Login-Dashboard

Enrollment

Customer(s)

Step#01

Contact Pool Manager

Step#02

Work with Pool Manager to complete LOA

Pool Manager

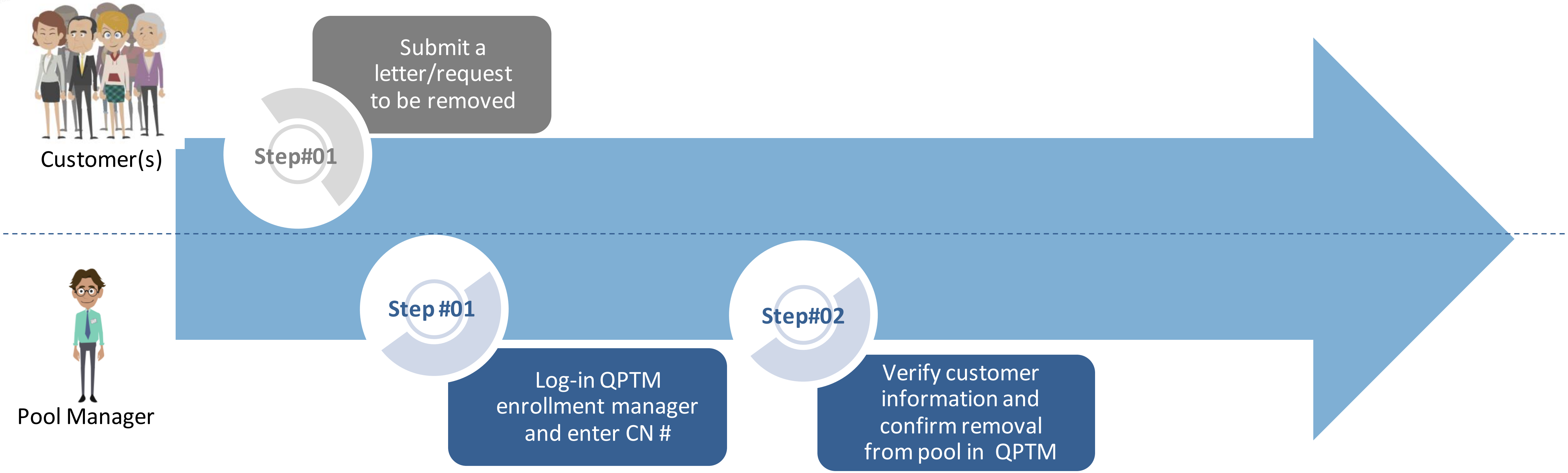
Step #01

Receive signed LOA and send a copy to the customer

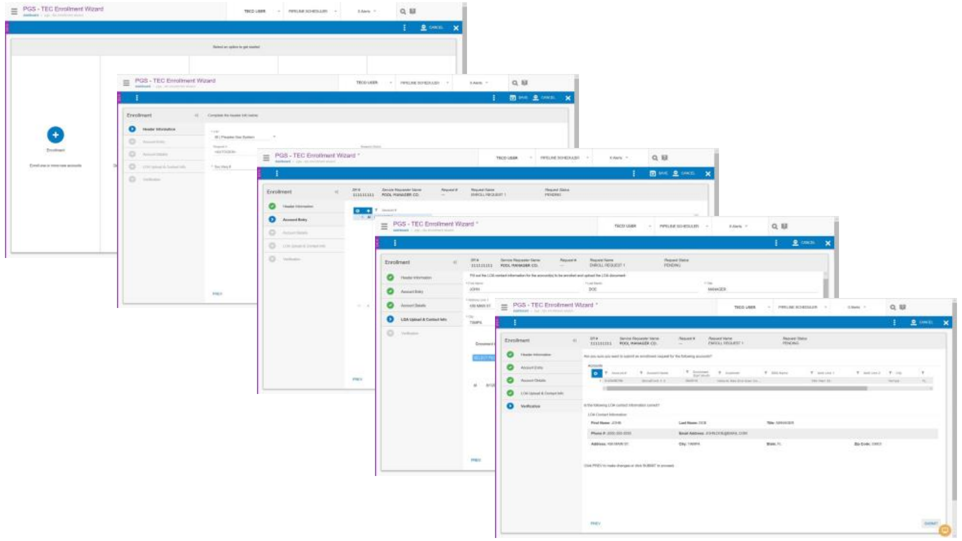
Step#02

Enter enrollment information into QPTM (including CA # & CN #) and validate information

De-Enrollment

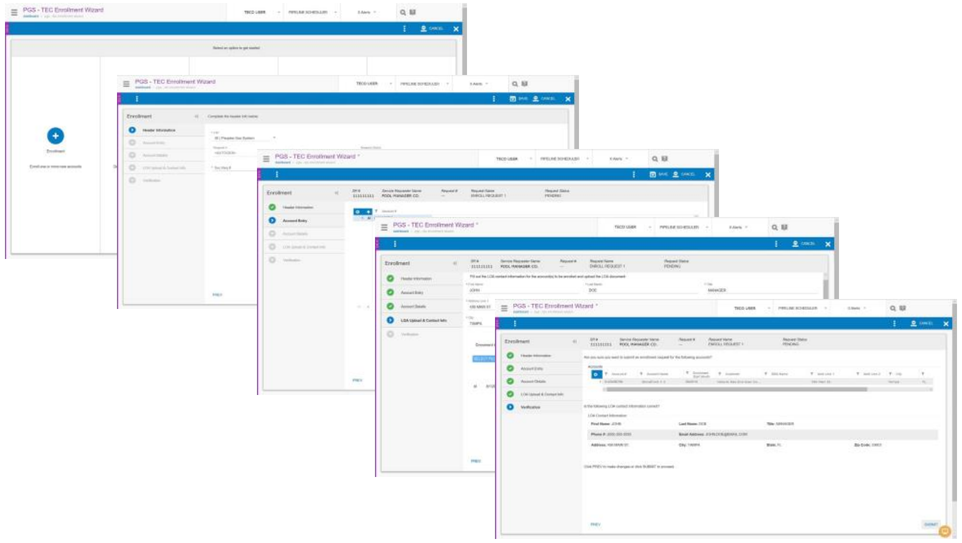


Enrollment



Enrollment

De-Enrollment



Pre-Enrollment

Customer(s)

Step#01

Work with Pool Manager to complete LOA*

Step#02

Customer moves in

Pool Manager

Step #01

Receive, sign LOA – including Business Associate # and Installation # - and send a copy to the customer

Step#02

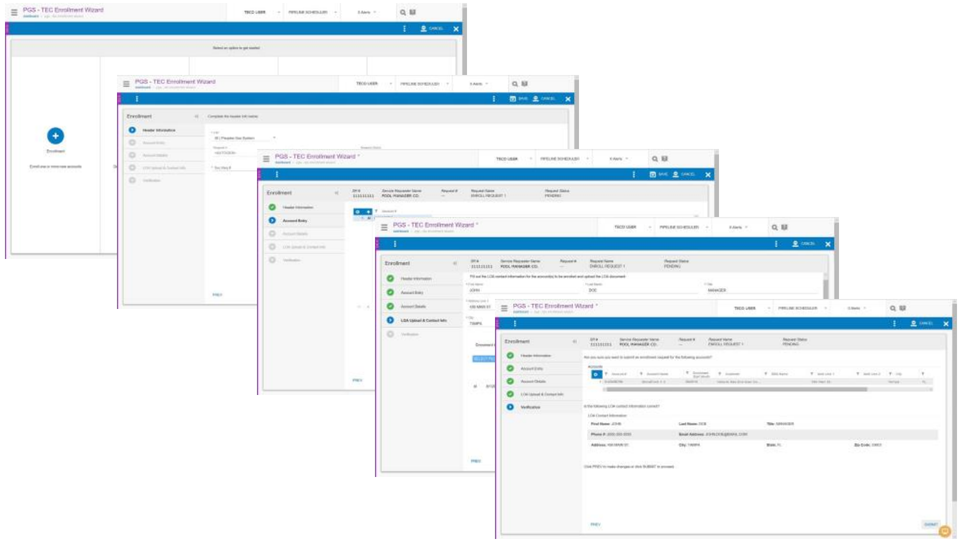
Enter pre-enrollment information into QPTM and validate information

Step#03

Receive move-in notification, confirm acceptance of customer, and then complete enrollment in QPTM

* Relevant customer's identifiers are on customer's GSA

Pre-Enrollment



Pre - Enrollment

Pre-Enrollment, Enrollment & De-enrollment

Key Changes
▪ Enrollment cut-off dates will be the 15th of the month rather than the 20th. After the 15th of the month, enrollments and de-enrollments will be effective for two months following the month of submission*
▪ Contract # rather than the Account # will be the key identifier for enrollment / de-enrollment in QPTM
▪ Additional identifiers will need to be included in the LOA - Contract #, BP # and Installation ID*
▪ The LOA needs to be uploaded to enroll a customer
▪ Use the Contract Lookup Tool to find Contract # (on receiving an error, contact the Gas Transportation team to obtain specific Contract #)

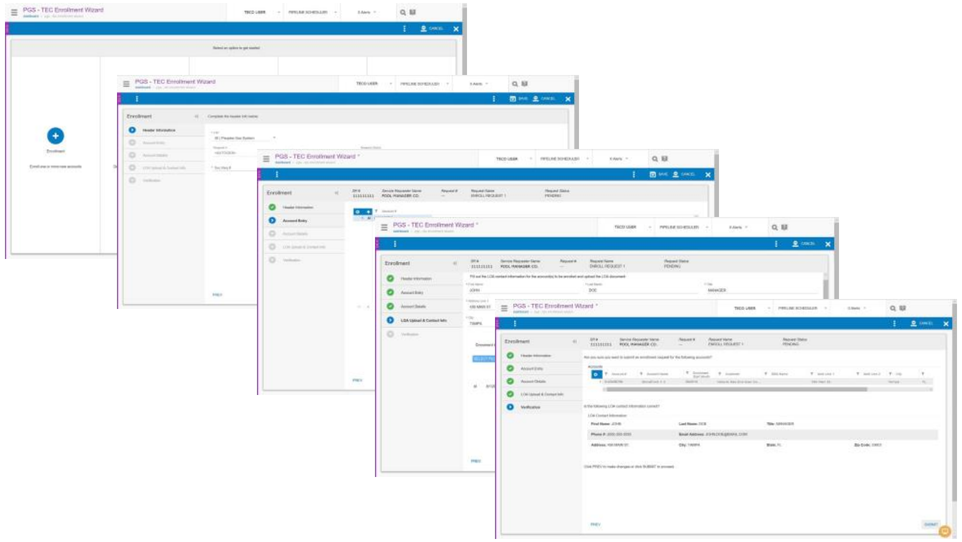
*Pending FPSC approval

Nominations

ITS Customer / Agent / Pool Manager

1. **Step#01** — Create / Update nomination in QPTM
2. **Step#02** — Fix nomination error(s), if the validation fails
3. **Step #03** — Request Gas Transportation to override errors, if required
4. **Step#04** — Submit nomination, if QPTM validation passes

Nominations



Nominations

Nomination

Key Changes
▪ Submit and modify nominations through new web portal
▪ You will not be able to submit retroactive nominations
▪ Nomination submissions will need to be validated and accepted within the system
▪ 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 upstream K requirement for nomination submission
▪ If a nomination is not submitted on PGS, the upstream nomination is subject to be cut (cuts on industry standard lesser-of rule)

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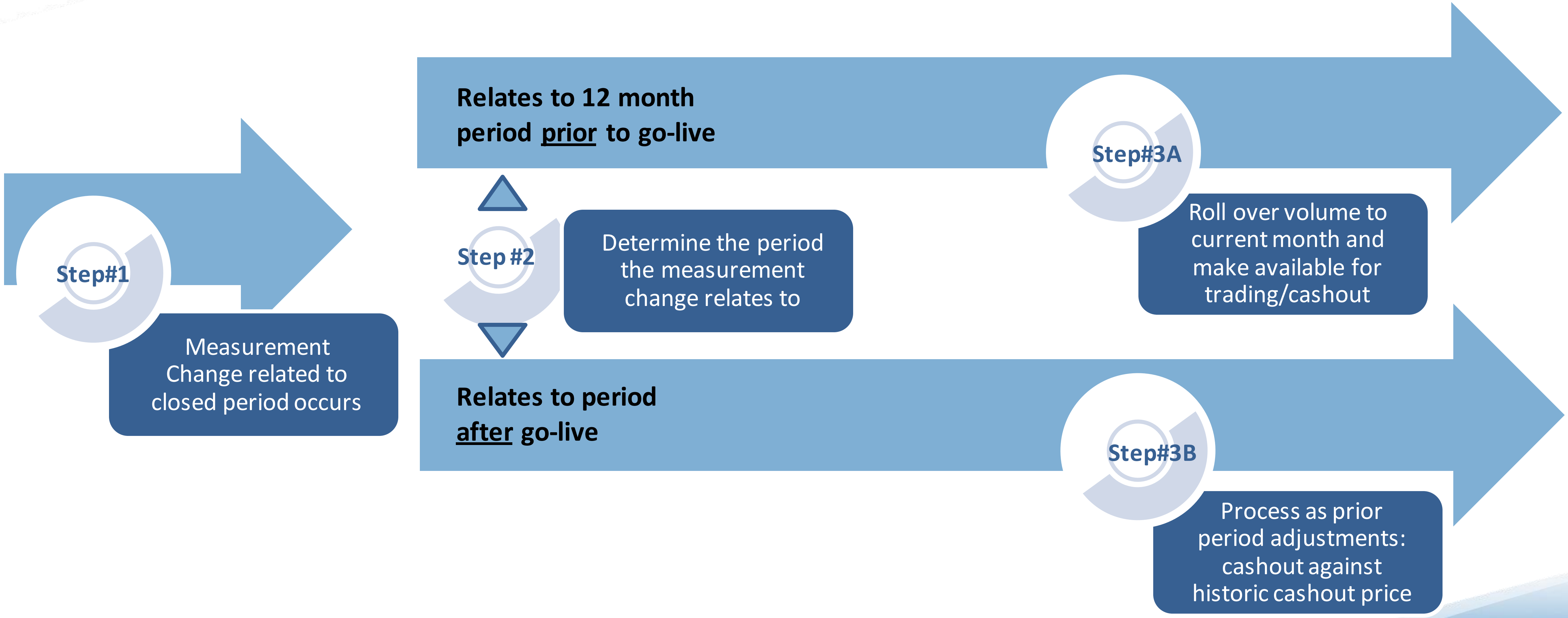
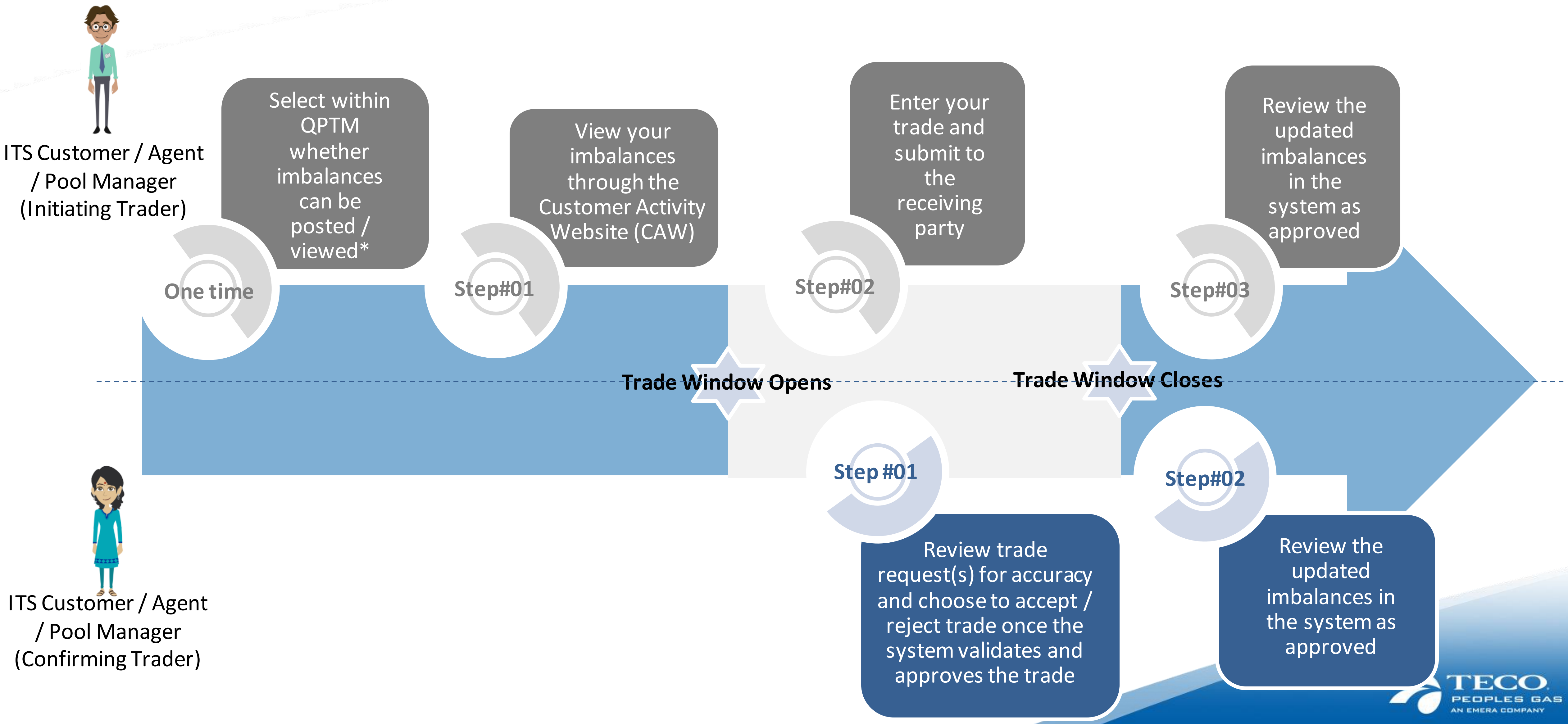
Prior Period Adjustment

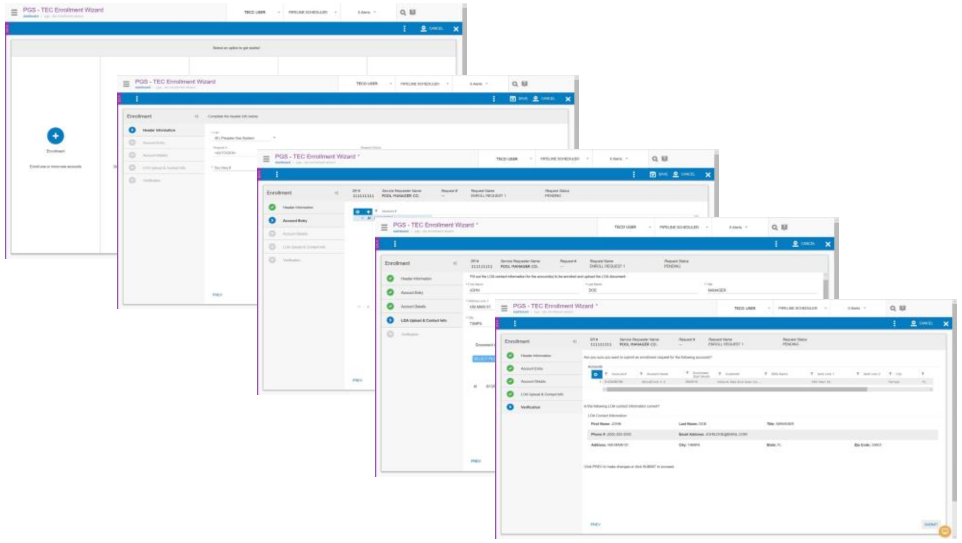


Imbalance Management



* *Stays in effect until you choose to change it*

Imbalance Management



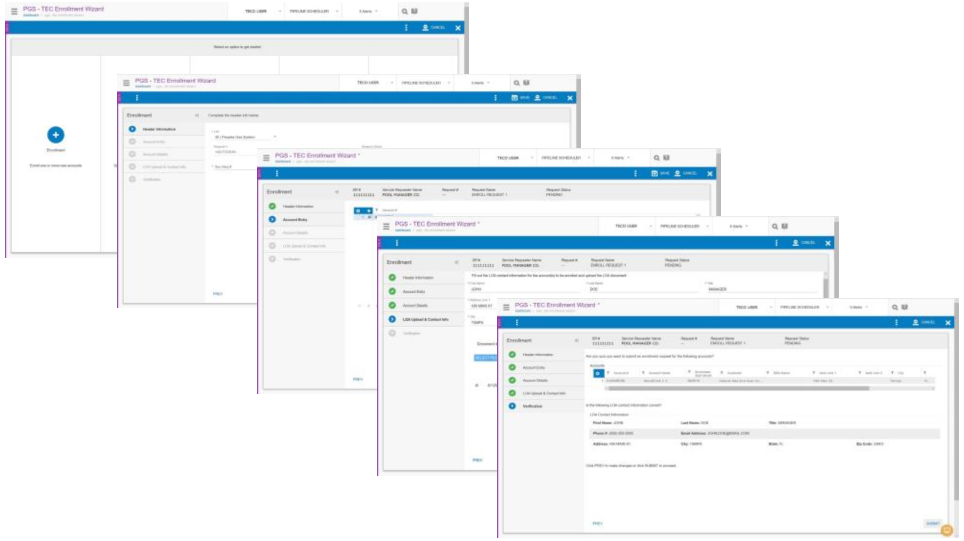
[Authorization to Post Imbalance]

[Imbalance Trading Form]

Imbalance Management

Key Changes
▪ Everything is in the system. Imbalance trading will be electronic and Agents need to submit trades for each of their customers (Agents to fill out one form per trade online) – offline mass transactions / excel forms no longer accepted
▪ Agents need to select within QPTM whether they want imbalances to show to other Agents (to facilitate trading opportunities)
▪ At the time of trade entry, QPTM will run various trade validations before submitting the trade to the counterparty for review – there is no longer any need to submit to PGS for validation
▪ Trades will be permitted only when the trading window is open. All submissions and acceptances must be done within the trading window
▪ You'll need to check QPTM dashboard for trading window time frame
▪ All trades will be initiated, accepted or rejected online in the Customer Activity Website

Reports



[Reports]

We will show you:

- How to get to reports in the system
- How to navigate the Grid

The reports that will be available to you:

- Imbalance
- Measurement Info report
- Billing volume by account

Next steps

Next Steps

- Download all historical transactional data
- Speak with your IT team as system mapping may be needed
- Share the information with your team members
- Look out for additional information, and drop us an email with your questions

Support

We will provide you with:

- System and process training
- Quick Reference Guides (QRGs) 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