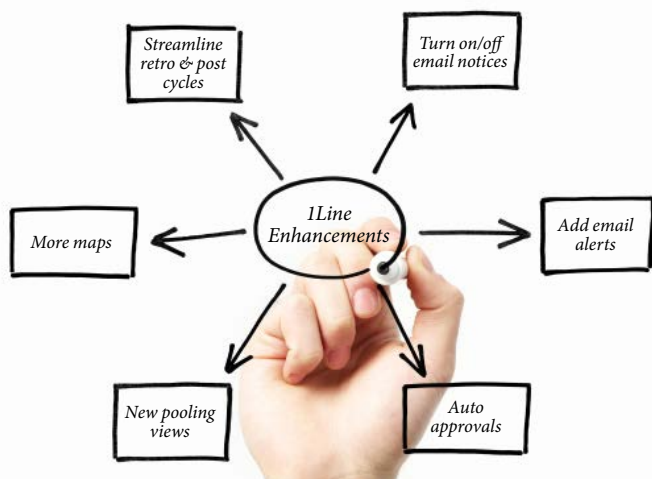


1LINE *in* FOCUS

Tips & Updates for 1Line Users

1LINE.WILLIAMS.COM



▶ 1LINE USER FORUM – IT’S AN ANNUAL EVENT

A group of 18 Transco customers, representing all segments of the natural gas pipeline business, attended a two-day 1Line user forum event in Houston last spring to discuss many of the additional improvements that have been suggested by users.

Participants discussed the value of specific improvements and new ideas for utilizing some of the system’s existing features.

“The user forum provided great perspective on what our customers appreciate most about the system, as well as areas where we can do better,” said Melissa Casey, Transco Transportation Services / 1Line Director. “The event provided such great insight that it is something we’d like to continue to host on an annual basis.”

ARTICLE CONTINUED ON NEXT PAGE. ▶

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CONTACT

1-800-248-0404

Scheduling Desk

1-888-210-8475

MARKETING SERVICES DIRECTORY [Click here.](#)

NOT SURE WHOM TO CALL? [Click here.](#)

“Thanks again for the 1Line User Forum! I received a lot of good information about current 1Line items, and potential upcoming ones. I value being a part of the 1Line User Forum and look forward to future opportunities to provide input.”

JULIE LOBDELL

Municipal Gas Authority of Georgia

Forum participants were asked to review an extensive list of enhancement requests and provide input on the importance and impact of each item. In response, Williams has begun prioritizing enhancements for implementation beginning in 2014.

SOME OF THE TOP ENHANCEMENTS PRIORITIZED BY THE 1LINE USER FORUM INCLUDE:

- 1 Messages/Communication
 - o Have ability to turn on/off email notices based on the type of message
 - o Improve messages to include more details (especially the scheduling cut emails)
 - o Add emails/alerts when action is needed such as notification on new capacity release offers
- 2 Auto-approvals when shipper is the operator (multiple areas across system: pooling, storage transfers, etc.)
- 3 New pooling views to make it easier to find mismatches
- 4 Automate the approval of overrides to the EPSQ (Elapsed Prorata Scheduled Quantity) & evaluate EPSQ at a location level and not at transaction level
- 5 Streamline and improve the retro cycle to have auto-approved stops for items where there is no net change and to show more detailed information on the status
- 6 Streamline the post cycle to work similar to the retro cycle with a routing slip everybody can see and to incorporate the same improvements from retro to the post
- 7 More graphical maps (especially where pipe is constrained)
- 8 Cut reasons provided in additional places on 1Line where nomination is reflected

Williams intends to follow-up with user forum participants periodically throughout the year. The next user forum will be conducted in spring 2014.

Monitor the [“What’s New”](#) and [“What’s Coming”](#) feature on 1Line for details on items recently implemented or scheduled for release.

1LINE USER FORUM MEMBERS

The following is a list of 1Line User Forum members, many of whom attended the user forum event in Houston this past spring. If you work for any of these companies and would like to provide feedback directly to your company's representative, please use the list below. If your company is not represented and wishes to be included, contact Sharon Larsen at sharon.g.larsen@williams.com.

PARTICIPANT	COMPANY	EMAIL	IM NAME
Courtney Zenner	BG Energy Merchants LLC	courtney.zenner@bg-group.com	cyzenner
Rebecca Schneider	BP Energy Company	rebecca.schneider@bp.com	rschneiderBP
Mike Nguyen	Chevron USA Inc	ngum@chevron.com	ChevronMikeA
Karen Holub	ConocoPhillips Company	karen.holub@conocophillips.com	ConocoKaren
Jamie Hendricks	Exelon Corporation	jamie.hendricks@constellation.com	jamie.hendricks@constellation.com
Jim Maguire	Hess Corporation	jmaguire@hess.com	JimatHess
Julie Lobdell	Municipal Gas Authority of Georgia	jlobdell@gasauthority.com	jlobdellMGAG
Johnny Davis	Nextera Energy Power Marketing	johnny.davis@nee.com	jdavisnee
Christine Vicini	Piedmont Natural Gas Company	christine.vicini@piedmontng.com	christine.vicini@piedmontng.com
Sheri Weaver	PPL EnergyPlus LLC	slweaver@pplweb.com	PPLSWeaver
Ross Kyger	Sequent Energy Management LP	ekyger@sequentenergy.com	RossSequent
Diane Morgan	Shell Energy North America	diane.morgan@shell.com	dmorganstgp
Brad Coleman	South Jersey Resources Group	bcoleman@sjindustries.com	SJRBrad
David Elmore	Total Gas & Power North America	david.elmore@total.com	TotalDelmore
Andrew Kheir	UGI	akheir@ugi.com	andrewkheirUGI
Makisa George	VPEM	makisa.george@dom.com	DomMakisa
Scott Murphy	Washington Gas Light Company	pmurphy@washgas.com	WashGasScott
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Jennifer Sudol	Consolidated Edison Company of NY	sudolj@coned.com	sudolj@coned
Bob Lewis	Duke Energy Carolinas, LLC	robert.lewis@pgnmail.com	
Lowell Kirby	J.P. Morgan Ventures Energy	lowell.kirby@jpmorgan.com	lkirbyjpmc
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Kathy Ferreira	New Jersey Natural Gas Company	kferreira@njng.com	Kathyfnjng
Jeff Swidor	NJR Energy Services Company	gasnotify@njresources.com	njrjeff
Amanda Hensler	Philadelphia Gas Works	amanda.hensler@pgworks.com	
Gunther Carrero	PSEG	gunther.carrero@pseg.com	GuntherPSEG
Darrin Kahl	SCANA	dkahl@scana.com	
Timothy Rundall	South Jersey Gas Company	trundall@sjindustries.com	
Cherie Augustus	Southern Company Agnt fr GPC APC MPC GPC SP	scmcdani@southernco.com	

DISASTER RECOVERY

1Line successfully completed its annual disaster recovery (DR) drill. The drill simulates a disaster event where failover to an entirely separate environment, 500 miles away, is done within a four-hour recovery time objective. For three days, the DR Exercise Team tested all areas of the 1Line system in a test environment replicating production. During the drill, the DR environment is monitored by information management analysts for data verification, efficiency, performance, and speed. 1Line will continue to perform this critical test each year to update technology (hardware and software) and improve the process. In the event 1Line experiences a catastrophic event, Transco is prepared to meet customer expectations of the existing production environment.



NEW AND PLANNED 1LINE IMPROVEMENTS

The following is a summary of items recently implemented or scheduled for release. Detailed descriptions of the changes are posted to the EBB following each release. For more details, visit the [What's New](#) or [What's Coming](#) features of 1Line.

WHAT'S NEW

Graphical Presentations – Phase II

Contract utilization – Scheduled: This graphical presentation allows the customer to identify where on the pipeline gas is scheduled and any unutilized space available.

Contract utilization – Capacity Release: This graphical presentation allows the customer to identify where on the pipeline gas is released and any remaining space available for release.

My Dashboard

After your initial login, a new default dashboard page will display those areas needing your attention, such as retros that are pending or about to expire, contracts expiring at the end of the month or imbalances that need action.

Storage Balance Verification

An end of the month email confirmation, sent to customers with storage contracts role, provides a tool to ensure accurate balances are being kept.

ICTS Validation Tool

A new tool is available to verify a requested path for use with Transco's Interconnect Transfer Service (ICTS).

NSRP on the Mainline

Non-Secondary Reverse Path (NSRP) will be considered in both MDQ checks and evaluation of available capacity through capacity constraints on the Mainline where identified by Gas Control. NSRP was previously only evaluated on Leidy and Mobile Bay.

Internet Explorer 10

1Line is now supporting Internet Explorer 10 if you would like to upgrade to this version.

IN DEVELOPMENT

User Defined Preferences

The Next Generation of 1Line will offer customers the ability to customize their page settings, adding the ability to default to your favorite pages upon login or customize a particular table's column order. The anticipated implementation is late 2013 or early 2014.

Performance

We are still developing a long-term solution to address performance concerns related to when large volumes of data hinder movement both within the data table and between tabs.

NEED HELP UNDERSTANDING YOUR INVOICE?



Williams is offering customized invoicing classes designed to meet your company's needs. If you are interested in scheduling a class, contact Casilda Vasquez at (713) 215-4504 or casilda.c.vasquez@williams.com. Casilda will coordinate a training session with your group and your Transco **representative**.

TIPS AND TRICKS FROM YOUR REPS



► **Julian Arias**

Transportation Services Rep

“The best way to reject a retro is to click the reject action button instead of doing nothing and letting the retro expire. This helps close the loop with impacted parties rather than leaving them hanging. Communicating the rejection also helps Transco, since the system will continue to process this retro every night until the retro deadline. This causes unnecessary processing when not all parties approve.”



► **Diamo Cortez**

Transportation Services Rep

*“Did you know the PPA Included Contract Indicator designates when and how imbalances are cashed out? The PPA Indicator defaults to **Yes** when a contract is setup and it rolls any PPAs into the current month’s imbalance. It’s also cashed out at current month price and can be traded.*

*If the PPA Included Contract Indicator is set to **No**, the cash-out price would be at the original production month’s average price without the option to trade.*

To view the PPA Indicator setting, you need the View Contract role and it must be set prior to the first of the month in order to be effective for that month. Changes may be requested by sending an email to your Transportation Services Rep.”



► **Isabel Benson**

Customer Services Rep

“If you want a quick way to look at all offers available for bidding, from the Capacity Release bids screen, select ‘Show currently biddable non-permanent offers’ and ‘retrieve’, no other filters required!”



► **Tiffany Wagner**

Transportation Services Rep

“Remember you can add ‘Favorites’ to your new My Dashboard in 1Line. To do so from the My Dashboard page – 1) hold down the ‘F1’ key, 2) navigate to the 1Line page you want to add, and 3) click! You now have a direct link right there on My Dashboard for easy access to your favorite page(s). And don’t forget to Save Layout, once you have your My Dashboard set up just the way you want it!”



► **Michelle Nguyen**

Transportation Services Rep

*“What is Bulk Update? The Bulk Update action on the Retrieve Nominations page allows you to change the begin date and end date for all of your nominations at the same time. For detailed instructions, go to the Nominations Training module on the Informational Postings page> 1Line>Training> Nominations or [click here](#).” **

**Discussed at 1Line User Forum*

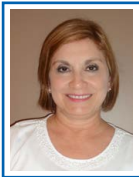
IMPROVING 1LINE RESPONSE TIME

Interested in speeding up 1Line response time? Check to ensure your [browser](#) and [PC configurations](#) match the recommended settings for 1Line. If you need assistance, your [Transportation Services Representative](#) can walk you through this process. Also, if you work from an alternate computer during evenings or weekends, don’t forget to plan ahead by verifying the existing settings.

1LINE TRAINING

To get the most out of 1Line, be sure to check out our comprehensive list of training resources, including introductory web-based sessions and fully customized customer-specific training. Also, don’t forget to check out our extensive [training modules, presentations and training videos](#). For additional training information, please call your [Transportation Services Representative](#).

TIPS AND TRICKS FROM YOUR REPS



Liz Silvas

Transportation Services Rep

“Operators need the ‘E Notification Sched Cuts Operator’ role, and at least one of the email notification boxes checked to be notified of a post-cycle change requiring approval and to get the post-cycle emails when the cycle closes with the results.”

Work Email:	myworkemail@ldc.com	<input checked="" type="checkbox"/>
Secondary Email:	myhomeemail@yahoo.com	<input checked="" type="checkbox"/>
Text Messaging Email:	mycell@att.com	<input checked="" type="checkbox"/>
E-Notification Sched Cuts Operator	<input checked="" type="checkbox"/>	07/01/2003



Esther Ramos

Transportation Services Rep

“Need to change your 1Line password? Here is what you need to do. Get a temporary password from your System Security Administrator (SSA), then go back to the Login Form and enter your User ID (do not enter your temporary password in the password filter). After you enter your User ID, immediately select ‘Change Password’. The Change Password option will appear. Next to Password, enter the temporary password you were given by your SSA. Next to New Password, enter your new password based on the New Password Rules on the right. Select Save, verify your email address and you are now able to continue your business in 1Line.”



Judy Hall

Transportation Services Rep

“Did you know that the Daily Location Allocation Report Subscription can be requested to run each day right after allocated numbers are updated? Just choose the option “Best Available” and “Daily” from the Report Subscription Detail page.” *



Louella Mott

Transportation Services Rep

“The Rate Calculator is useful because it is a fast and easy way to determine the cost to transport gas from one location on the pipeline to another. It is easily accessible from the 1Line page under Tools. The most common selections are defaulted when selected and once the user inputs only a few required items on the screen, 1Line automatically calculates the fuel and rate.”

Report Subscription Detail

Report Name: Daily Location Allocation

Subscription Name: Daily Location Allocation

Report Format: Acrobat PDF

Notify Availability Via Email:

* Location Id: 1234567

* Sort Options: By Contract

Pipe Options: [Dropdown]

Contract ID: [Text]

When to Run Report: Overnight Best Available

Report Frequency: Monday Tuesday Wednesday Thursday Friday Saturday Sunday Daily

Monthly Final Report:

Buttons: Save, Clear, Close

*Discussed at 1Line User Forum

WELCOME ABOARD: NEW REPS IN PRODUCTION AREA CUSTOMER SERVICES



▶ **Jonathan Ameen** is a recent graduate of the University of Oklahoma and currently is in the Williams Professional Development Plan (PDP). The PDP allows new employees of Williams to experience several rotational assignments within different departments of Williams. Jonathan spent some time in Investors Relations before his current assignment in Customer Services.



▶ **Liz McCarthy** joined Williams in August 2013 as a Customer Service Representative and is the newest member of the Production Area team.

RETIREMENT ANNOUNCEMENTS



▶ MABLE KING

After 28 years supporting Transco customers, Transportation Services Representative Mable King is retiring in September 2013. Mable has been the evening rep for the Southern Area for many years. She started with Transco in 1985 working for Transco Exploration Company and she began working for the pipeline in 1988 when the precursor to 1Line was being developed.

Mable plans to continue her rigorous workout schedule, spend lots of time with her granddaughter and travel during her much-anticipated retirement. Manager Terry Fitch said, "Mable has been an integral part of our team for many years. Her experience and willingness to help wherever she could will be missed. All of us wish Mable the best that the future can hold for her."



▶ KAY MUENSTER

After 16 years spent in various departments, Customer Services Rep Kay Muenster has decided to retire, get married, move and become a stay-at-home stepmom.

Kay started with the Midstream Gas & Liquids group, then moved to the gas pipeline business unit in the Project Development Group. For the past 10 years Kay has worked in Customer Services, covering both Market and Production areas.

Kay is excited to start a new chapter of her life and we wish her the best!

Kay Muenster and Frank Ferazzi at Kay's retirement party.

UPCOMING BANKING HOLIDAYS

Don't forget that Capacity Release Offers subject to bid may not have a Bid Period End Date on any of the remaining Federal Banking Holidays:

Columbus Day

Monday, October 14, 2013

Veterans Day

Monday, November 11, 2013

Thanksgiving Day

Thursday, November 28, 2013

Christmas Day

Wednesday, December 25, 2013

2013 WINTER OPERATIONS MEETINGS

The annual regionally scheduled Transco winter operations meetings begin Oct. 23 in Houston and continue Oct. 30 in Newark, N.J., Nov. 5 in Charlotte, N.C., and Nov. 6 in Atlanta, Ga. For more details about meeting times and locations, [click here](#).

NEWSLETTER E-MAIL NOTIFICATION

You received this notice because we have your email address in 1Line. If you would like to be removed, added, or want to update your contact information, please notify your [Transportation Services Representative](#).