1LINE *in* FOCUS

Tips & Updates for 1Line Users

1LINE.WILLIAMS.COM

▶ RAISING THE BAR

The message came through loud and clear. In our 2012 Energy Insights Survey, we heard that you recognize 1Line as an important business tool but believe it needs to continue to improve. And more importantly, you want to have input on what improvements are made. That's great news to me because you, the system user, know better than anyone what a more efficient and effective 1Line system should look like. In the 10 years that 1Line has been in production, one thing we've learned is that the tool is never quite finished. It can always be better. My hope is that 1Line makes it easier for you to make good business decisions and that your user experience is second to none. If you have ideas for how it can be better, we want to know. Feel free to let us know by emailing your **representative**. Thank you for your business and thank you for partnering with us to make 1Line the best tool it can be.

Jim Moore
Vice President, Transco Commercial

CONTACT
1-800-248-0404

Scheduling Desk
1-888-210-8475

MARKETING SERVICES DIRECTORY Click here.

NOT SURE WHOM TO CALL? Click here.

2013 1LINE RELEASE SCHEDULE

Although the facelift to 1Line is now complete, we're still busy making improvements to the system. Additional changes to 1Line are scheduled to take place May 15, Aug. 14 and Nov. 13. Each release will require a short 1Line system outage from 9:30 to 11:30 p.m. CST. We will post a reminder (non-critical notice) about two weeks prior to the release date. We will also be providing you with resources to answer your questions about the releases, including a training environment, if appropriate, to preview 1Line system changes. To learn more about other 1Line training resources, **click here.**

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

Calendar Widget

Styling changes provide users the flexibility to use the calendar widget or type the date directly into a data field.

Highlighting Sensitivity

Styling change allows current row to appear in bold type. The delay users experienced when selecting rows has also been corrected.

Extended Log-On Performance

Users no longer experience slower response times when logged on to 1Line for extended periods of time. The previous temporary solution, which required users to close their session, is no longer needed.

Next Generation Page Conversions

Next Generation enhancements were completed on the remaining areas of Capacity Release, Storage, and Park & Loan Balances pages.

Billing

Beginning March 1, 2013, rates under Transco Rate Schedule FT for PS and ACQ services will be billed seasonally, instead of year-round using imputed billing determinants.

Download Capabilities

Additional page download capabilities now allow the user to either download what is visible on the page (including column headers and related data) or include nested table information when the data table is expanded.

Home Page

A retrieve button has been added to the 1Line home page, allowing users to refresh data such as the cycle indicators.

IN DEVELOPMENT

Performance

We are currently developing solutions to address the performance concerns related to the calendar widget, tab switching and data table navigation.

Internet Explorer 10

We are testing Internet Explorer 10 (IE10) to ensure its compatibility with 1Line. IE10 isn't required to be supported until May 2013, but we are working toward having it fully tested prior to that date.

Graphical Presentation – Phase II

Phase II of our graphical presentation of customer contracts will provide additional maps to show capacity available for release and scheduling, as well as unused capacity. Our plan is to have this enhancement implemented in May 2013.

My Dashboard

After your initial log-in, 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. The dashboard will also feature report links for easy accessibility. Our plan is to implement in May 2013.

User Define 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 or customize a particular table's column order. The anticipated implementation is late 2013 or early 2014.

IN RESPONSE TO CUSTOMER REQUESTS

EXTENDING THE TRANSCO RETRO DEADLINE

We will be waiving some of the requirements for current production month "retro" nominations and PDAs on the Transco system for March 2013. Currently, Transco's tariff requires that adjustments to prior day scheduled quantities and PDAs during the current month be submitted within 10 days after the gas day (or the second day of the following month). In response to customer's requests, Transco will waive the 10-day restriction for March 2013. This means that the deadline for completing and getting all approvals for March 2013 retros will be extended until April 2, 2013.

What does this mean for you? This action gives customers more time to submit retro requests and to gather approval by all the affected parties. Everyone is cautioned, however, to submit retro requests as soon as possible since the approval process will not change. Additionally, a large number of retros submitted in the latter part of the month may result in a particular "retro day" not being processed until the nightly process runs.

We will evaluate the impact of waiving the retro deadline and determine the feasibility of continuing the waiver on a month-to-month basis. There are currently no plans to change the deadline for prior production month adjustments, which is the 25th day of the month. For more info, **click here.**

1LINE SERVICE AGREEMENT TO BE ELIMINATED

We are in the process of incorporating the terms of the Form of Service Agreement for 1Line Service into the tariff's General Terms and Conditions, Section 46 – 1Line Service, allowing us to eliminate the administration of these agreements. Currently, 1Line users agree to the terms of this Form of Service during their initial login to the Customer Activities page. By adding the terms to the GT&C section of the tariff, customers will no longer be asked to accept the terms of the agreement when the Form of Service is revised or new business associates (BAs) are established. Our plan is to file the changes with FERC later this year. Any questions regarding this change may be directed to Jamie Taft at 713-215-2404.

WHAT IS A RETRO DAY?

The company processes each day that has any sort of retroactive activity as a "retro day". This activity may be a scheduling change, measurement adjustment, PDA change, etc. Because we are committed to providing current day allocation information as quickly as possible after the close of the gas day, we will process as many "retro days" as possible during the current midday batch process without affecting daily processes. Any "retro days" not processed during the midday runs will be processed during the nightly batch process.

2013 MAJOR CONSTRUCTION & MAINTENANCE SCHEDULE

The **2013 major construction and maintenance schedule** for Transco pipeline projects is now available on 1Line. Some of the planned work will temporarily affect IT and secondary FT transportation services. The dates and duration of the planned work is subject to change. We will revise the maintenance schedule as updated information becomes available. If a maintenance activity is expected to affect the availability of transportation services, additional information will be posted prior to commencement of that activity. The 2013 schedule is displayed in an enhanced format in response to customer suggestions.

TIPS AND TRICKS FROM YOUR REPS

▶ **Andrea Beltran**
Customer Services Rep

"Customized language inserted in the Recall/Reput Terms or the Terms/Notes sections of a capacity release offer may require the offer to be manually reviewed and approved by a Customer Services Rep. Please submit these offers well in advance of the deadlines to allow time for approvals."

▶ **Tiffany Wagner**
Transportation Services Rep

"On the Retro Request List page in 1Line, you can submit multiple approvals at once. Click once on each of the stops you wish to approve (make sure they are highlighted), then select Approve from the Actions Menu to submit approvals for all stops at once."

▶ **Julian Arias**
Transportation Services Rep

"Did you know that you can **cross-reference** *shippers' pooling contract numbers from our Informational Postings page? This can be helpful when you are submitting pooling nominations and you are unsure of a shipper's contract and whether it is an IT or FT pooling contract."*
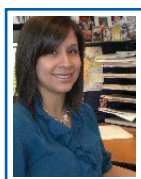
▶ **Angela Bradford**
Customer Services Rep

"Did you know you can check your available credit before submitting a bid? Once you Navigate to the Capacity Release > Bids page just click on the Action Menu > View Available Credit to display your credit on the screen."

▶ **Jordan Kirwin**
Transportation Services Rep

"In the confirmation screen, you can click on Show PDAs to effectively turn the page into the PDA page (instead of having to go through the navigation menu). That's a handy little checkbox!"

▶ **Michelle Nguyen**
Transportation Services Rep

"1Line has the ability to set up a Security Question. In the event a user forgets their password, they can reset it themselves. To do so, go to Navigation > Customer Information > Business Associate Contacts. Select the row with your User ID. Go to the actions menu and select "Edit". Under the section labeled "Security Information", the user can select a security question and then input a response. Make sure to select "Save" from the actions menu when complete. The next time you have two unsuccessful login attempts, you will be prompted with your security question instead of being locked out."

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
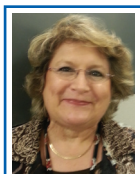
▶ **Diama Cortez**
Transportation Services Rep

"Did you know users can download an invoice into Excel? This handy tool allows users to create a spreadsheet with all the necessary components customized to meet their needs. This is especially useful if a user needs to load data into their company's accounting system."

TO DOWNLOAD AN INVOICE PACKET INTO EXCEL

The user must have the Billing and Invoicing View Role which is granted by a Business Associate's System Security Administrator (SSA). A web-based training class on these features will be offered soon. To download an invoice packet:

1. Follow the path: Navigation > Invoicing > Invoice.
2. Select the desired Accounting Period.
3. Select the Invoice Cycle Type.
4. Select Retrieve and the Invoice Packet will load.
5. Select the desired row. It should highlight in yellow.
6. Go to the Actions Menu > Create Invoice Data File. A message will appear stating "Downloadable report request has been submitted."
7. Select the row of the Invoice Packet.
8. Select Actions Menu > View Invoice Packet.
9. Select Actions Menu > Reporting Tool Packet View.
10. Click Retrieve. Your data file will appear. Once the information in the data file has been processed, you will see the Date File Status changes to "Success."
11. Open the .csv file and save to Excel by clicking on Download. A box will appear to open or save in Excel.

▶ **Phaedra Dinkins**
Transportation Services Rep

"Have you ever been unsure of which report to use? Check out the cross-reference that lists all the reports available on 1Line by the functional area. This handy tool also specifies the security role within 1Line needed to access the report and whether the report is available for data download into a .CSV file or available for subscription." The cross-reference can be found **here.**

"More than a dozen of the most commonly utilized reports are available for subscription. Instructions to set up a subscription can be found under the **Reports Training Module.** *Over 25 other reports are available in .CSV format and can be found using the Data Files Only filter on the Report Request page. All of the data within a 1Line page is now available to download. The .CSV and download of the pages both allow you to slice and dice the data according to your needs. A web-based training class on these features will be offered soon."*

All of the data within a 1Line page is now available to download.

VERIFY YOUR INFORMATION

Make sure your 1Line data is accurate and up to date. Remember the following:

▶ Ensure you are receiving important 1Line updates by confirming your address, e-mail and phone number listed on our Business Associates Contact page is correct.

▶ For security purposes, don't forget to update your user list when changes within your organization occur.

▶ Verify your payment preference with your **Transportation Services Rep**. To view your current election, log in to 1Line and click Customer Activities > Customer Information > Business Associate Details.

▶ If your bank account or payment address has recently changed, touch base with your **Transportation Services Rep** to confirm that we have your correct information on file.
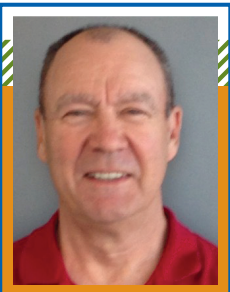
▶ FLOATING OFF INTO THE SUNSET

After more than 35 years working for the Transco pipeline, Marketing Services Rep John Gallerano is retiring in April 2013.

However, even though he is retiring, that doesn't mean he's going to be sitting still.

"My plans for retirement are tennis on Mondays, golfing on Tuesdays, bowling on Wednesday, fishing on Thursday, kayaking on Fridays, entertain guests on Saturday and church on Sundays," says John.

John started with Transco in 1977 in Gas Control, then made his way over to Scheduling. He remembers (but doesn't miss) the days before computers when nominations were completed manually.

"That was the biggest change I remember," he says. "We used to process noms manually. I had a desktop with papers stacked from the floor to the ceiling. Once computers came along, that took a huge burden off everyone's back."

John recently bought a boat and a place on the lake. He says he's been looking forward to retirement for months and finally believes he is ready.

Manager Terry Fitch says, "John has been an institution here for a long time. His sense of humor and his dedication to helping customers is a model to us all and he will certainly be missed."

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:

Memorial Day
Monday, May 27, 2013

Independence Day
Thursday, July 4, 2013

Labor Day
Monday, September 2, 2013

Columbus Day
Monday, October 14, 2013

Veterans Day
Monday, November 11, 2013

Thanksgiving Day
Thursday, November 28, 2013

Christmas Day
Wednesday, December 25, 2013

SUGGESTIONS?

Help us make your 1Line experience second to none. Do you have a suggestion of how we can improve 1Line? If so, please share your thoughts with your **Transportation Services Rep.** We sincerely appreciate your feedback as we strive to make 1Line the most user-friendly, effective EBB in the industry.

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.**