

# 1LINE *in* FOCUS

Tips & Updates for 1Line Users

[1LINE.WILLIAMS.COM](http://1LINE.WILLIAMS.COM)



## ▶ 1LINE OUTAGE EXPERIENCED JULY 15 & 16

We apologize for any inconvenience caused by the recent 1Line service outage our customers experienced the afternoon of July 15 and the entire day on July 16. We know you depend on 1Line to conduct your business with Transco and you expect it to be reliable. That is our expectation as well. We are determined to identify the cause of the outage and take the necessary steps to ensure it does not happen again.

In the more than 10 years that 1Line has been in production, one thing we've learned is that the tool can always be better. We intend to learn from this incident and continue to improve the system so that it exceeds our users' expectations. If you have any questions about the outage, feel free to contact your Transco [Transportation Services Representative](#).

Thank you for your business and your patience.

**Jim Moore**  
Vice President, Transco Commercial

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### CONTACT

1-800-248-0404

#### Scheduling Desk

1-888-210-8475

**MARKETING SERVICES DIRECTORY** [Click here.](#)

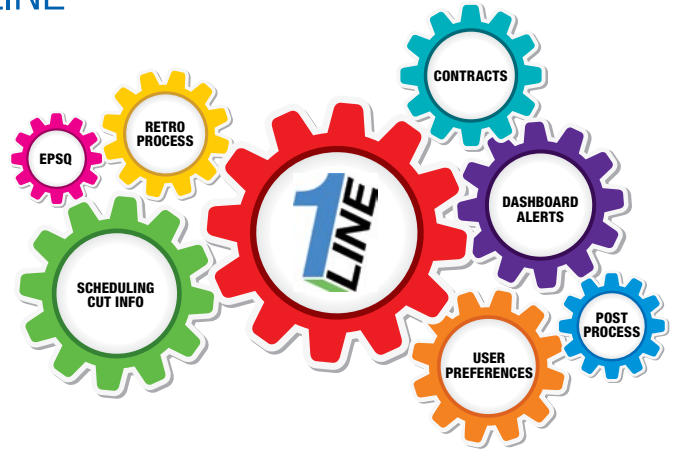
**NOT SURE WHOM TO CALL?** [Click here.](#)

## USER FORUM FEEDBACK IMPROVING 1LINE

A group of 21 Transco pipeline customers, representing all segments of the industry recently attended a two-day 1Line user forum event in Houston 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 1Line system's existing features.

*“It was a great opportunity for customers to share ideas, provide feedback and to help prioritize some 40 additional customer requests for enhancements to 1Line,” said Melissa Casey, Transco Transportation Services / 1Line Director. “The message was very clear that 1Line is an important tool for our customers and they want to see it continue to improve.”*



Forum participants were asked to review a comprehensive list of enhancement requests and provide input on the importance and impact of each item. In response, Williams has begun prioritizing enhancements for implementation in 2015.

### SOME OF THE ENHANCEMENTS DISCUSSED DURING THE 1LINE USER FORUM INCLUDE:

- 1 Make it easier to find pooling mismatches (supply to market and market to disag) and including cut reasons on the pooling page.
- 2 Automate the approval of overrides to the EPSQ (Elapsed Prorata Scheduled Quantity) & evaluate EPSQ at a location level.
- 3 Streamline and improve the Retro & Post Cycles.
- 4 Provide an additional tab for a total of six tabs.
- 5 Add transportation contracts to the contract cross reference list currently on the EBB.
- 6 Improve Scheduling view page to include a new scheduling cuts quick view, as well as a monthly view of scheduling cuts in a data file.
- 7 Add additional parameters to the Shipper Imbalance Daily Report so it can be run for a specific day or range of days.
- 8 Email/Alert for Operators when measurement changes.

### SOME OF THE ENHANCEMENT REQUESTS THAT ARE BEING CONSIDERED FOR THE NEXT COUPLE OF YEARS INCLUDE:

- 1 Providing a warning if a nomination exceeds MDQ.
- 2 More flexibility in Post and Retro cycles regarding Pool tolerance.
- 3 Cross reference tools in 1Line to look up user names and phone number for business parties based on role, contract number or Business Associate ID.
- 4 Provide the ability for shippers to rank across contracts to minimize cuts.
- 5 Enhancing the graphical maps to allow more zoom, view capacity constraints for a nomination path or to view construction jobs to see potential impacts.
- 6 Confirmation mismatch screen for shippers.
- 7 Master Contract concept.

The company will continue to consult with the 1Line User Forum group to verify and prioritize future enhancements to 1Line and to keep customers informed on the status of customer requests for enhancements.

## CUSTOMER FEEDBACK FOLLOWS LAST 1LINE RELEASE

Customers have provided positive feedback following enhancements that Williams implemented in response to last year's 1Line User Forum. Some of the enhancements prioritized by last year's 1Line User Forum and implemented during the past year include:

- 1 Messages/Communication.
- 2 Ability to customize My Dashboard.
- 3 Improved message content to include more details (especially the scheduling cut emails).
- 4 Auto approvals when shipper is the operator for Pool Auto Disagg, storage transfers, and transportation trades.
- 5 Daily invoice details available to download.
- 6 Meter(s) to Nominatable Location Report and Page.
- 7 User Preferences.
  - a. To automatically load up to 5 pages upon login.
  - b. Specific filters on 11 pages can be set.
- 8 Link to Maintenance Schedule on Info Postings page and My Dashboard.
- 9 Action to print from Rate Calculator and ICTS Validation pages.
- 10 My Dashboard enhanced to include Transportation Service Representative's AOL IM and their designated backup.

### WOULD YOU LIKE TO GO PAPERLESS?

Did you know that we offer an electronic version of 1Line invoices? When the final invoice is available an email is sent making online invoices available immediately instead of the several days it takes for the paper invoice to arrive via U.S. mail. Contact your **Transportation Services Rep.** to get set up to receive invoices online.

### WHAT WE ARE HEARING

*"I really like the improved emails for cut notices. That helps a lot on the weekends when checking cuts away from your computer. Keep the improvements coming!"*

*"I love the new feature of submitting an auto pool disagg!"*

*"We find the parent/child measurement page very helpful!"*

*"Our accounting department found the Invoice Daily Transaction Data File very useful and is exactly what they needed to verify the monthly total on the invoice."*

## DID YOU KNOW?



### Karina Mayorga

Transportation Services Rep

“Want to know how much is flowing through our constraint packages for a particular cycle? Check out our *Swing Service Delivery Points & Delivery Constraint Points query* on the Portal. This can be found under the *Operationally Available Tools* on the information posting page. Click on *Queries* > select *Swing Service Points* > and select your dates, cycle and hit *View Report*. You can download or print the report.”



### Eva Zubel

Transportation Services Rep

Contract Rights Map – Scheduled  
Did you know that the *Contract Rights Map – Scheduled* page will show you how much gas is currently scheduled along your firm contract path, as well as any underutilized amounts in the different segments? Find this page by going to *Navigation* > *Contracts* > *Contract Rights* > *Maps* > *Contract Rights Map – Scheduled*. Then by clicking *View Segment Rights*, a graphical map will appear, on which you can see these quantities illustrated by hovering over the different layer indicators in your firm contract’s path. Pick and choose different *Layers* or select a *Specified Path* to make this tool even more specialized for your needs!

Additionally, updated training information is available on the *Contracts III – FT training module* that can be found on the *Informational Postings Page* > *1Line* > *Training*.

Example of a *Contracts Rights Map* showing the scheduled path.

### 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](#).

## DID YOU KNOW?



### Bob Symmank

Transportation Services Rep

Posted Trade Contact

Did you know that the trade contact appearing on the Posted Imbalance Page on the EBB can be updated on the Authorization to Post Imbalances page? To update your trade contact, go to the Authorization to Post Imbalances page by navigating Flowing Gas > Imbalances > Authorization to Post Imbalances, and then follow these steps below:

1. Select the correct Posted Trade Contact from the drop down;
2. Highlight the row that needs to be updated;
3. Right Click, then toggle the Auto Post to On/OFF, then On again;
4. Trade contact will now be updated for the next effective month. You can also set up different contacts for different contracts/rate schedules.

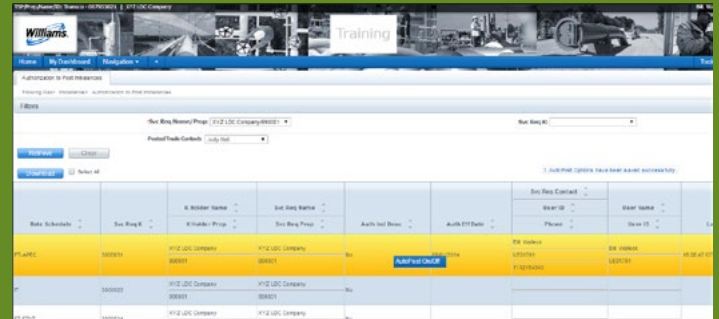


Figure 1-Change Posted Trade Contact Then Toggle On/Off, then On

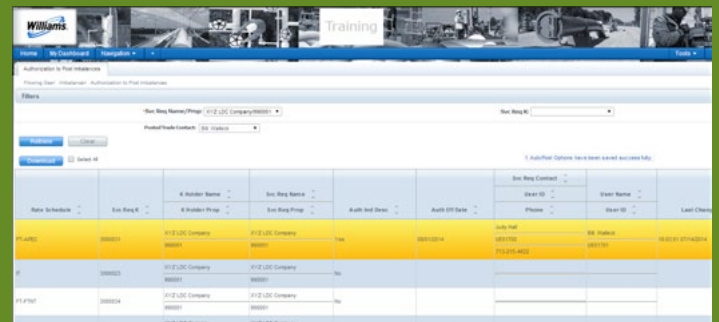


Figure 2-New Contact Updated

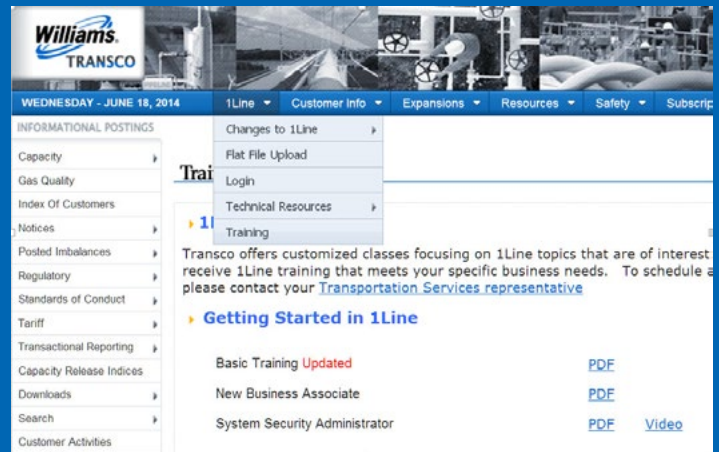


### Robbie Reyes

Transportation Services Rep

Training Materials Available

Did you know that there are 10 presentations on 1Line releases and services, 35 training modules (13 have videos), and a very useful FAQ at this [link](#) on the Informational Postings Page? If you have a question, chances are you can find the answer on the [Training Page](#) on the Informational Postings Page. Being relatively new to Williams, I have found these resources to be a valuable tool for training.



## DID YOU KNOW?



### ▶ Antelmo Mata

Transportation Services Rep

User Defined Report Name Available

*“Did you know that a **User Defined Report Name** is editable and available on the Report Request page to assist you in identifying your reports? Whatever Report name is input or defaulted in the User Defined Report Name will be the name shown on the Report List page. For example, if a user has several locations, they can change the Daily Location Allocation report name to be “Daily Allocation report for Location 1234567.”*



### ▶ Kerry Blodgett

Transportation Services Rep

Creating System Disaggregation Noms that Automatically Adjust

*Did you know if you are the owner of a pool and you are also the nominating party out of your pool, you are now able to set up your pooling disagg (TT08) with our new action **Submit Auto Disagg**? You will be able to set it and forget it because once this auto disagg is created, it will automatically adjust based on your own market nominations. To learn how to set up your auto disagg, please refer to this [training material](#).*



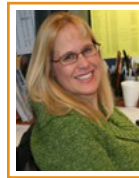
### ▶ Sean S. Xin

Transportation Services Rep

User Preference Tabs

*You can choose up to five preference tabs to appear on the home page after you log in.*

*Preset up to five tabs to automatically open when you log in. To set your default tabs, top navigation > Tools > My Preferences. Default tabs are available on the left-hand side of the page. The pages displayed are dependent on the Security Roles that were assigned by your SSA. After selecting all five tabs, click on Actions Menu > Save. Once you saved the preference, the next time you log back into 1Line, the five preference tabs will appear on top of the page.*



### ▶ Stacey Woolcock

Transportation Services Rep

New Daily Invoice Data File Now Available

*Did you know that Williams now provides 1Line invoices in a data file at the daily level (customers with “View Billing” role)?*



### ▶ Charles Taylor

Transportation Services Rep

LNG Facility Facts

*Did you know 618 cubic feet of natural gas vapor can be condensed into 1 cubic foot of liquid?*

*Did you know LNG tanks are kept at -258 degrees F?*

*Did you know it takes 200 days to fill a tank?*

*Did you know it only takes 10 days to empty a tank?*

*Did you know that the gas heaters reach temperatures in excess of 500 degrees F?*

*Did you know that the gas that exits the plant is 60 degrees F?*

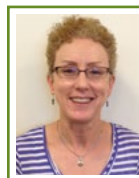


### ▶ Mike Ledford

Customer Services Rep

System Maps on Informational Postings Page

*Did you know that you can get System Maps on our Informational Posting page? Under Informational Posting, select Site Map, select System Maps (you will need to use your 1Line user ID and password to view maps).*



### ▶ Terri Bowman

Transportation Services Rep

Did You Know About the Summary Contract by Shipper Report?

*The report shows nominated and scheduled contract total by month or by day. It is located under the functional area titled Confirmations. You must have the Nominations View enabled in order to access the report.*

## GET READY – IT'S HURRICANE SEASON

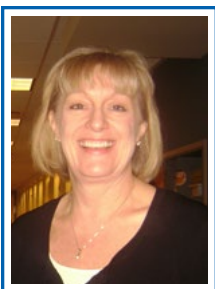
The 2014 hurricane season started June 1. Now is the time to begin preparing for the hurricane season. Be sure to review your plans, make a shopping list of food and medications that you have on hand and make sure that your vehicles are in good working condition. There are several apps, including The American Red Cross app, which you can download on your smartphone to help you prepare for severe weather. Apps can allow you to view real-time safety tools and information at your fingertips. Always be sure to make a plan, build a kit and stay informed.



## 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 that your address, email and phone number listed on our Business Associates Contact page are 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 Representative](#). 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 Representative](#) to confirm that we have your correct information on file.



## ▶ INTRODUCING DALE DAVIS: INDUSTRY STANDARDS CONSULTANT FOR WILLIAMS

Did you know that we publish a [NAESB Newsletter](#) on 1Line's Informational Posting page? You can subscribe and keep up to date on the latest and greatest happenings at NAESB from our very own NAESB expert...Dale Davis!

Dale Davis has been with Transco/Williams for 39 years. Some of the positions and departments that she has held include Customer Services, Regulatory Affairs (Mgr.), Transportation Contract Administration (Mgr.), Transportation Scheduling (Mgr.) and now Industry Standards Consultant representing Williams at GISB/NAESB for the last 18 years.

Within NAESB, Dale represents all the Williams pipelines, not just Transco, and she is one of five reps in the Pipeline Segment of the WGQ Executive Committee, Vice Chair of the WGQ Executive Committee, and Co-chair of the Joint Information Requirements/Technical Subcommittee. Dale has been quite busy the last few months working with NAESB to respond to the directives in the FERC NOPR issued in Docket No. RM14-2-000.

## ON THE MOVE



*Derrick Hughey, Bela Patel and Jamie Taft*

▶ We are excited to announce changes in our Commercial Operations and Rates & Regulatory groups effective June 14th. We will be adding two new faces to the Business Development team and one to the Rates & Regulatory group through key rotational opportunities.

**Derrick Hughey**, previously Business Development Representative III in Business Development transferred to Rates & Regulatory. Derrick is a 1998 graduate of Oral Roberts University with a degree in Finance. Derrick obtained his Masters of Business Administration in 2005 from Oklahoma State University and started with Williams in 2001 as a Trading Analyst. Derrick has a long tenure of performing the market intelligence function and will bring extensive knowledge and business acumen to his new role in Rates and Regulatory.

**Bela Patel**, previously Senior Regulatory Analyst in the Rates & Regulatory group, assumed the role of Market Intelligence Analyst III in Business Development. Bela is a 2006 graduate of the University of Houston with a degree in Finance. Bela obtained her Masters of Business

Administration in 2012 from the University of Houston. Bela joined Williams in August 2006 as part of the Professional Development Program starting initially in the Transportation Services group and has been in Rates & Regulatory the past four years. Bela will provide market intelligence for our business development efforts and she will also be responsible for preparing and editing presentations, reports, and filings in support of various groups within Williams.

**Jamie Taft**, previously North Team Lead in the Transportation Services group, joined Business Development as a Senior Business Development Representative. Jamie is a 2007 graduate of Texas A&M with a degree in Economics and minor in Business. Jamie joined Williams in June 2007 as part of the Professional Development Program starting initially in the Transportation Services group and spent a few years as a Customer Service Representative in Transco's Production Area before returning to Transportation Services. Jamie's primary focus will be the development of business opportunities within our producer community in the Northeast.

### 1LINE PLANNED RELEASE DATES

September 17th, 2014 & November 19th, 2014

Monitor the **"What's New"** and **"What's Coming"** feature on 1Line for details on items recently implemented or scheduled for release.

### REMAINING 2014 FEDERAL 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:

#### Labor Day

*Monday, September 1, 2014*

#### Columbus Day

*Monday, October 13, 2014*

#### Veterans Day

*Tuesday, November 11, 2014*

#### Thanksgiving Day

*Thursday, November 27, 2014*

#### Christmas Day

*Thursday, December 25, 2014*

### 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 Representative](#). We sincerely appreciate your feedback as we strive to make 1Line the most user-friendly, effective EBB in the industry.

### NEWSLETTER EMAIL 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](#).