

# Industrial Customer Summit

## Columbia Area

June 1, 2007

The Windermere Club  
Columbia, SC

# Topics of Discussion

- Welcome & Introductions
- Review Initial Months of Operation
- Review Customer Issues
- CGT Open Season
- Round Table Discussion

# After Open Access

*“I thought we were finished with you guys?”*

- Many served by agents or marketers
- May not be direct contractual customers
- You are the ultimate consumers of gas
- Support those people who “burn the flame”
- Want to help you be successful
- Benefits our state and regional economy

# Supporting Industrials

## How can CGT help you succeed?

- Understand your needs
- Role of gas in your production process
- How will we do this?
  - Customer visits
  - Industrial meetings
  - Listening and responding to your needs
- Your feedback allows us to tailor our services and information to best meet your needs

## Initial Months of Operation

- 7 full months as Carolina Gas
- 4 OFO's Implemented
- Generally positive comments from customers
- Continuing to improve EBB

# Customer Issues

## Recent topics of interest for discussion

- OFO's
- EBB Report Updates
- Open Season Update

# Operational Flow Orders

## OFO Activity to date

- All OFO's have been imbalance driven
  - Scheduled receipts < forecasted demand
- 4 Standard OFO's Implemented thus far
  - **12/8/06 – OFO for shorts** – Released 12/9/06
    - SNG had a type 6 from 12/7/06-12/8/06
  - **1/31/07 – OFO for shorts** – cancelled
    - Many shippers took corrective action and the weather forecast changed, allowing the OFO to be cancelled
  - **2/5/07 – OFO for shorts** – Released 2/6/07
    - SNG had a type 6 from 2/2/07-2/6/07
  - **2/14/07 – OFO for shorts** – Released 2/17/07
    - SNG had a type 6 from 2/14/07-2/17/07
- SNG also issued type 6 OFO's on 12/29/06 and 2/10/07
  - Type 6 OFO's are shipper imbalance OFO's

# OFO's

## How can you help minimize frequency?

- Nom what you think you will use each day
  - Not just an average for the month
- Make adjustments daily if necessary
- Utilize intraday noms when needed
- Make adjustments for unusual events such as plant shutdowns, system maintenance, etc...

# OFO's

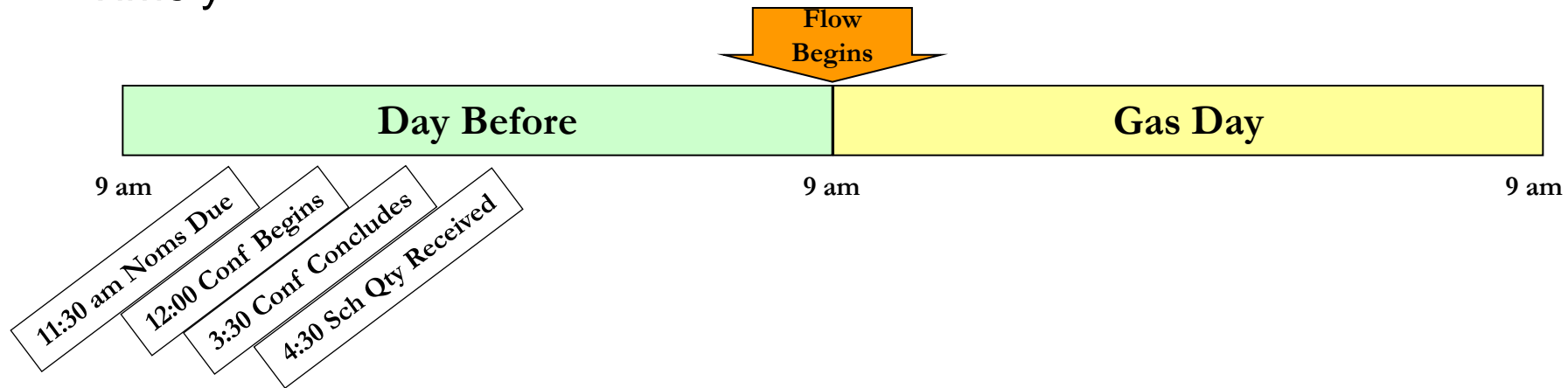
## Tools to help manage during OFO's

- FG060 – Intraday Snapshot Report
  - Report that shows the most current un-audited flows, current flow rate, and previous day volumes
  - At some points, this report is updated several times per day
    - This report can aid in determining if adjustments to flow rates or nominations are warranted
- 2 Intraday scheduling cycles
  - During an OFO day, you may adjust nominated quantities on the ID1 and ID2 cycles
- Nominate expected usage
- Review PDA Elections

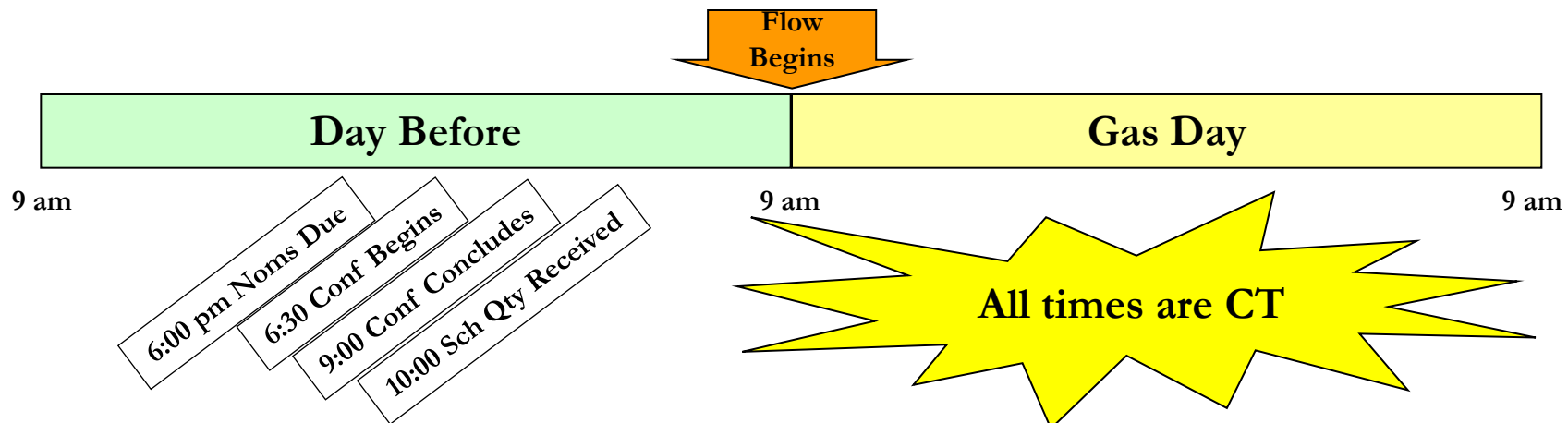
# Four Scheduling Cycles

## Two before the Gas Day starts

- Timely



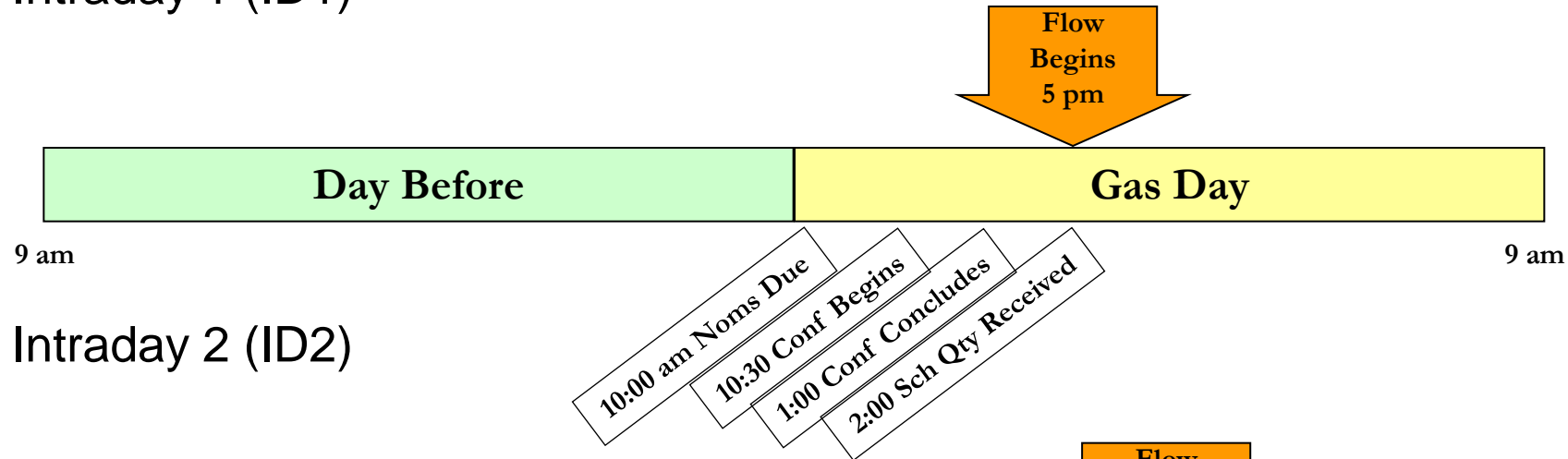
- Evening



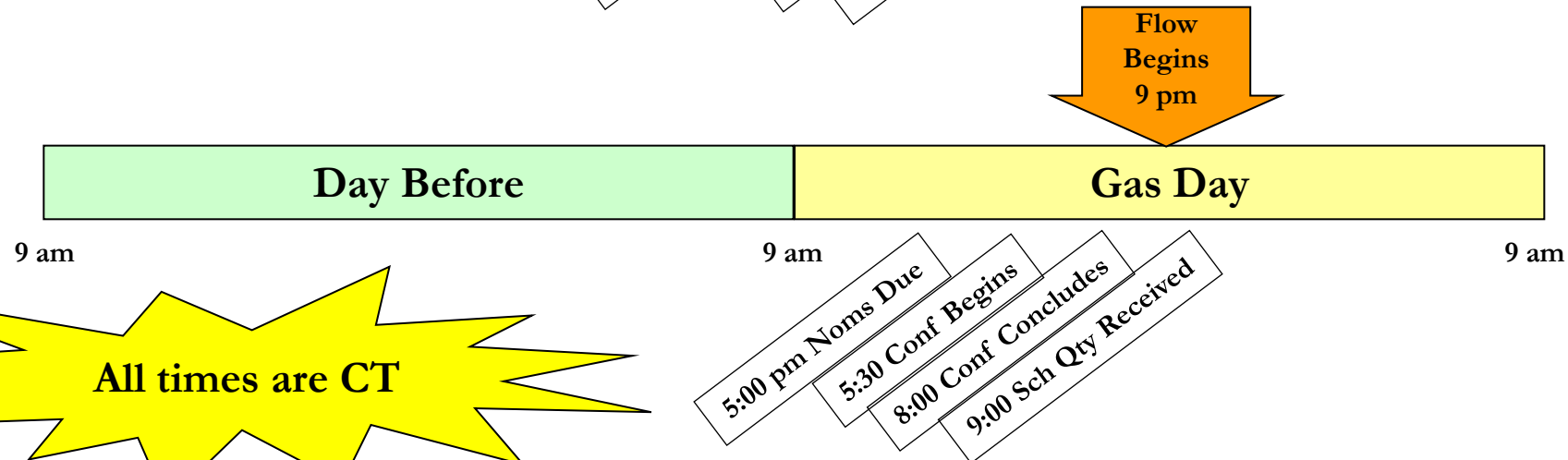
# Four Scheduling Cycles

## Two during the Gas Day

- Intraday 1 (ID1)



- Intraday 2 (ID2)



**All times are CT**

# EBB Reports

## Commonly Used Measurement Reports

- **FG060 – Intraday Snapshot Report**
  - Report that is updated throughout the day which contains un-audited flows, current flow rate, and previous day volumes
- **TA130 – Monthly Meter/Station Totals Report**
  - Report containing volumes (by meter) for a given date range by point operator
- **TA131 – Available late this month**
  - Report containing the same data as the TA130, but reformatted for easier viewing
- **FG040 – Gas Quality Report**
  - Report containing gas composition data including BTU and specific gravity at 4 points on the CGT system
    - Now available - ability to select a date range instead of a single gas day

# EBB Enhancements

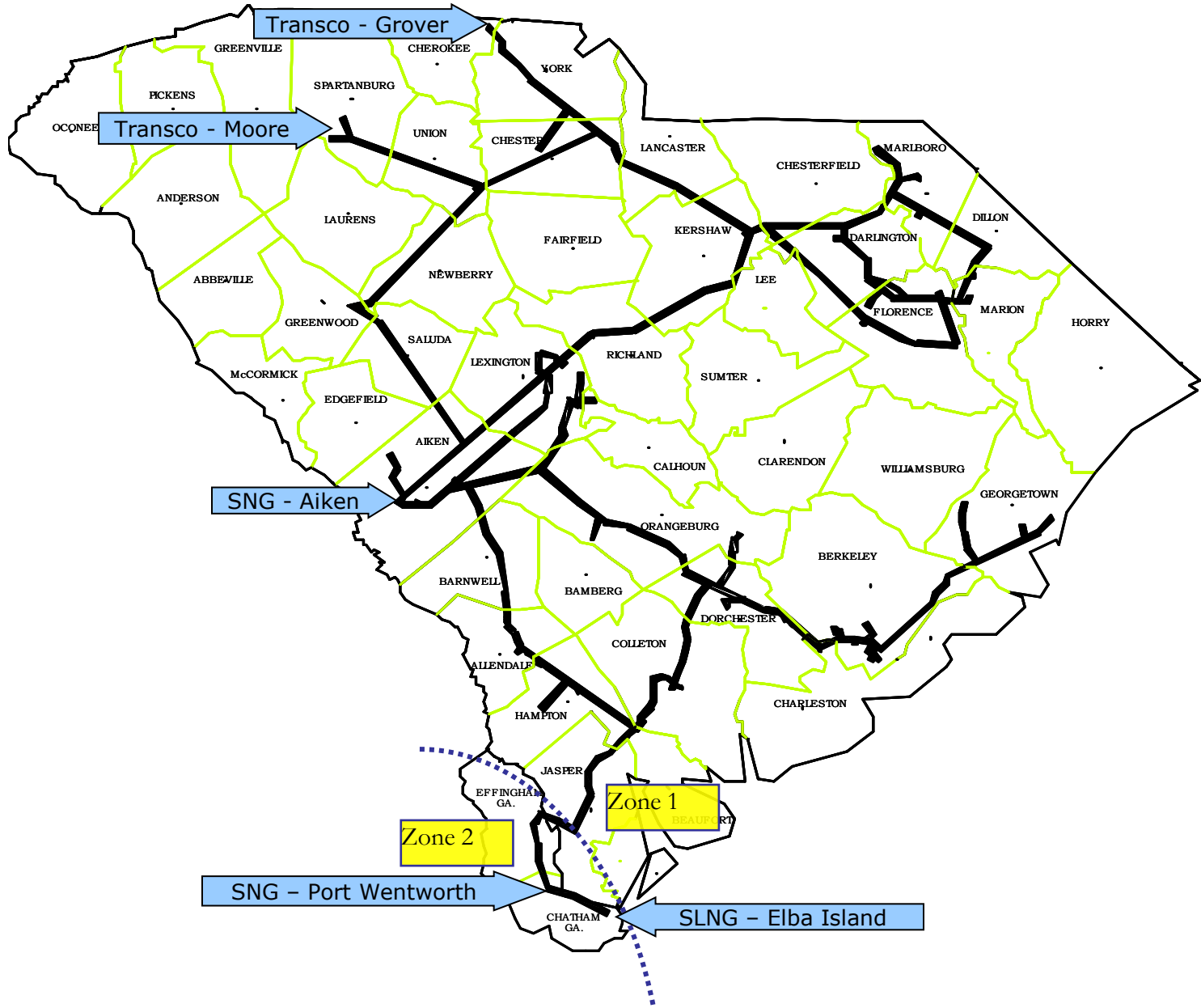
## Implemented & Planned

- Continual improvement objective
- CGT plans to have one release per month
- Recent enhancements include:
  - Several fixes related to capacity release
  - A new shipper imbalance report, FG051 - Shipper Imbalance Detail by Gas Day
  - An archive for expired notices
  - An "as of" date option has been added to many existing reports
  - FT overrun charges and maximization credits are now grouped together to make invoice presentation easier to reconcile
- More specifics related to future enhancements will be posted on the Internet Website later this month
- Future enhancements include:
  - New reports which were not required for initial operations
  - Updated prior period adjustment reporting
  - Ongoing improvements throughout all areas of the system

# Initial Months Operations

## Supply Issues

- Three primary receipt points
  - SNG Aiken
  - Transco Grover
  - Elba/Port Wentworth
- Transco Grover and Elba/Port Wentworth are essentially “fully subscribed”
- Increased access may require facilities



# Open Season

## What does the market need?

Announcement focused on three areas

- Existing system expansion needs
  - Residential growth in northern and coastal areas of state
  - Industrial growth for existing and prospective customers
- Supply Diversity Expansion
  - Increase access to Elba supply
- New Market Expansion
  - Interest from new customers in SC and surrounding regions
  - CGT is a viable option to serve both existing load and future growth

*Non-Binding Request Forms were due April 30, 2007*

# Open Season

## Why Now?

- FERC construction process can take 2 ½ to 3 years
- New Elba supply comes online in 2010
- Significant upstream capacity up for renewal in 2009 – 2012 timeframe
- Customer negotiations need to commence in early 2007

# Open Season

## Possible Impact on Interruptible Customers

- System facilities designed to serve FT
- IT service is only available to the extent system conditions allow
- Expansions could reduce availability of IT
- Good to have FT to serve critical loads

# CGT Customer Value

## What does a quarter buy on CGT?

- Access to wholesale gas markets via diverse supply points
- Ability to manage supply and commodity price risk to meet individual needs
- Dedicated pipeline capacity to ensure safe, reliable deliveries when needed



# Commitment to Service

Serve our existing customers well

- Renewed focus on customer service
- Proactive communications with customers
- Understand customer needs
- Help our customers be as successful as possible
- CGT grows as our customers grow

# Round Table Discussion

## How can CGT help you succeed?

- New or enhanced services
- Better or different information
- Training – On site or regional
- Review Feedback
- Other?

# Other Topics of Discussion

- Electronic Equipment Agreements
- Contacts for Meter Testing
- Explore opportunities to expedite access to CGT facilities located within plant gates
  - Orientations and Safety reviews can add up to 2 hours to site visits
  - Consider separate gated access to pipeline facilities
  - Your suggestions are welcome