



NGTL System and Foothills Pipelines Ltd.

Customer Operations Meeting

September 10, 2020



Welcome and Thank You for Joining Us

Participating via WebEx:

- Please sign-in through WebEx application including your full name and company
- To reduce background noise and improve audio quality, all WebEx participants will be placed on mute
- Please submit your questions via the chat function and we will answer them at the best possible opportunity

Forward Looking Information

This presentation includes certain forward-looking information. Statements that are forward-looking are based on certain assumptions and on what we know and expect today and generally include words like anticipate, expect, believe, may, will, should, estimate or other similar words.

The information provided is for informational purposes only and is not to be relied upon for any other purpose whatsoever. The information is based upon certain assumptions that may or may not be accurate, and therefore is subject to various risks and uncertainties. TC Energy shall not be liable for damages sustained as a result of any use or reliance on such information.

The outages listed in this presentation are not an exhaustive list. Outage date, duration, and impact may be subject to change. Refer to the Daily Operating Plan (DOP) for all planned outages with potential service impact.

**No
impact to FT**

Refers to outage periods where FT impact is not expected

**Potential
impact to FT**

Refers to outage periods where there is potential of FT impact

**Partial
impact to FT**

Refers to outage periods where FT impact is expected

Important Notes

- Outage information in this presentation (slides 11 to 18) is NOT applicable beyond the September 10, NGTL/Foothills Customer Operations (WebEx only) meeting
- For current outage information, please refer to the most recent Daily Operating Plan (DOP) on TC Customer Express
- This meeting will only cover operational topics related to the NGTL and Foothills systems. For information on Commercial and Regulatory topics, please contact your marketing representative

Our Focus During COVID-19

- Protect our teams, partners and communities
- Ensure no interruption to our customers
- Secure supply of critical equipment and services with our partners

Notice something is off?

Please reach out: [Marketing Reps](#) or 403.920.PIPE

Safety Moment - Boost Your Positivity

- **Practice Gratitude** – watch for things, big or small, that you are grateful for as you go about your day. Keeping a journal can help to make this a daily habit.
- **Be Mindful** – stay in the moment, rather than worrying about the past or what may come in the future
- **Savour Life's Pleasures** – enjoy the good stuff! Appreciate a great meal, a beautiful sunset, a visit with friends, or a relaxing evening.
- **Pay Less Attention to Negative Thoughts** – try to reframe negative thoughts and look for the positive in a difficult situation



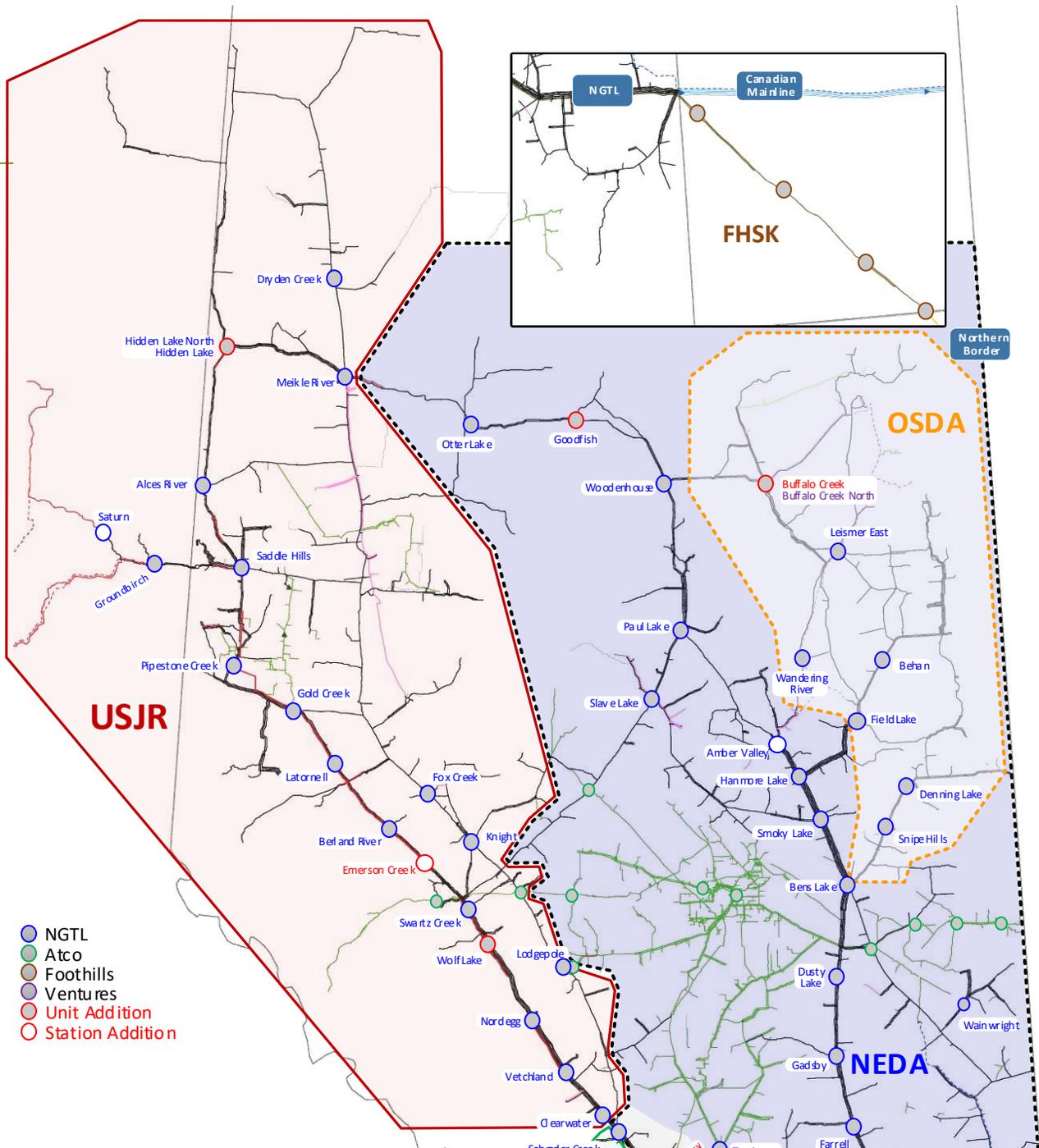
Agenda

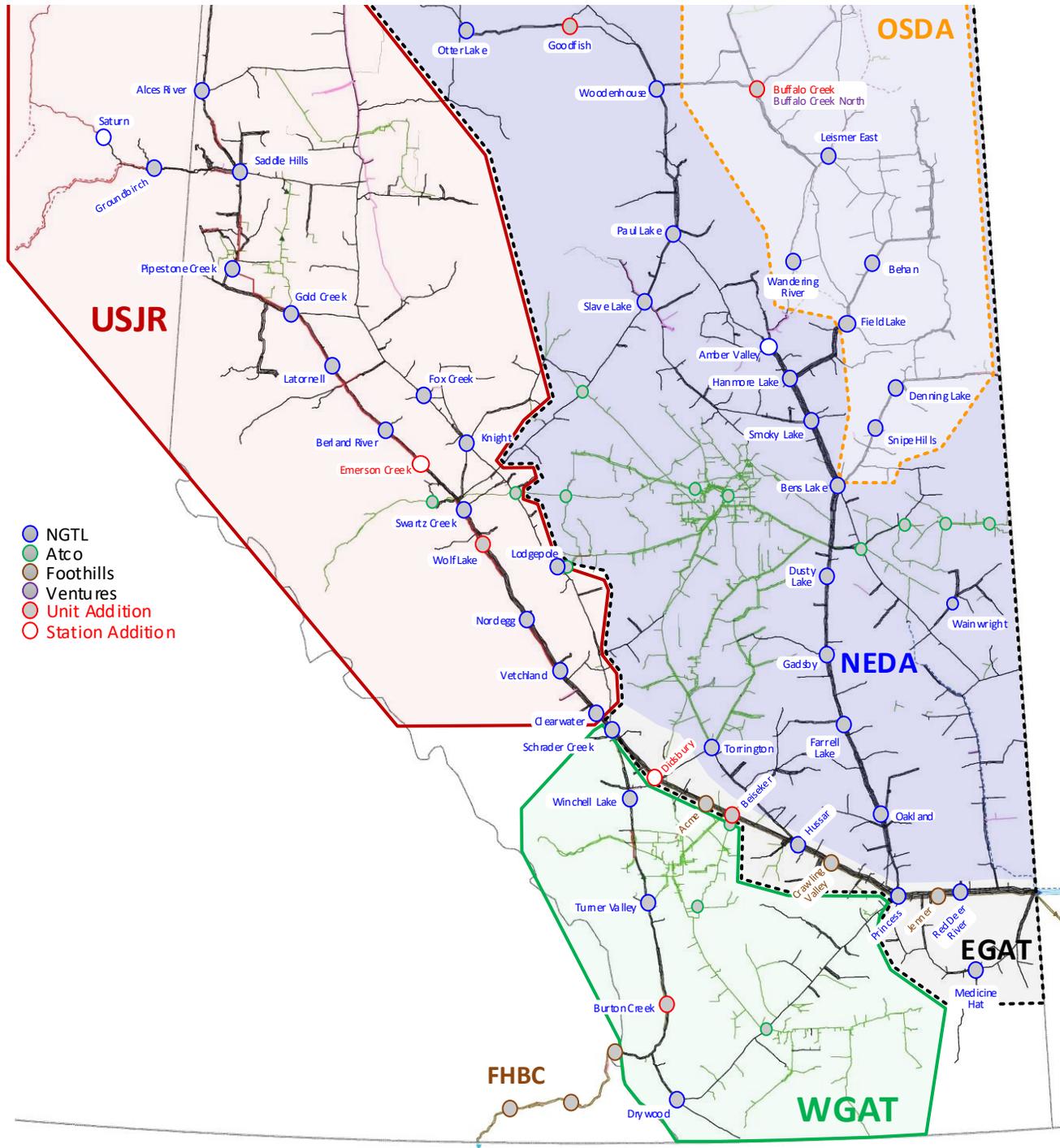
1. Review outages in Daily Operating Plan (DOP)
2. Enhancements to *mytccustomerexpress.com*: Bulletins
3. Enhancements to Contracting Self-Service Offering to Customers



2020 Outage Review

From DOP as of Wednesday, September 9





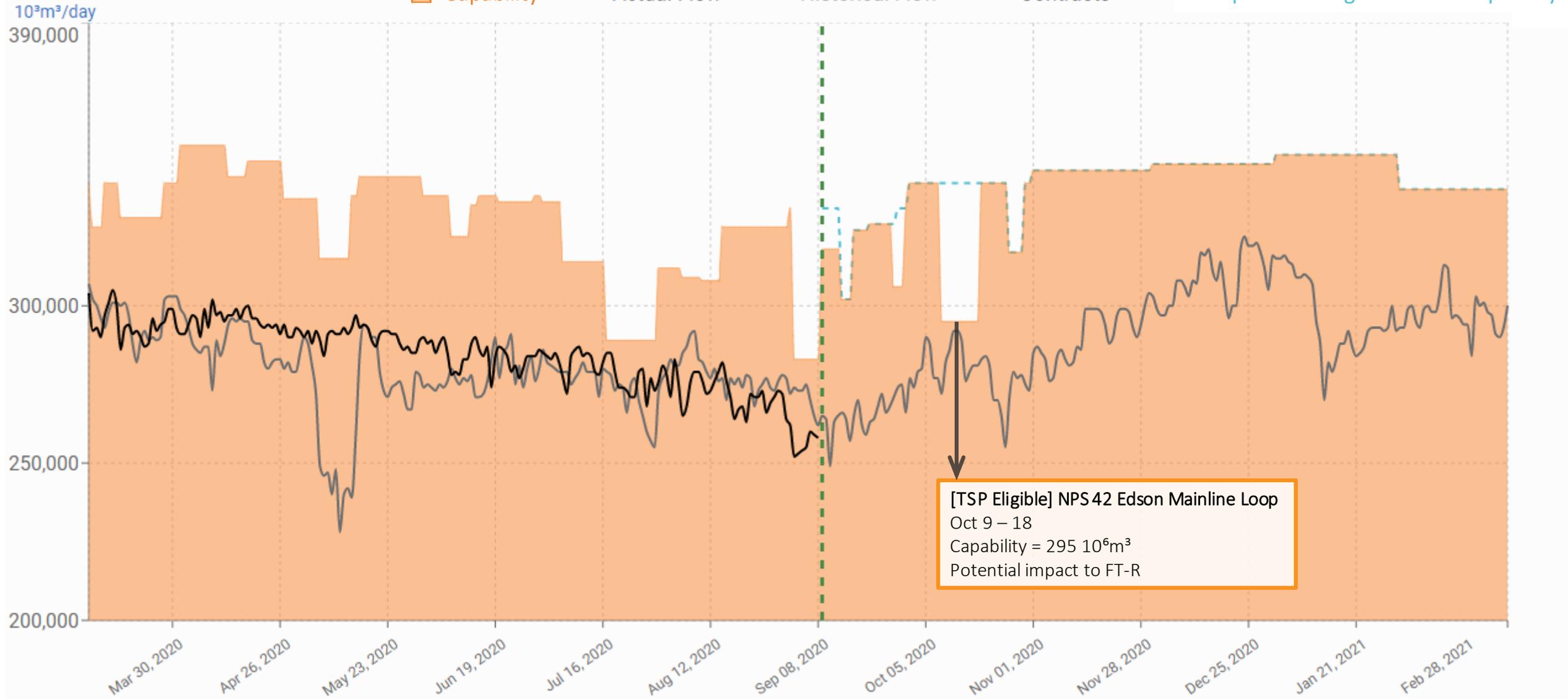
Publication: Compared to:

Sep 09, 2020

Aug 10, 2020

Upstream James River

Capability Actual Flow Historical Flow Contracts Compared to Aug 10 Posted Capability



This slide is NOT applicable beyond the Sept 10, NGTL/Foothills Customer Operations meeting on WebEx. Please refer to the DOP on TC Customer Express for current outage information

Upstream James River Receipt Area (USJR)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	End	USJR Outage Capability (10 ⁶ m ³ /d)	USJR Impact (10 ⁶ m ³ /d)	Area Outage Capability (10 ⁶ m ³ /d)	Typical Outage Area Flows (10 ⁶ m ³ /d)	Location/Area	Outage Description
15426874	SEP 9, 2020	SEP 13, 2020	318	13	174	140-180	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Gold Creek)	[TSP Eligible] Goodfish - Compressor Station Maintenance
15777973	SEP 14, 2020	SEP 16, 2020	302	29	265	240-260	Potential impact to FT-R Segments 2, 3, 4, 5, 7, partial 8 (Upstream of Wolf Lake), and partial 9 (Upstream of Lodgepole)	[TSP Eligible] Berland River - Compressor Station Maintenance
15778057	SEP 14, 2020	SEP 20, 2020	324	7	180	140-180	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Gold Creek)	[TSP Eligible] Pipestone Creek - Compressor Station Maintenance
15781939	SEP 17, 2020	SEP 27, 2020	326	5	152	125-145	Potential impact to FT-R Segments 2, 3, 4, and partial 7 (Upstream of Pipestone Creek)	[TSP Eligible] NPS 36 Western Alberta System Mainline Extension - Pipeline Maintenance
15871033	SEP 27, 2020	SEP 29, 2020	306	25	N/A	270-305	Potential impact to FT-R USJR	[TSP Eligible] Nordegg - Compressor Station Maintenance
17038417	OCT 9, 2020	OCT 18, 2020	295	44	N/A	270-305	Potential impact to FT-R USJR	[TSP Eligible] NPS 42 Edson Mainline Loop - Pipeline Maintenance
15714476	OCT 26, 2020	OCT 29, 2020	317	22	N/A	270-305	Potential impact to FT-R USJR	[TSP Eligible] Vetchland - Compressor Station Maintenance

This slide is **NOT** applicable beyond the Sept 10, NGTL/Foothills Customer Operations meeting on WebEx. Please refer to the DOP on TC Customer Express for current outage information

Oil Sands Delivery Area

Publication:

Sep 09, 2020

Compared to:

Aug 10, 2020

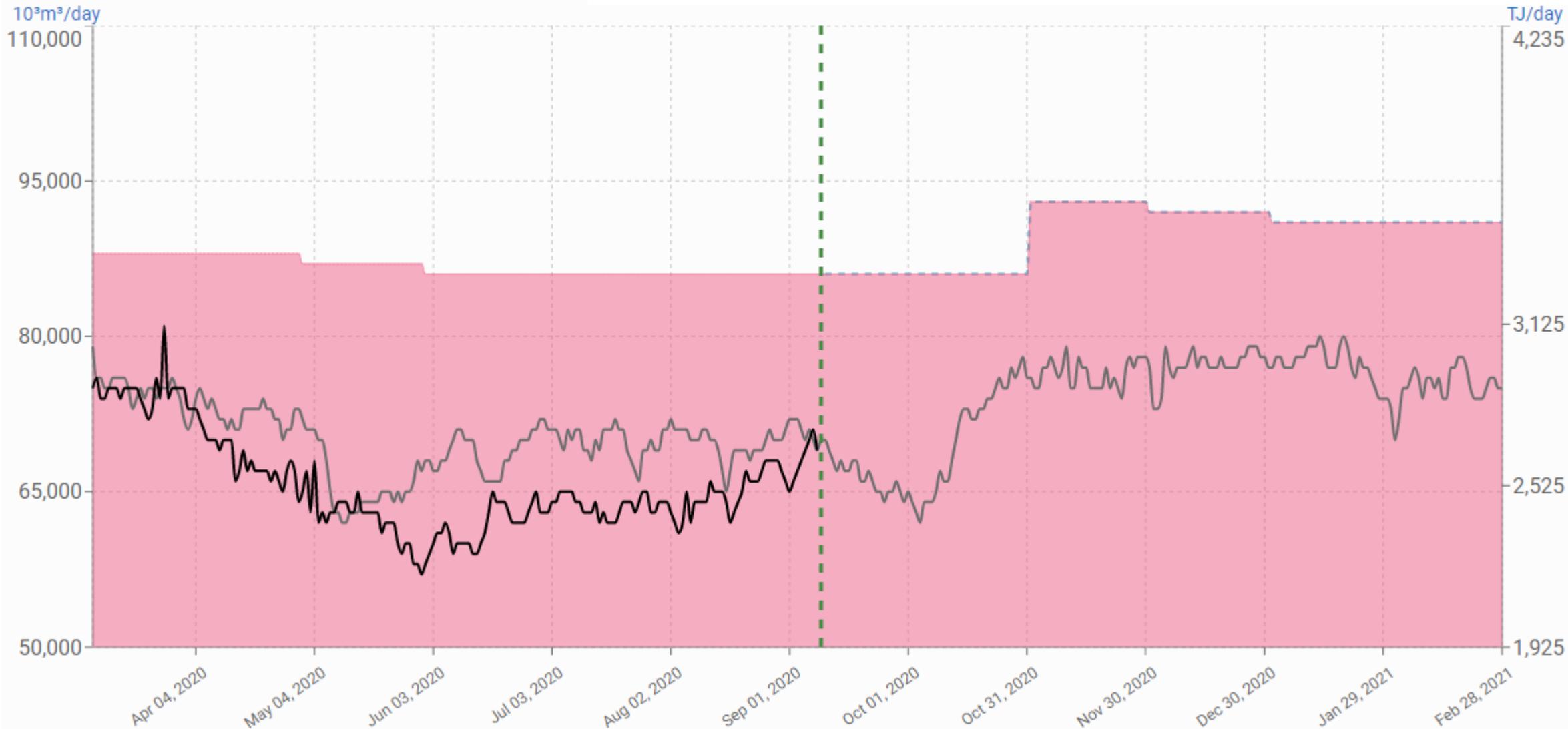
■ Capability

— Actual Flow

— Historical Flow

- - - Contracts

- - - Compared to Aug 10 Posted Capability



This slide is **NOT** applicable beyond the Sept 10, NGTL/Foothills Customer Operations meeting on WebEx. Please refer to the DOP on TC Customer Express for current outage information

Northeast Delivery Area (NEDA) Oilsands Delivery Area (OSDA)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

There are currently no outages planned with potential impact isolated to just OSDA and NEDA

East Gate

Publication:

Compared to:

Sep 09, 2020

Aug 10, 2020

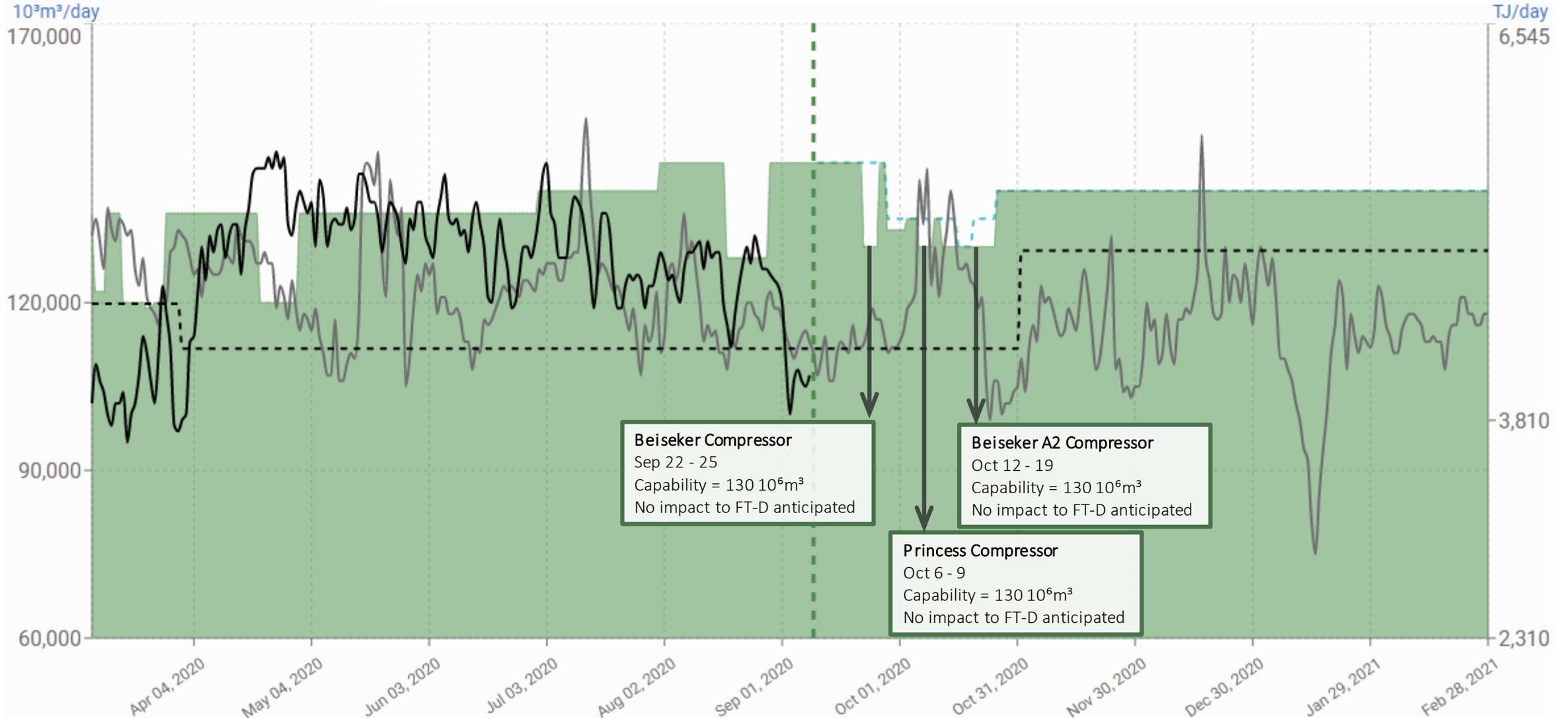
■ Capability

— Actual Flow

— Historical Flow

- - - Contracts

- - - Compared to Aug 10 Posted Capability



East Gate Delivery Area (EGAT) Foothills Zone 9 (FHSK)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	End	Capability/ Allowable (10 ⁶ m ³ /day)	Impact (10 ⁶ m ³ /d)	Service Allowable Location/Area	Outage Description
15695808	SEP 22, 2020	SEP 25, 2020	130	15	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	Beiseker - Compressor Station Maintenance
15714465	SEP 28, 2020	OCT 2, 2020	133	12	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	Red Deer River - Compressor Station Maintenance
15862705	SEP 28, 2020	OCT 25, 2020	135	5	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	NPS 42 Central Alberta System Mainline Loop - Pipeline Maintenance
15714463	OCT 6, 2020	OCT 9, 2020	130	10	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	Princess - Compressor Station Maintenance
16899071	OCT 12, 2020	OCT 19, 2020	130	10	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	Beiseker A2 - Compressor Station Maintenance
16898499	OCT 20, 2020	OCT 25, 2020	130	10	No impact to FT-D anticipated: Empress/McNeill Borders Segments 15, 16, 17, 18, 19, 20, 23, partial 21, and partial 28	Beiseker A1 - Compressor Station Maintenance
15786231	OCT 15, 2020	OCT 20, 2020	25		Potential impact to FT: McNeill Border Foothills SK	NPS 42 Foothills Zone 9 (Shaunavon to Monchy) Pipeline Maintenance

This slide is **NOT** applicable beyond the Sept 10, NGTL/Foothills Customer Operations meeting on WebEx.
Please refer to the DOP on TC Customer Express for current outage information

Publication:

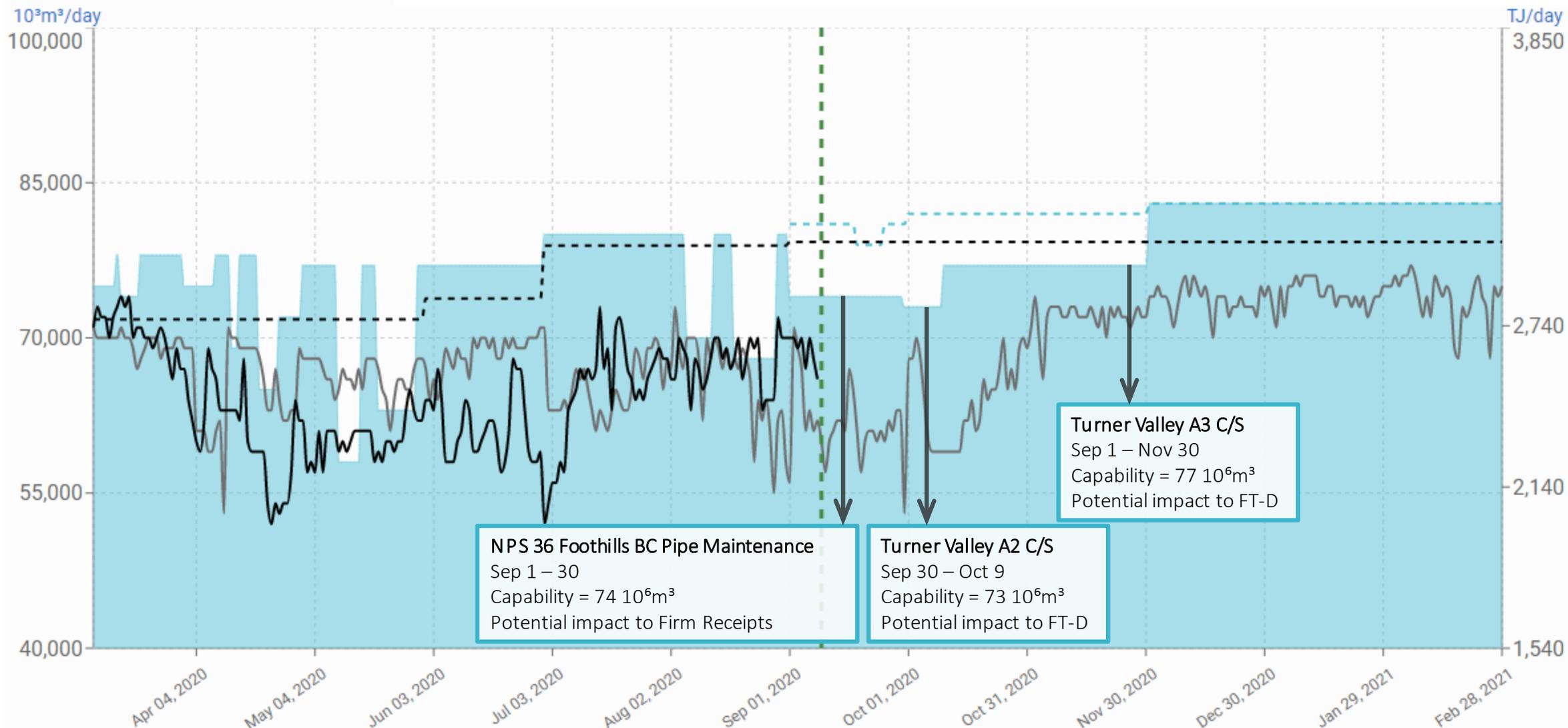
Compared to:

Alberta-B.C. Border

Sep 09, 2020

Aug 10, 2020

■ Capability — Actual Flow — Historical Flow - - - Contracts - - - Compared to Aug 10 Posted Capability



West Gate Delivery Area (WGAT) Foothills Zone 8 (FHBC)

No
impact to FT

Potential
impact to FT

Partial
impact to FT

Outage ID	Start	End	Capability/ Allowable (10 ⁶ m ³ /day)	Impact (10 ⁶ m ³ /d)	Service Allowable Location/Area	Outage Description
13638042	SEP 1, 2020	NOV 30, 2020	77	5	Potential impact to FT-D: Alberta/BC Border Segments 22 and partial 21	Turner Valley A3 - Compressor Station Maintenance
15695888	SEP 14, 2020	SEP 27, 2020	75	6	No impact to FT-D anticipated: Alberta/BC Border Segments 22 and partial 21	Burton Creek A2 - Compressor Station Maintenance
16659086	SEP 19, 2020	SEP 24, 2020	75	6	No impact to FT-D anticipated: Alberta/BC Border Segments 22 and partial 21	NPS 42 Western Alberta System Mainline - Pipeline Maintenance
15714474	SEP 30, 2020	OCT 9, 2020	73	9	Potential impact to FT-D: Alberta/BC Border Segments 22 and partial 21	Turner Valley A2 - Compressor Station Maintenance
16909769	SEP 1, 2020	SEP 30, 2020	74		Potential impact to FT Receipts Alberta/BC Border Foothills BC	NPS 36 Foothills BC - Pipeline Maintenance

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Please refer to the DOP on TC Customer Express for current outage information



Upcoming enhancements to *mytccustomerexpress.com*:

Bulletins

Retirement of NrG Bulletins (est. 1997)

TC Energy

BULLETINS

Welcome to the **NEW** NGTL/FH Daily Operating Plan and Bulletins communications. See the [Contact](#) and [FAQ](#) for assistance.

All Service Providers

Advanced

Showing 50 of 1584 results Result per page

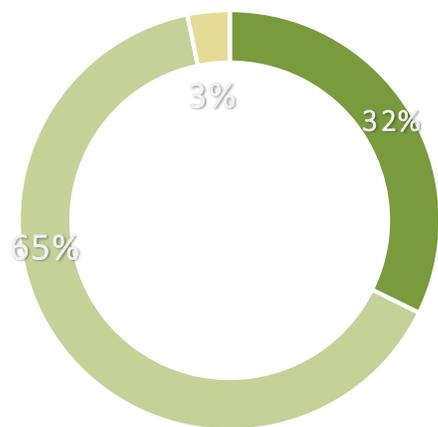
Service Provider <input type="button" value="v"/>	Notice Type <input type="button" value="v"/>	Submitted <input type="button" value="v"/>	Effective Start Date <input type="button" value="v"/>	Subject <input type="button" value="v"/>	
Mainline	Other	Sep 01, 2020 12:20 CCT	Sep 01, 2020 09:00 CCT	PALS Transactions - August 2020	view
Mainline	Other	Sep 01, 2020 01:52 CCT	Sep 01, 2020 09:00 CCT	NrG Bulletins now integrated into TC Customer Express	view
NGTL	Other	Sep 01, 2020 01:52 CCT	Sep 01, 2020 09:00 CCT	NrG Bulletins now integrated into TC Customer Express	view
NGTL	Capacity Constraint	Aug 31, 2020 10:59 CCT	Aug 31, 2020		
NGTL	Capacity Constraint	Aug 28, 2020 09:30 CCT	Aug 28, 2020		
Mainline	Maintenance	Aug 27, 2020 20:26 CCT	Aug 28, 2020 00:00 CCT	TC Energy Planned Maintenance Aug 28 - Sep 7 2020	view

Tips

- Refresh your browser (clear cache)
- Subscribe using your own email

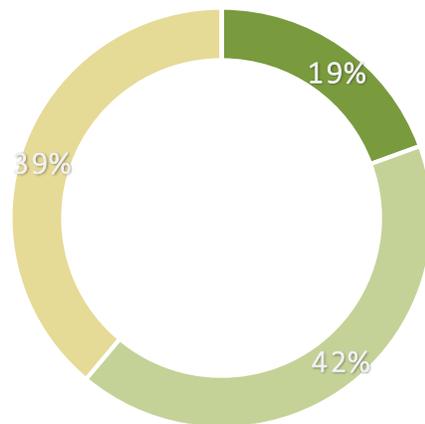
DOP 2.0 Evaluation | Your Feedback

Overall satisfaction



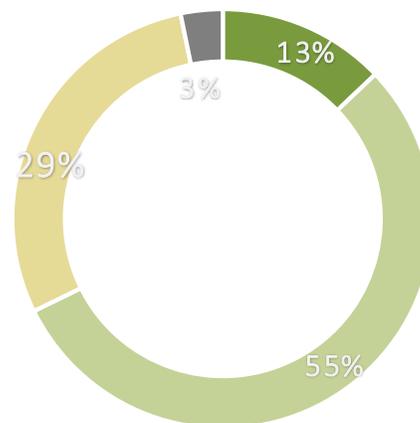
Very Happy Happy Indifferent Unhappy

Improved ability to forecast & plan



Strongly Agree Agree Indifferent Disagree

No longer need clarification on DOP



Insights

- **Overall satisfaction:** Marketers + Traders (~40% of responses) were most satisfied. 100% of Producers (nearly half of responses) were happy or very happy.
- **Better planning:** 69% of customers feel they can better forecast + plan for maintenance on NGTL (80% of Marketers, 60% of producers felt this way);
- **Less calls to TC:** 66% feel they no longer have to call TC to clarify our NGTL outage plan (100% of utilities, 80% of Marketers, 46% of Producers felt this way).

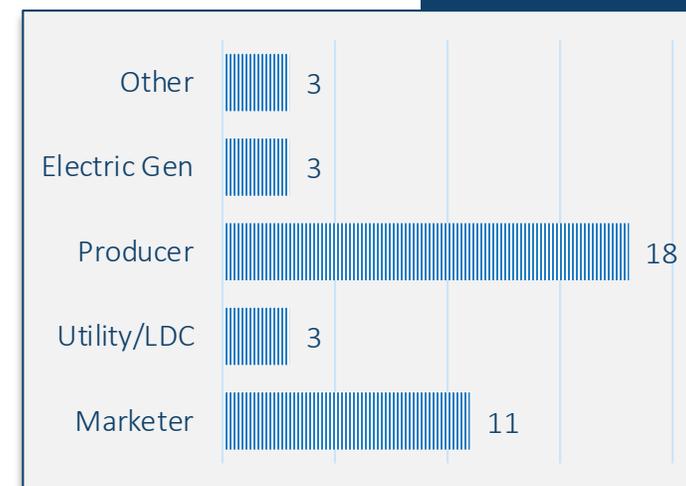
The large majority of indifferent responses came from the producers (54% of all 'indifferent' responses), while the most positive responses came from marketers/traders (81% of 'agree' or 'strongly agree').

For informational purposes only

Even better if...

- "Combine the dashboard and the DOP into a single function" and "align all reports into one concise report"
- "Add in FTR contracts into the charts"
- Chart + Plan Turnaround .csv download

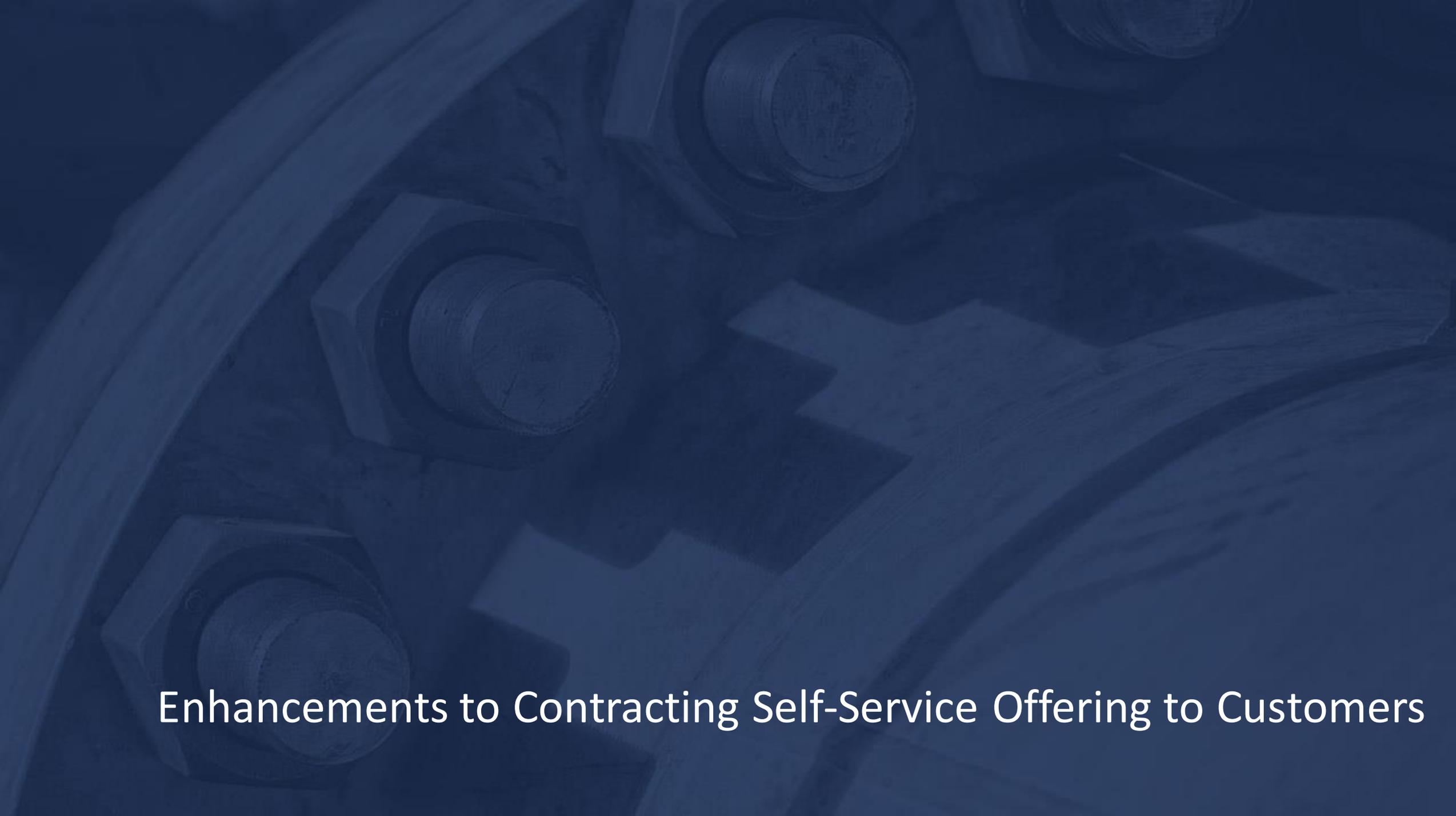
Respondents



Your experience...

How can we make our operations communication even better?

talk_to_us@tcenergy.com or [HERE](#)



Enhancements to Contracting Self-Service Offering to Customers

Enhancements to Contracting Self-Service Offering to Customers

- TC's Contracting and IS teams have partnered to deliver enhanced capability for NGTL customers by extending our self-service offering to customers for contract transactions.
- The new offering will include 5 transactions:
 1. Submit a request for early reversion of temporary assignments
 2. Cancel in progress early reversions
 3. Cancel in progress assignments
 4. Cancel in progress transfers
 5. Request consolidation of contracts
- A corresponding bulletin noting the enhancements was posted in August
 - This bulletin included information on Quick Reference Guides, and can be found [HERE](#)
- Please contact ngtl_contracting@tcenergy.com with any questions you may have

Contact information

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