Directory

LINK® What is It?

Features of LINK® Interface
Introduction to LINK®
LINK® - What is it?

- The LINK® Customer Interface System is a proprietary application owned and developed by Enbridge. It is the primary method by which most customers visualize and experience the company and its business.

- LINK® provides customer access to Contracts, Nominations, Scheduling, Allocation, Imbalance and Billing services for all of Enbridge pipelines, storage and gathering facilities. Data feeds various other applications including Real-time and Financial systems. LINK® also has an internal Business Intelligence portal based on the concepts of Big Data.

- LINK® meets FERC and NAESB requirements, programmatically enforces most tariff provisions and provides for over 200 SOX controls including those related to Security and Change Control processes. The system and these processes are audited by Internal, SOX, External and Joint Venture audit groups.

- LINK® is a web based application with over 4 million lines of code that is written in HTML5 programming language and incorporates more than 30,000 subroutines.

- There are approximately 300 internal and 3,300 external registered users of LINK® (not including those who manually retrieve public information from our website without being registered users).
LINK® CIS – What is it?

• LINK® is offered as a web based and mobile application. LINK® was the first EBB in the industry to offer a mobile version.

• LINK® is continually being updated with changes related to customer enhancements, business execution, regulatory and legal requirements, manual process automation, and break-fixes.

• To access the LINK® type the address https://link.spectraenergy.com into your internet browser.

• To access LINK® Mobile, type the address https://linkm.spectraenergy.com into your smartphone browser.
SET US Pipelines and Storage Facilities

- **FERC Regulated Pipelines**
  - Texas Eastern Transmission, LP
  - Algonquin Gas Transmission, LLC
  - Maritimes & Northeast, LLC - US
  - East Tennessee Natural Gas, LLC
  - Southeast Supply Header, LLC
  - Ozark Gas Transmission, LLC
  - Big Sandy Pipeline, LLC
  - Gulfstream Natural Gas System, LLC
  - Garden Banks Gas Pipeline
  - Mississippi Canyon Gas Pipeline

- **Intrastate Pipelines**
  - Brazoria Interconnector Gas Pipeline, LLC

- **NEB Pipelines**
  - Maritimes & Northeast, LP - Canada

- **Storage**
  - MHP Egan Hub Storage, LLC
  - MHP Moss Bluff
  - Saltville Gas Storage Company, LLC
  - Steckman Ridge, LP
  - Bobcat Gas Storage

- **Gathering**
  - Ozark Gas Gathering, LLC

We use one system for many business units to provide a singular customer experience, provide functionality across facilities, reduce training needs and make the most efficient use of business and technical support personnel.
Current State of the LINK® system

• **System Overview**
  - Singular Customer Experience through one flexible platform.
  - Industry leader with Continuous Nominations and Scheduling.
  - 24 hour access to EBB services.
  - Meets FERC, NAESB and SOX Requirements.
  - Offered as a web and mobile application.

• **Customer Support**
  - 24 hour customer support.
  - Training - over 3000 students trained in 425 training sessions since 2007.
  - 30 member users group to provide critical feedback and direction.
  - Over 93 major customer driven enhancements implemented over the last 9 years and numerous smaller enhancements.

• **Reliability**
  - Fully redundant system available in case of a disaster.
  - Project Management practices utilized.
  - Quality assurance processes in place.
  - Experienced staff with extensive business knowledge and development expertise.
LINK® is one application composed of many separate business processes designed in a Service-oriented Architecture that work in a converged manner to create a unified customer experience across our facilities. This architecture provides a competitive advantage by providing services only found in LINK®. For example, LINK®’s AABRC module provides for continuous nominations and scheduling.

* AABRC refers to the Aggregated and Algorithmic application of Business/Regulatory/Customer rulesets within and across facilities.
LINK® - What can it do?

- LINK® System home page (Top Side)
  
  **LINK® Learning** – Customers allowed to login with their production user id and password where access rights will mirror that of production. The region can be used to safely perform self training, what-if analysis, and business testing using a majority of LINK® functionality. This functionality includes security, nominations (including scheduling priority generation), confirmations, flowing gas, and capacity release.

  **LINK® Training** – Access the main site for LINK® training, which provides LINK users to view future training events, as well as the ability to register to attend those events.

  **LINK® Tutorials** – Interactive on-line tutorials that explain general features and specific topics such as Nominations, Confirmations and Capacity Release.

  **LINK® Helpdesk** – List LINK number and email address.

  **Contact Us** – List of helpful numbers while conducting business on SET pipes and storage facilities.

**LINK® Learning**

**LINK® Training**

**LINK® Tutorials**

**LINK® Helpdesk**

**Contact Us**
LINK® - What can it do?

**LINK® System home page** *(Application Support, LINK System Security, Critical and Non-Critical Notices)*

- **LINK Help Desk Information** – List of the phone numbers for LINK System support as well as the email address if need to send an email to LINK-Help Desk.

- **LINK® System Security** –
  - **Reset or Change Password** - Password can be reset or changed.
  - **Existing User** - Option to log into the LINK® System.
  - **New User (No LINK Id)** - Person has no link id and wants to become a Local Administration for the entity.

- **LINK® Tutorials** – Another way to access Interactive on-line tutorials that explain general features and specific topics such as Nominations, Confirmations and Capacity Release.

- **Today's Notices** – Critical and Non-Critical Notifications for current day.
LINK® - What can it do?

- LINK® System home page (LINK System)
  - Welcome – Default to welcome any link user to the Spectra Energy Transmission’s LINK® System Customer Interface.
  - The Board – The Board is used to display important information, events and opportunities.
  - Assets – Map that displays where assets are located within the LINK® System.
  - Weather – Options to view weather information, forecast high and low temperatures, cooling and heating degree days, and a link to the Weather Channel.
LINK® - What can it do?

- LINK® System home page (Training, Public Information)

  **LINK® Training** – Another way to access the main site for LINK® training, which provides LINK users to view future training events as well as the ability to register to attend those events.

**Forms, Tools and FAQs**
- **Forms** - Directions to download Service Request Forms for requesting Transportation and Aggregation Services.
- **FAQ** – List of frequently asked questions.
- **Tools** – Tools that allow us test and debug certain issues.

**Spectra Energy's Internet Site** – Website for Spectra Energy
- **Spectra Energy Transmission's Projects** – Link to detailed information about SET “New Projects”.
- **Other Useful Sites** – Useful sites such as Storage Facilities, Spectra Energy News Releases, FERC, NAESB, NYMEX, NESA, and INGAA.

**Credit Information** – Credit application for all business units, templates, and contact information.

**Email Notices** – Sign up to receive publicly available email notifications.

**Sign up to Receive Tariff Filings** – Register to receive tariff filings from our FERC Regulated pipeline and storage facilities.

**Appalachian Shale Supply** – Information regarding Appalachian shale supply interconnect program

**LINK® Mobile** – Learn to access LINK® screens via a mobile device
LINK® - What can it do?

- Facility Specific Page

**Menu Tree** – Access business functions in the system.

**What’s New** – Useful information about LINK® updates.

**Your Account Manager** – Display of who is the Account Manager for the specific Business Unit.

**Critical Notices** – Notices specific to the pipeline, storage or gathering facility selected.

**LINK® Training** – Another way to access the main site for LINK® training, which provides LINK users to view future training events as well as the ability to enroll to a class.

**Your Personal Profile** – Information of who you are logged in as link id, name, company, phone, fax, and email.

**Projects, Interconnects and Related LINKS** –
- **Projects** – Current projects for the SET pipeline, storage or gathering facility selected.
- **Interconnect Pipelines** – Web links to interconnecting pipeline websites.
- **Related Links** – Web links to other SET websites and sites related to the natural gas industry.
LINK® Favorites

- Manage Preferences and Add Screen to Favorites

Show Tooltips – Enable or disable hover help for fields and columns.

Show All Pipes – If selected, all pipes that the user has access to will be displayed along the top of the screen in addition to the dropdown.

Nom Processing – Allows a user to customize nomination processing. The “Nom Default End Date” allows the date range for nominations to be set from the begin date. The “Weekend Nom Default End Date” configures the begin and end dates to correspond to weekend nomination range when a Saturday is the begin gas date.

Favorites – Add a screen to your favorites list by selecting the star button at the top of the screen. Selecting the dropdown arrow next to the star will display all screens that have been added to favorites.
• **My Profile**

  - **Contact Information** – Contact information consists of name, phone, fax, and email addresses. E-mail notification will be sent to these e-mail addresses.

  - **Entities** – List all entities tied to the Link ID.

  - **Entity Roles** – List all security roles tied to the Link ID. If Link ID has more than one entity, click on each entity to view the security roles tied to the entity for the Link ID.

  - **Account Manager** – List all operational account manager tied to the Link ID by each business unit. Operational account managers can assist with any issues regarding operational section of the Link System. Some operational issues may consist of nominations, confirmations, flowing gas, etc.
Available Email Notifications

**Functional Area** – Ability to filter the Functional Area column of the grid.

**Email Description** – Description of event that will trigger e-mail notification to be sent to one of the selected e-mail addresses.

**Informational Description of Notification Type(s) that are highlighted green.**

**Subscribe Button** – After selecting notification type(s), clicking on this button will continue to the next step of the email process.

**The grid** (contains Sel, Functional Area, and Notification Type columns) – Able to select one or more notification types.
**Create Email Notification**

- **Contact Method**—Ability to select one or multiple email addresses to be assigned to a notification. (This is dependent on how you setup your “My Profile” page)
- **Business Units**—Select particular business unit(s) to receive email notification.
- **Svc Req Names**—Allows selection of multiple entities if your entity is involved in an Agency or Affiliation.
- **The grid**—Lists all specific notification types selected from the previous screen and the customized setup of each.
**LINK® Email Notices**

- **View Subscribed Notifications**

  - **Filtering Capabilities** – Filter by Notification Type, Business Unit, Contact Method, Svc Req Name, Functional Area, and Status.
  - **Suspend/Activite/Unsubscribe Buttons** – Ability to suspend, activate, or unsubscribe any selected notification type(s).
  - **Email Description** – Description of event that will trigger e-mail notification to be sent to one of the selected e-mail addresses.
  - **The grid** – Displays all notification type sign ups whether the status is active or suspend.
Texas Eastern Transmission

- Location: Gulf Coast to Northeast United States
- Length: 9,096 miles
- Capacity: 10,811 Bcf/d as peak day capacity; approximately 74 Bcf of natural gas storage
- Ownership Interest: 100 percent Spectra Energy Partners, LP
- Operator: Spectra Energy

With 9,096 miles of pipeline, Texas Eastern Transmission connects Texas and the Gulf Coast with high demand markets in the northeastern United States, supplying fuel for electric generation facilities and helping to meet peak-day demands. Texas Eastern can transport 10,811 Bcf/d and offers approximately 74 Bcf of gas storage. Texas Eastern also connects to East Tennessee Natural Gas and Algonquin Gas Transmission.

Texas Eastern offers connections to the mid-Atlantic and Northeast market, individual customer service and staff support, plus the largest volume capacity expansions. Spectra Energy owns the storage field near the town of Accident, Maryland, and partially owns the Pennsylvania fields near Oakford (50 percent) and Leidy (35 percent). The proximity of these storage fields to our chippers provides a great deal of flexibility. The depleted reservoirs in use at Accident, Oakford and Leidy allow for "one turn" per year (an inspection and withdrawal cycle that takes 12 months).

For assistance with operational problems or in an emergency, please call: Texas Eastern Transmission: 800-231-7794

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Informational Postings

- Contains regulatory, notification and informational pages.
  - Capacity Postings (Operationally available and peak day design information)
  - Gas Quality Information (Chromatograph Postings)
  - Index of Customers (Index of Firm Shippers)
  - Notices (Critical/Non-critical notices)
  - Posted Imbalances
  - Regulatory (Recent FERC Tariff Filings)
  - Standards of Conduct (Affiliate Information, Job Descriptions, Information Disclosure)
  - Tariff information (Excepts and complete tariff information)
  - Transactional Reporting (Postings of Capacity Release and Service Request transactions)
  - Entitlements Reporting (Segment capacity)
  - Gas/Electric Coordination (notices)
  - Gas Quality Collaboration (Information associated with Gas Quality Efforts)
  - Historical Downloads (historical data for Capacity, Gas Quality, Notices, and Transactional Reporting)
  - OBA Points (listing of OBA points)
  - Rate and Fuel Summary
  - Contact information (under other)
  - Downloadable forms
  - Search (Tariff search functionality)
Operational Available Capacity

- Operationally available meter capacity is posted after each batch validation process.
- For pipelines without a batch validation process, the information is posted on NAESB cycles.
- Provides operational capacity volume and nominations at critical meters.

![Operational Available Capacity Interface](image)
Operational Available Capacity

Texas Eastern Transmission, LP

Operationally Available Capacity

Gas Date: 1/5/2017  Cycle: INTRDY_2017-01-03_1300

Texas Eastern Pipeline Summary

Critical Notices
Show Table
Download CSV

*Operational capacities (Cap) are updated when material changes in underlying assumptions or outages occur.
*The nomination value (Nom) is the sum of ‘scheduled’ nominations in the scheduling queue.
*At various times, Texas Eastern may have capacity available for interruptible Park and/or Loan services at various points on its system and the operational flexibility to provide this service without detriment to firm customers or other interruptible services. Please contact your Marketing Account Manager for potential Park and Loan inquiries.
*Volumes listed on the Operationally Available maps are in MMTH/Day.
- PDF versions of tariffs can be found under Informational Postings/Tariff.
Features of LINK® Interface
Signing into LINK® Interface

- To log into a business unit, select Customer Activities in the menu bar. At this time you will be prompted to enter your user id and password before making your business unit selection.
- Once logged in, you will be directed to the LINK® homepage where you can make your business unit selection by hovering over the SELECT BUSINESS UNIT dropdown. LINK® Interface will allow you to access multiple business units without having to login separately each time.
Signing into LINK® Interface

- We recommend a screen resolution of 1920X1080 for the best visual experience.
- Web browsers supported include Internet Explorer 11 or higher, Google Chrome and Mozilla Firefox.
The lock dropdown allows new and existing users access to LINK® security module. The dropdown includes hyperlinks to reset/change your password as well as LINK® tutorials.
Once a business unit is selected, the user is redirected to the homepage of the business unit.

The menu tree is displayed as a dropdown and appears between the home and lock icons of the menu bar.

A search field is available to assist in locating menu items. The search field feature also includes a type-ahead for added ease of use and convenience.

The menu tree is collapsible by clicking the ‘X’ in the upper right hand corner.
Clicking the home 🏡 icon in the menu bar will direct you back to the LINK® homepage. To access the homepage of a business unit select 🏡 icon within the menu tree.
A type-ahead enhancement is available to several fields including the Svc Req Name and the menu tree search fields to make finding information easier. Typing the first 2 letters of the keyword will prompt a dropdown within the field. As the user types additional letters, the search will further narrow. Once the keyword appears in the dropdown, the user can either use the mouse to select it or use the arrow keys on the keyboard to make a selection. The type-ahead feature does not replace the lookup feature.
Icons are placed in the left hand portion of the screen to activate functions such as filters, exports, printing, related screens, favorites and screen preferences. These icons were designed to be clicked for activation rather than by hovering to prevent unintentional use. To identify the function for each icon, simply hover over it. (Note that the “Show Grid Filters” tooltip is available because tooltips were activated.)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter</td>
<td>Activates form and grid filters</td>
</tr>
<tr>
<td>Print</td>
<td>Prints to a PDF or native browser printer</td>
</tr>
<tr>
<td>Spreadsheet</td>
<td>Launches the grid directly into Excel</td>
</tr>
<tr>
<td>Arrow</td>
<td>Launches related screens</td>
</tr>
<tr>
<td>Star</td>
<td>Add screen to favorites</td>
</tr>
<tr>
<td>Gear</td>
<td>Set screen preferences</td>
</tr>
</tbody>
</table>
Show Grid Filters Feature

- Grid Filters are displayed on all screens to allow users to narrow a data search.

- To access the filter feature, select the icon in the upper left hand corner of the screen. Once selected, filters will appear in the grid and/or form portion of the screen.

- To remove the filters from the screen, unclick the button.

- To clear filters, click the icon or ‘X’ in the column heading.

- To save the filters, select the “Screen Preference” button which is found on the same row as the Select Grid Filters button and select Save Grid Filters. This will allow the user to leave the screen and return and access the same filtered data.

- To permanently remove the grid filters, select Screen Preference > Reset Saved Grid Filters.
Show Grid Filters Feature

**FORM FILTERS**

**GRID FILTERS**
Print feature

To print, select the icon in upper left hand corner of the screen. The data populated on the screen is displayed in a PDF format in a separate browser tab.
Export as CSV feature

To export data to a CSV, click the icon in the upper left hand corner of the screen. If multiple grids exist on the screen, a dropdown will appear requiring you to select which grid to export. Next, you will be prompted to select if you want to Open or Save the file. The data will be exported on to an Excel spreadsheet.
A user may also export multiple datasets into a single spreadsheet by selecting the “Export Grid” icon and clicking the “Clipboard” icon as shown below.

Next, you will be prompted to select if you want to “Allow Access” or “Don’t Allow” access to your clipboard. By clicking the “Allow Access” button, data is copied to the clipboard.
The next step is to open an Excel spreadsheet and paste data into the spreadsheet. The user may export numerous datasets within the same spreadsheet.
Go To Related Screens feature

The Related Screens button will navigate the user to screens related to the screen the user is presently on. The Related Screens icon appears in the upper left hand corner of the screen. By selecting it, the user can navigate to the related screen while transferring the data from the original screen to the selected related screen.
Add Screen to Favorites feature

The Add Screen to Favorites feature allows users to select and save screens that are most frequently used and save it under the Favorites ★ icon. This feature appears in the upper left hand corner of all screens. Once a screen is saved under the icon, a dropdown will appear next to it and any screen(s) saved under this feature is available to select to navigate to from any screen. The screen can also be removed from favorites by selecting the ‘X’ next to the screen.
Favorite screens can also be quickly accessed from any Business Unit’s home page. The favorites dropdown is located on the menu bar across the top of the screen. Selecting a screen from the dropdown will send users directly to the desired screen. The favorites dropdown mimics the Add Screen to Favorites dropdown located within each LINK® screen; so as a screen is added or removed, it will also update Favorites dropdown on the homepage.

Note that any screens saved as a favorite on any given business unit will appear for all other business units.
Screen Preferences

- With screen preferences, you can customize grid and form layouts by de-selecting and selecting fields. The LINK® Minimal Layout option can also be used to limit fields to those used by a majority of customers. A customer can also drag and drop columns to change their order.

- In the example below, the NAESB receipt and delivery information has been hidden by clicking on the fields which become highlighted in magenta and pressing “Done”. To make the fields visible again, re-click them and press “Done”.

![Screen Preferences](image-url)
Clock feature

The clock has been moved to the upper right hand corner of the screen. It will notify users as the batch job is approaching. Just as the current LINK® System clock changes colors as the top of each hour approaches, the new LINK® interface will also notify users by giving the message “Next Batch Job” and will give a count down from 5mins. While the Batch job is running, users will be notified with a Nom Batch Job running message. When the batch job is complete, the messages will disappear.
Error Messaging

Error messaging will appear above the top of the data form. It appears when an error message is encountered, or a submit action is performed, to ensure the message is seen. To eliminate the message, the user can continue working, or click the “x” on the right hand side of the message.
Service Requester Filtering

Users can filter at an Entity level on the Nomination screen by leaving the Svc Req K field blank. This allows the user to view all nominations for that Service Requester for the gas day or date range selected.

To do this, populate the Svc Req Name field and gas day or date range while leaving the Svc Req K field blank. This will display all nominations made by the Service Requester.
Grid Sorting feature

The Grid Sorting feature allows users to view their columns in ascending and descending order. LINK® provides two ways to do so:

1. The first sorting option is by clicking the Screen Preferences button followed by Grid Sorting. Next, select the column(s) you would like to sort. Once you have your selection, clicking the column heading once will turn it green, indicating it will sort in an ascending order. Clicking the heading twice will turn it red, indicating it will sort in a descending order. To remove the sorting feature, click the column heading three times and it will turn back to blue. Once your selection is complete, hit the “Done” button located next to the screen preferences button.

2. The second sorting option is by clicking the column heading for the column you would like to sort. Two arrows pointing in opposite directions will appear with the initial order sorting in an ascending order. When the column heading is clicked again, will sort it in a descending order. To remove the sort, select Grid Sorting from Screen Preferences and click the column heading 3 times followed by the done button.
The paging feature is the primary way to see large blocks of data. The arrows located at the bottom of the grid can be used to select the next group of rows, allowing for faster retrieval of data. The two inner arrows will allow the user to navigate to the next and previous pages while the two outer arrows allow to jump from the first and last page. To maximize the amount of rows that can be viewed on a page, the arrow up button in the lower right hand corner of the screen will collapse the form.
Adding New Records

When adding new records to the grid the system will place the new record at the top of the grid.
DTH/GJ Toggle feature

A feature to toggle between dekatherm and gigajoule allow the user to easily switch between the units of measurement. To move between the measurements, select the button marked either DTH or GJ in the upper left hand corner of any MNCA screen. The screen defaults as GJ but when the button is selected, it will convert the quantities on the screen to DTH. To switch back to GJ, click the button once more.
The “Show All Pipes” feature provides users the ability to have all business units with security rights available for use immediately upon logging into LINK®.

To select this feature, log into any business unit and select Favorites in the menu tree > Manage Favorites & Preferences, check the box next to Show All Pipes and press “Submit”. Once selected, the next time the user logs into the LINK® System, the menu bar will display all business units the user has access to.
Same Screen Access

- If logged into all business units, the system provides the ability to stay on the same screen while moving between business units. In the example below, if a user is in the nomination screen for TETCO, they can simply click on AGT in the blue business unit bar to access the nomination screen for that business unit. By clicking on TET, they can return to the nomination screen on TETLP. This feature will not overlay another screen that has been already opened for a business unit.
Separate Data Windows

Users have the ability to launch separate data windows, new sessions for screens, or launch multiple versions of the entire application. A user can open a screen as a new tab in the same browser, or as a new browser window. They can also use the new session option.

![Image of Link System Customer Interface showing separate data windows and new session options.](image-url)
Search feature

The Ctrl + F feature may be used to locate specific data on a screen such as a meter. This feature can also be found by activating the menu bar on your browser and selecting Edit > “Find on this page.”
Tooltip feature

Tooltip allows the user to hover over certain fields and receive information regarding that field. To select this feature, log into any business unit, select Favorites in the menu tree > Manage Favorites & Preferences, check the box next to Show Tooltips and press “Submit”. Once selected and submitted, the user will immediately be able to receive tooltips.
The Informational Postings site is accessible from the LINK® homepage and in the menu tree of all business units.
Session retention

When a user logins into a LINK® business unit, that creates what is called an application session. Functionality within LINK® allows multiple application sessions to be created within the original application window, as well as other windows that are opened. If a user leaves one business unit for another, the original session will continue without disruption.

If the user clicks on the overall LINK® home menu icon with business unit sessions activated, the business units will be removed from the blue activity bar. However, the application sessions can be restored without disruption by clicking on “Customer Activities (Login)”. When clicked, the business units will reappear on the blue activity bar with the application sessions just where they were left.
The LINK ® System can be used on a tablet device such as an iPad without any additional software. Since tablets (including an iPad) function differently than a traditional computer, there are some functionality changes which include:

- Lookup windows are accessible by moving the cursor to the desired field and then holding the cursor down. Please note that lookup fields are highlighted with an asterisk throughout LINK®.

- Features such as Grid Filters and Screen Preferences are activated by first “pressing” the feature button down. When the feature button grays out, then double tap it.

- The print button will pull up the selected screen in PDF format in a separate web page. To print, hit the share icon on the PDF web page and any Wi-Fi printer connected to the same network will print the selected screen.

- The export grid feature is available as long as the user has a CSV capable application downloaded to their device.
Title names of List screens

To display the title names instead of the URL of the List screen popups within Internet Explorer, a security setting must be changed. To enable the setting, select Tools > Internet Options > Security tab > select Trusted Sites > Custom Level to open the Security Settings – Trusted Sites Zone window. Next, scroll within the settings matrix and click “Enable” on “Allow script-initiated windows without size or position constraints”.

![Image showing the steps to enable the setting](image-url)