NATIONAL FUEL GAS DISTRIBUTION CORPORATION

TSS OPERATIONS MANUAL

Revised February 2023

Note:

Information contained in this manual is meant to be used as a reference.
It is not designed to supersede information contained in the GTOP or Tariff.

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A. TSS OVERVIEW

Welcome to the National Fuel Gas Distribution Corporation (NFGDC) Transportation Scheduling System (TSS). Utilizing the Internet, this system provides Pool Operators with a live platform for scheduling deliveries of gas to end-users on NFGDC.

This manual provides an overview of features within the TSS that are common to all TSS users, regardless of what roles are assigned.

B. WHO TO CALL FOR HELP

For assistance with day-to-day operations contact the Transportation Services Help Desk at (716) 857-7232 or e-mail TSSsupport@natfuel.com.

Receivables Management:
Penny Donaldson
(716) 857-7538

Marketer Relations, Capacity Release:
Dan Czechowicz
(716) 857-6917

Nominations, Gas Scheduling, & Operations:
Dan Czechowicz
(716) 857-6917

Transportation Applications & Billing:
Jason Allen
(716) 857-6510

Normal business hours are 7:30 AM - 5:00 PM ET, Monday through Friday. To reach Help Desk personnel during evening hours and on weekends and holidays, please call (716) 857-7232 and leave a voicemail message. Your call will be returned as soon as possible.

C. HARDWARE AND SOFTWARE REQUIREMENTS FOR TSS

Minimum Technical Characteristics of the Client Workstation (Be sure to consider future needs)

Hardware:

Suggested CPU:	Intel i3 or AMD
Memory:	4 GB RAM Physical
Display Resolution:	1024 x 768

Operating Systems:
Any operating system that supports minimum Browser versions

Connection:
Minimum: 56KB (V90)
Suggested: ISDN, DSL/ADSL, Cable modem
Also suggest multiple independent connections. E.g. multiple dial-up ISPs or Cable Modem and backup dial-up connection.

Browser Characteristics:
Google Chrome, Safari or Microsoft Edge

Security:
All communications employ 128-bit encryption via the ICA® plug in provided by National Fuel Gas

Example of a typical Client Setup

Hardware:

CPU:	Intel i3 1GHZ
Memory:	4 GB RAM
Display Resolution:	1024 x 768
Standard Pointing Device (mouse/trackball)	

Operating Systems:
Windows 10

Connection:
Cable Modem
56KB (V90) modem (as backup)
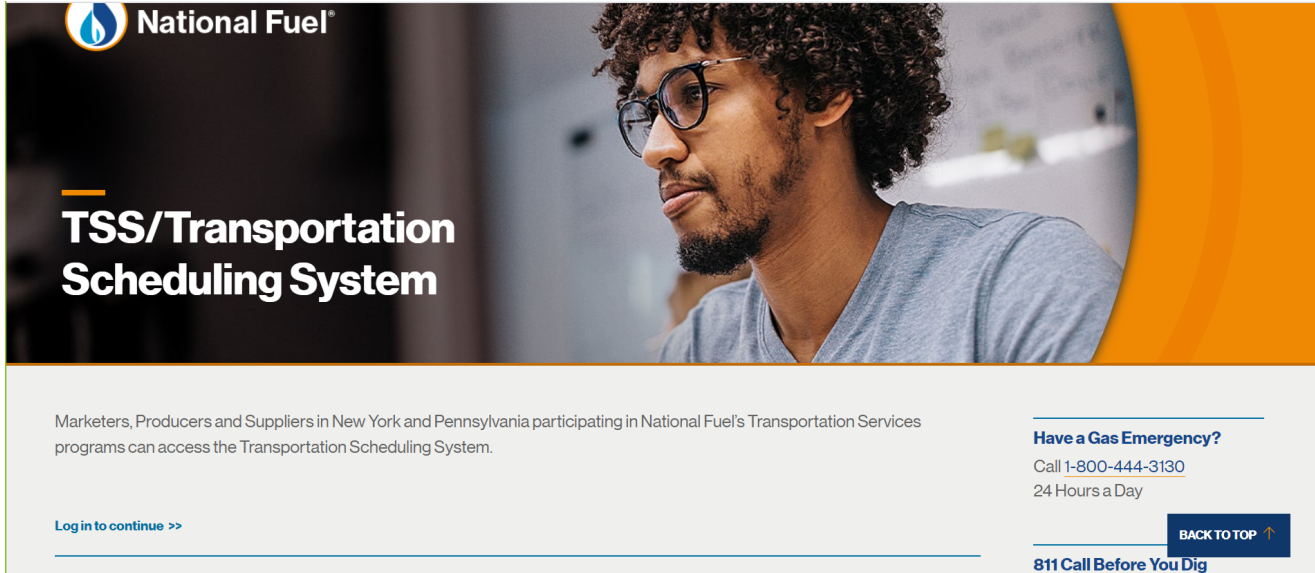Cell Phone dialup to backup landline

Browser:
Google Chrome, Safari, Microsoft Edge

Plug-ins: TSS will send instructions for downloading VDI/RSA

Windows® is a registered trademark of Microsoft Corporation. Netscape® is a registered trademark of Netscape Communications Corp. Internet Explorer® and ActiveX® are registered trademarks of Microsoft Corporation.

D. GETTING STARTED WITH TSS

- Go to NFGDC's web site https://www.nationalfuel.com/business-partners/tss-transportation-scheduling-system/ The following will appear:

TSS will send instructions to download VDI and RSA Secure ID

E. SECURITY

- A Business Party in TSS is the term given to an entity that can establish and make use of Production Pools, Market Pools, Aggregation groups, and Delegations. Each Business Party is assigned functions by Transportation Services. These functions include: Market Pool Operator, Production Pool Operator, Gas Scheduler, SC-16 Group Operator, and Trader.
- Representatives from a Business Party that utilize TSS are known as TSS users. TSS users are assigned user roles in TSS that relate to the functions of the Business Party. TSS users are required to have passwords and IDs into the NFG Network and the TSS application.
- Contacts are representatives of Business Parties that are listed in TSS for communication purposes, but do not necessarily have IDs and passwords into TSS unless they are also users.
- Access to specific TSS screens is assigned to each user based on predefined user roles (i.e. Production Pool Operator, Market Pool Operator, etc.).
- Each Business Party must assign specific user roles to each of its TSS users. These TSS users can have more than one user role, and more than one TSS user can have the same user role. User roles are assigned to TSS users on the TSS User Roles Form which is available on the Services for Marketers, Producers, and Suppliers section of the NFG web site.
- User roles requested by a Business Party for a specific TSS user must be authorized and activated by Transportation Services.
- Each user can only access the information for their company and the companies to which they have been delegated access.
- User passwords are unknown to Transportation Services personnel except for initial passwords.
- Always type User ID with no spaces or punctuation.
- The initial TSS user login IDs for both the Windows and TSS logins will be identical and assigned by NFG Security personnel. On first entry into TSS the user will be notified on the screen that the initial Password has expired. The TSS user can then change the password and subsequently maintain it.
- Each TSS user is required to change both passwords every 90 days. The passwords are not automatically synchronized. It is very important for each TSS user to protect its passwords. Shared and unprotected passwords represent the largest security risk to TSS and to the protection of the Business Party's data.
- Passwords must be at least fifteen (15) characters in length and contain 3 of the following 4 options: Lowercase Letters, Uppercase Letters, Numbers, and/or Special Characters. Passwords cannot be reused.
- TSS will "time-out" in forty-five (45) minutes of inactivity.

When a TSS user leaves a Business Party or changes job duties, it is the business party's responsibility to submit a TSS USER ROLES REQUEST FORM to inactive the user's login. This should be done as soon as possible in order to protect the business party's TSS data.

- **ROLES**

In order to utilize TSS, all Business Parties must decide what TSS Roles will be assigned to each TSS user. The Roles determine what transactions can be accessed. These decisions must be conveyed to Transportation Services on the Business Party User Roles Request Form.

Users can have any of the following Roles depending on the Business Party functions defined:

MARKET POOL OPERATOR
Determines end-user members of market pool(s) each month

GAS SCHEDULER
Submits nominations for gas flow to market pools

SC-16 GROUP OPERATOR (for co-generation transportation customers only)
Handles monthly setup and maintenance of SC-16 group(s)

TRADER
Trades or cures imbalances of aggregation group(s)

PRODUCTION POOL OPERATOR (for local production meters which feed directly into National Fuel Gas Distribution Corporation)
Has responsibility for monthly pool setup including establishing pre-determined Scheduling instructions of which market pools can nominate gas from the production pool, and Production Pool Shortfall/Production Pool Excess instructions for how to allocate actual volumes produced.

EXTERNAL ADMINISTRATOR
Has responsibility for Delegation, Business Party, and Contact Maintenance. At least one TSS User from each Business Party must have this role.

EXTERNAL USER
Role assigned by default to all external users. This allows general access to TSS.

For any function the Business Party performs, there must be at least one TSS user assigned a corresponding user role. More than one TSS user may have the same user role, and any single TSS user may have more than one user role within the Business Party.

SC-16 Operators /Traders	TSS Shortcut	Function	On-screen	File (.pdf or flat file)
	ECBAA	CBA/SC-16 Group Assignments	●	
	ECGPI	CBA/SC-16 Group Pending Information	●	
	ECNDDQ	Customer Nomination vs DDQ Mthly Statement		●
	ECPND	CBA/SC-16 Group Pending Info (Mth)	●	
	EGISL	Imbalance Summary Listing	●	
	EICOV	Imbalance Cashout Volume	●	
	EIDOAR	Imbalance DDQ Offset Adjustment Request	●	
	EIMCR	Imbalance Confirmation Report	●	
	EIPSI	Imbalance Pre-determined Scheduling Info (PSI)	●	
	EMMTS	Monthly Marketer Trading Statement		●
	EMMTSF	Monthly Marketer Trading Statement File		●
	ETMTH	Imbalance Trading Schedule	●	
	ETRAD	Imbalance Trading	●	
	ETRADI	Imbalance Trade Inquiry	●	
	ETWOM	Imbalance Trades W/O Matches	●	

Gas Scheduler	TSS Shortcut	Function	On-screen	File (.pdf or flat file)
	EADDQ	ADDQ Statement		●
	EADDQF	ADDQ Statement File		●
	EBGASO	Gas-Out Batch Nominations	●	
	ECDUS	Daily Customer Usage Statement		●
	ECMUS	Monthly Customer Usage Statement		●
	ECMUSF	Monthly Customer Usage Statement File		●
	ECNDDQ	Customer Nomination vs DDQ Statement		●
	EDDQI	DDQ Inquiry	●	
	EEDDQ	DDQ Statement		●
	EEDDQF	DDQ Statement File		●
	EDDQMRR	DDQ Modifier Request Report		●
	EGASI	Gas-In Nominations	●	
	EGASO	Gas-Out Nominations	●	
	EGISA	Gas-In Allocation Statement		●
	EGISC	Gas-In Scheduling Cuts By Cycle & Day		●
	EGOSA	Gas-Out Allocation Statement		●
	EIDOAR	Imbalance DDQ Offset Adjustment Request	●	
	EMCNI	MP Customer Nomination Inquiry	●	
	EMMDA	Monthly Market Pool Allocation Statement		●
	EMMTS	Monthly Marketer Trading Statement		●
	EMMTSF	Monthly Marketer Trading Statement File		●
	EMPSQ	Market Pool Scheduled Qty Statement		●
	ENDDQ	Nomination vs DDQ Comparison by Market Pool		●
	EPMDA	Monthly Production Pool Allocation Statement		●

Market Pool Operator	TSS Shortcut	Function	On-screen	File (.pdf or flat file)
	EAAMS	Automatic Aggregation Monthly Setup	●	
	ECDUS	Daily Customer Usage Statement		●
	ECMUS	Monthly Customer Usage Statement		●
	ECMUSF	Monthly Customer Usage Statement File		●
	ECNDDQ	Customer. Nomination vs DDQ Statement		●
	EGISC	Gas-In Scheduling Cuts By Cycle and Day	●	
	EGISA	Gas-In Allocation Statement		●
	EGOSA	Gas-Out Allocation Statement		●
	EIBAC	Imbalance Active Confirmations	●	
	EIMCR	Imbalance Confirmation Report	●	
	EIPSI	Imbalance PSI	●	
	EMCNI	Market Pool Customer Nomination Inquiry	●	
	EMCSH	Market Pool Customer Site Hourly Reports		●
	ECDUG	Customer Daily/Cumulative Usage Graph	●	
	ECMHUG	Customer/Meter Hourly Usage Graph	●	
	ECMUG	Customer 12 Month Usage Graph	●	
	EMDUG	Meter Daily Usage Graph	●	
	EMMDA	Monthly Market Pool Allocation Statement		●
	EMMTS	Monthly Marketer Trading Statement		●
	EMMTSF	Monthly Marketer Trading Statement File		●
	EMPAM	Market Pool Customer Assignments	●	
	EMPCC	Market Pool Confirmation Report @ Citygate	●	
	EMPCR	Market Pool Confirmation Report	●	
	EMPSQ	Market Pool Scheduled Quantity Statement		●
	ENDDQ	Nomination vs DDQ Comparison by Mkt Pool		●
	ENDMT	NY DMT Pool Transportation Statement		●
	EPNUTG	Pool Nom/Usage & Tolerance Graph	●	

Production Pool Operator	TSS Shortcut	Function	On-screen	File (.pdf or flat file)
	ELPMD	Local Production Meter Data Report		●
	EPDQOH	PDQ Override History Report		
	EPDQORR	PDQ Override Request Report		
	EPMDA	Monthly Production Pool Allocation Statement		●
	EPPAC	Production Pool Active Confirmations	●	
	EPPAM	Production Pool Meter Assignments	●	
	EPPAS	Production Pool Allocation Statement		●
	EPPCC	Production Pool Confirmation Report @ Citygate	●	
	EPPCR	Production Pool Confirmation Report	●	
	EPPSE	Production Pool PPS/PPE Maintenance	●	
	EPPSI	Production Pool PSI Maintenance	●	
	EPPSQ	Production Pool Scheduled Quantity Statement		●
External Administrator	TSS Shortcut	Function	On-screen	File (.pdf or flat file)
	EBPMA	Business Party Maintenance	●	
	EDELM	Business Party Delegations	●	
	ECNTM	Contact Maintenance	●	

F. TSS USER ROLES FORM

This form is used by marketers to designate which users should be able to access the Transportation Scheduling System (TSS). This is how a marketer relays to NFGDC which users should have specific roles in TSS. The forms can be found via the following link: https://www.nationalfuel.com/business-partners/operator-manuals-and-forms/tss-user-form/. Forms can be downloaded as a blank .pdf and emailed to TSSSupport@natfuel.com or submitted online. The form must be faxed to Transportation Services at (716) 857-7479 or e-mailed to TSSsupport@natfuel.com before any roles will be assigned.

G. NAVIGATING IN TSS

NAVIGATION TOOLBAR BUTTONS IN TSS
Note: The printer button on the TSS toolbar is not functional.

Refresh Button
Changes made in TSS that have been saved will now be incorporated. Click on this button to return the most current data.
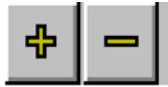
Plus and Minus Buttons
Use these buttons to expand (+) or collapse (-) all menu items

Go Top/Go Bottom Buttons
Advances directly to the Top or Bottom item on the current menu or within a drop-down box.

Query Button
Brings up a window in which the user can specify a particular item (pool, operator name, etc.) rather than scrolling through all selections given. Key in the first few letters of the name followed by an asterisk (*). This is known as "wild-carding."
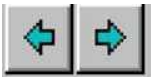
Forward – Back Button
Go forward or backward one record on the current screen.

Save Button
Saves any selection(s) made or data entered on the current screen. Always check the status line at the bottom left of the screen to confirm that "The data was successfully saved."

Quit Button
Closes the current screen.

Accept Button
Use this button after making a selection from a pick list, or when unsure of what choices are available for selection.

Clear Button
Clears any data in a selected field if the screen has not yet been saved.

Select Item
When viewing, for example, the nominations of a particular pool for a specified month, clicking on this button allows switching to another month.

Exit Button
Use this button to exit TSS. Do NOT use the standard Microsoft Windows Exit Button
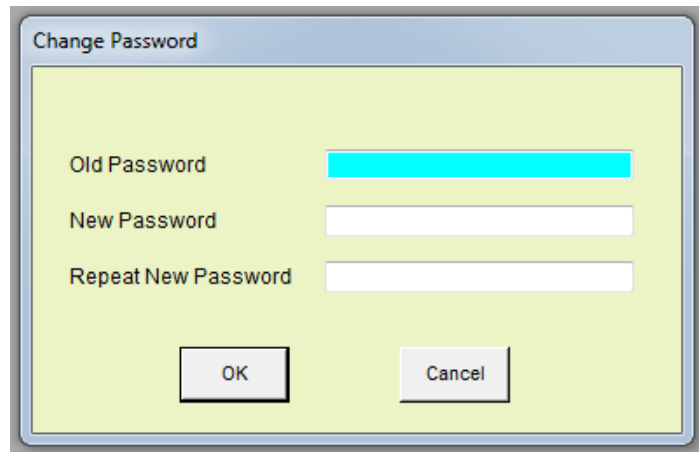
H. BUSINESS PARTY INFORMATION

Transportation Services maintains Business Party information. Only those with the TSS Role of External Administrator can view their own Business Party's information. To access the screen which allows a user to view the current Business Party information entered in TSS, click on:

- Customer Activities
- Business Party Information
- Business Party
- EBPMA: Business Party Maintenance

    o At the Specify Business Party screen, click on the green button.

    o For changes to this information, contact Transportation Services.

- Click on the red button to exit.

I. CHANGING PASSWORDS

- TSS will send instructions on downloading the application when users are set up in the system.　　　　`

- Every ninety (90) days the VDI and TSS passwords must be changed or they will expire. VDI will prompt when it is time to change the first password:
- Each time the VDI password is changed it is highly recommended that the TSS server password (the second login) also be changed. This will allow the TSS user to keep the two logins in sync.
- In TSS, select Business Party Information, User Options, and then the Change Password option.
Or enter the shortcut EPSWD and run. The following prompt will appear:

Change Password

Old Password	
New Password	
Repeat New Password	

OK   Cancel

- Type Old Password, then type New Password twice, and then click OK.
- Click OK to return to the TSS main page.

Passwords must be at least fifteen (15) characters in length and contain 3 of the following 4 options: Lowercase Letters, Uppercase Letters, Numbers, and/or Special Characters. Passwords cannot be reused.

J. SETTING A DEFAULT E-MAIL ADDRESS

Use this function to set each TSS user's default e-mail address for all user-requested reports and files. Setting this default email will eliminate the need to manually type in an email address each time a report/file shortcut is run in TSS.

- Select Business Party Information and then User Options
- Click on EUPRF: User Preferences - or enter shortcut **EUPRF** and run
- Enter complete e-mail address. This will be used as the default e-mail address to automatically send various batch reports and files.

- Click the Save button.

K. CONTACT MAINTENANCE

1. Adding and Modifying Contacts

Maintenance of contact information in TSS is important to ensure:
- Critical/timely notices, announcements, and information can be sent to Business Parties' appropriate personnel without delay.
- The ability for 24-hour communication and notification.
- Current, accurate information for the Marketer/Supplier lists published by NFGDC.

TSS retains contact information for all applicable personnel for each Business Party. Business Parties are required to maintain/edit contact information as necessary to ensure that it is always up-to-date. Only a user which has been assigned the External Administrator Role (see Roles section) can create/update/delete this information.

A TSS Contact is **not** the equivalent of a TSS user. In order to be a TSS user, and thus be assigned a login ID and password, the TSS User Roles Form, available on the TSS Support website must be completed and forwarded to Transportation Services. NFGDC Security personnel assign all user IDs and passwords.

To select Contact Maintenance under the Business Party Information line item click on:
- Contact
- ECNTM: Contact Maintenance - or enter shortcut ECNTM
- At the Specify Business Party screen, click on the green button.

Note: On the Specify Business Party screen a "pick list" will appear if more than one Business Party is represented.

- To add a new Contact, click **NEW** to get a "blank" screen.
- Select Active or Inactive Status. Use Inactive Status if a Contact has left the Business Party, or has changed job responsibilities. Contacts cannot be deleted once entered.
- City and State are automatically populated when a Zip Code is entered.
- Minimally, a Phone, Fax, and E-mail Contact Method is required for each Contact. Please enter all other possible Contact Methods.
- Use the Contact Type check boxes to indicate job responsibilities. This will enable Transportation Services to contact appropriate personnel when necessary.
- If the Contact Type of 24 hour/SA/OFO/Emergency is chosen, at least one (1) phone number for off-hours situations, such as a Cell Phone, Home Phone Number, or Other must be provided.
  24-hour Emergency Contacts can be ranked in the order which you would like them to be called.
- Use the Marketing Contact Type only for those contacts that are to be listed in one or more of NFGDC's Marketer/Supplier lists (see below).
- To modify any of the contact information, click on the field to be changed, and type over or delete the contents of the field using standard Windows operations.
- To add or delete a Contact Type, click on the check boxes next to each Contact Type.
- The ECNTM shortcut is also used to specify which reports should be automatically e-mailed to each Contact. For example, if a TSS User wishes to receive an automatic e-mail each business day that contains the upcoming day(s) ADDQs, the checkbox next to "ADDQ STMT EMAIL" should be selected. Some, all, or none of the automatic e-mails can be selected for each individual TSS Contact.

2. **Maintenance of Marketer Listing Information**

See NFGDC's web site for a list of marketers/suppliers serving customers in NFGDC's service territory.

For Market Pool Operators only, TSS allows each Business Party's External Administrator to use TSS to change the contact person information shown on these lists. All TSS users associated (either directly or through delegation) with a Marketer that currently have the User Role of External Administrator, can perform this maintenance.

Some highlights of this feature:

- The Business Party's contact person information (Name, Phone, Fax, Email, Mailing Address) can be different on each list the Business Party is qualified to be included on.
- Each company can have more than one "marketing" contact; for example, a different contact person for each applicable list.
- Customized non-commercial comments can be added to the listing (with NFGDC approval), such as: "Service not available in all areas, please call for details."

3. **Steps for Creating/Modifying a Marketer/Supplier Listing**

To designate a contact person in TSS as a Marketing Contact:

- The person must be listed in TSS (shortcut ECNTM) as a Contact Person. (see the Adding and Modifying Contacts section above).
- Use TSS shortcut ECNTM to designate the contact person as a Marketing contact. There can be multiple Marketing contacts in ECNTM, but only one Marketing contact can appear on each listing. There can be a different Marketing contact for each Marketer/Supplier listing on NFGDC's web site.
- Hit to save after checking off the Marketing box.
- Use TSS shortcut EBPSA to select the desired contact person for each type of service:
    - o Use the scroll bar to select the desired Type of Service. Each listed Type Of Service represents a separate web list on which a Company appears.
    - o Select the desired Marketing Contact by clicking on the drop-down box
    - o Put a check into the Currently Accepting Customers box to have the listing appear as a Marketer/Supplier that is accepting customers of the selected service type. Do not put a check in this box if not currently accepting customers.
    - o Any part of the selected Marketing contact person's contact information can be modified from what appears in ECNTM by entering Alternate Contact Information where indicated.
- Click the Save button.
- To add a comment to any listing, or for more information on how to establish and maintain Marketing contacts and a company's listings on the NFGDC Supplier/Marketer web lists, contact Transportation Services at (716) 857-7232, or by e-mail to TSSsupport@natfuel.com.

L. CREATING A CUSTOM MENU

Click on the red [X] to collapse all menus and return to the main menu. A customized menu can be created and chosen instead of the traditional Transportation Scheduling menu. The custom menu is selected in the **Current Menu** field through the drop down box.

To create a custom menu:
- Customer Activities
- Business Party Information
- User Options
  - ECSTM: Custom Menu Maintenance – or enter shortcut ECSTM

The **Select** buttons to the right of all transactions reflect which menu items are authorized, based on the Roles assigned. For example, to create a Custom Menu that only consists of **EGASI: Gas-In** and **EGASO: Gas-Out Nominations**, and **EPPAC: Production Pool Active Confirmations** click on:

- **Select** buttons for each of the three items listed above.
- The items selected now appear at the top of the screen, and the buttons next to the items selected now read **Unselect**.
- To remove one or more items from the Custom Menu click on the **Unselect** button.
- To add additional menu items to the Custom Menu either click the **Add** button (a drop-down selection box will appear), or click on the **Select** buttons of any other items in the lower box on the screen above.
- To change the position of the items selected for the Custom Menu, use the **Up** and **Down** buttons.
- To save the Custom Menu click on the [icon] button in the upper left corner of the screen.
- To access the Custom Menu, click on the:
  - Red [X] button
  - Refresh button
  - Go to the Current Menu drop-down box
  - Select **<User Name>** Custom Menu

- There can only be one Custom Menu per user.
- To switch back to the standard TSS menu, click on the Current Menu drop-down box and select **Transportation Scheduling**.
- All shortcuts are still available where the Transportation Scheduling menu or the Custom Menu is chosen.

## M. CREATING AND DELETING DELEGATIONS

Business Parties can grant update authority (i.e. "delegate") to a user of a different Business Party. Authority is granted to the users of the Business Party being delegated to and can include any transactional authority already granted to the delegated Business Party. The delegation process does not change what a user can do. It only changes what Business Party information the user has access to.

Delegations are subject to the following:

- Delegations can be pool specific. This means that it is possible for a Business Party that operates multiple pools to assign responsibility for each pool to different Business Parties.
- Only the user of a Business Party with the External Administrator role can perform delegations.
- Delegation of a role does not preclude the delegator from continuing to use that role.
- Users must be assigned to a Business Party to see any data.
- All users will have a single primary Business Party that they are associated with.
- Users can have many associations with Business Parties other than the primary. These associations are considered a Delegation.
- A delegated function cannot be delegated. This means that Business Party (A) can delegate to Business Party (B), but Business Party (B) cannot delegate Business Party (A) functionality to Business Party (C). The delegator must ensure that the Business Party being delegated to has the appropriate user roles in TSS.

To perform a Delegation, return to the main Customer Activities menu, and then click on:

- Customer Activities
- Contracts
- EDELM: Business Party Delegations – or enter shortcut EDELM
- The following screen with appear (assuming no delegations exist at the present time):
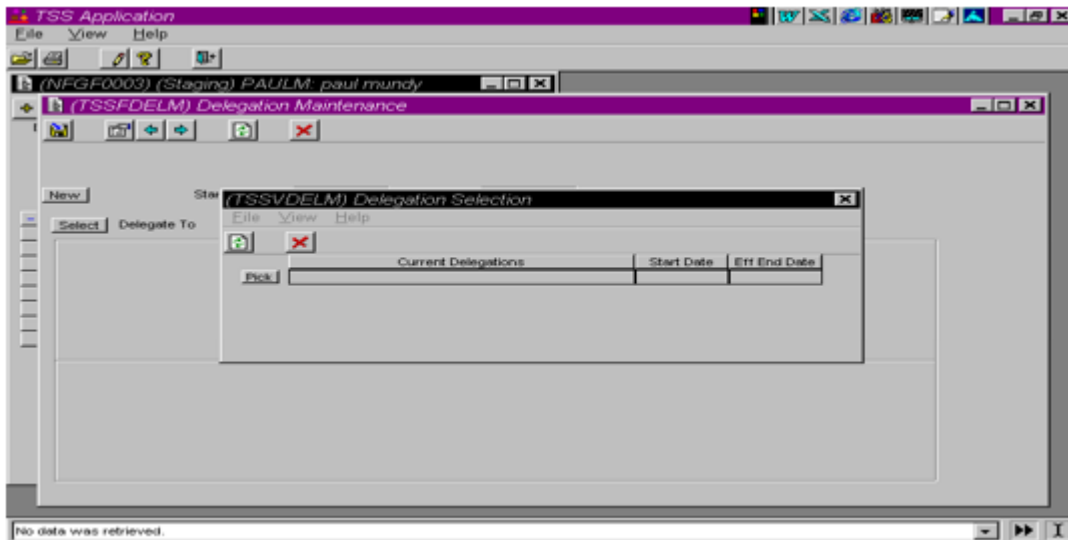
- Click on the **Pick** button. The following screen will appear:
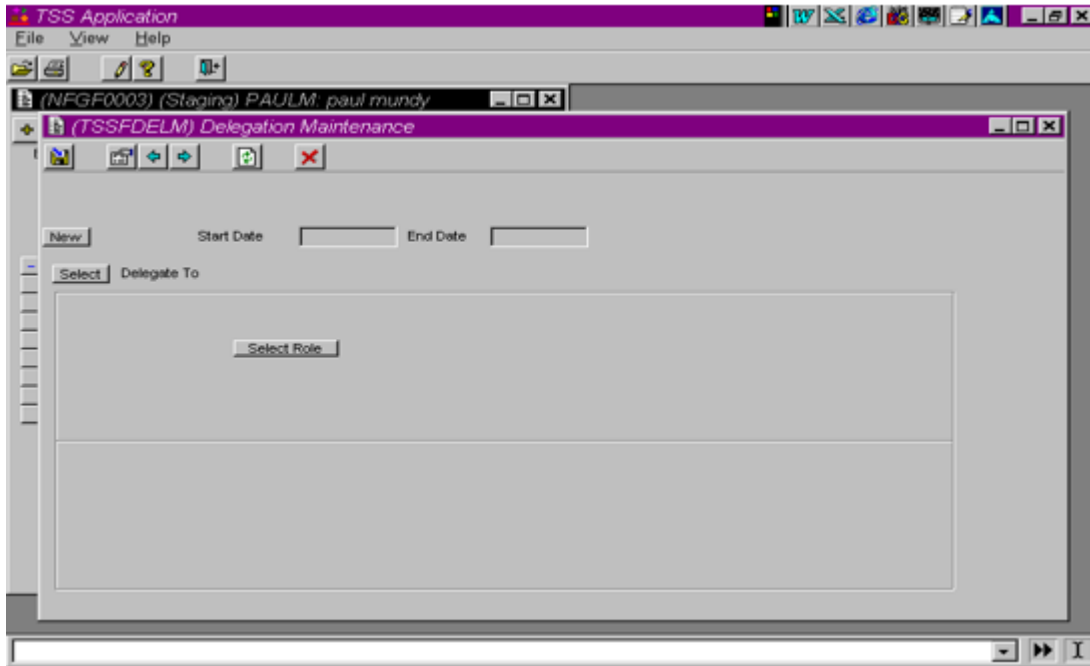
- Click on the **New** button. Today's date will appear highlighted in the **Start Date** window. Enter any prospective date or accept the default date. No **End Date** is required.
- Click on the **Select** button.

- At the **Specify Business Party** screen, click on the green ![check] button. A listing of all authorized Business Parties will appear. The following is an example of the **Select Business Party** screen:
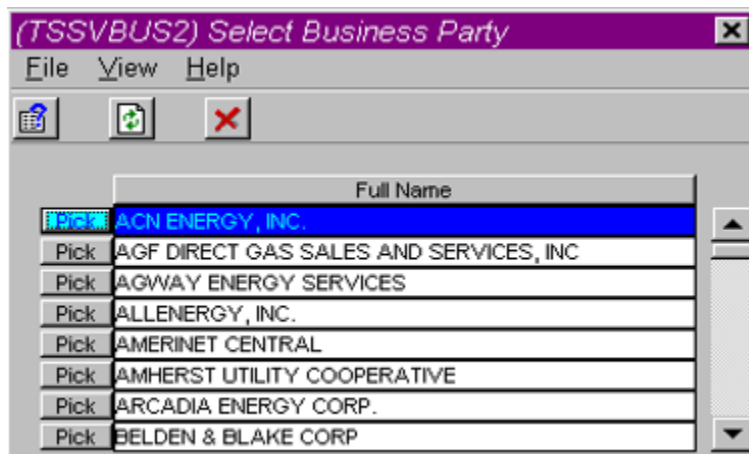
- Click on the **Pick** button of the Business Party to be delegated to. The scroll bar on the right of the Select Business Party screen can be used to navigate through the list.

- The system will insert the name of the selected Business Party as shown below:
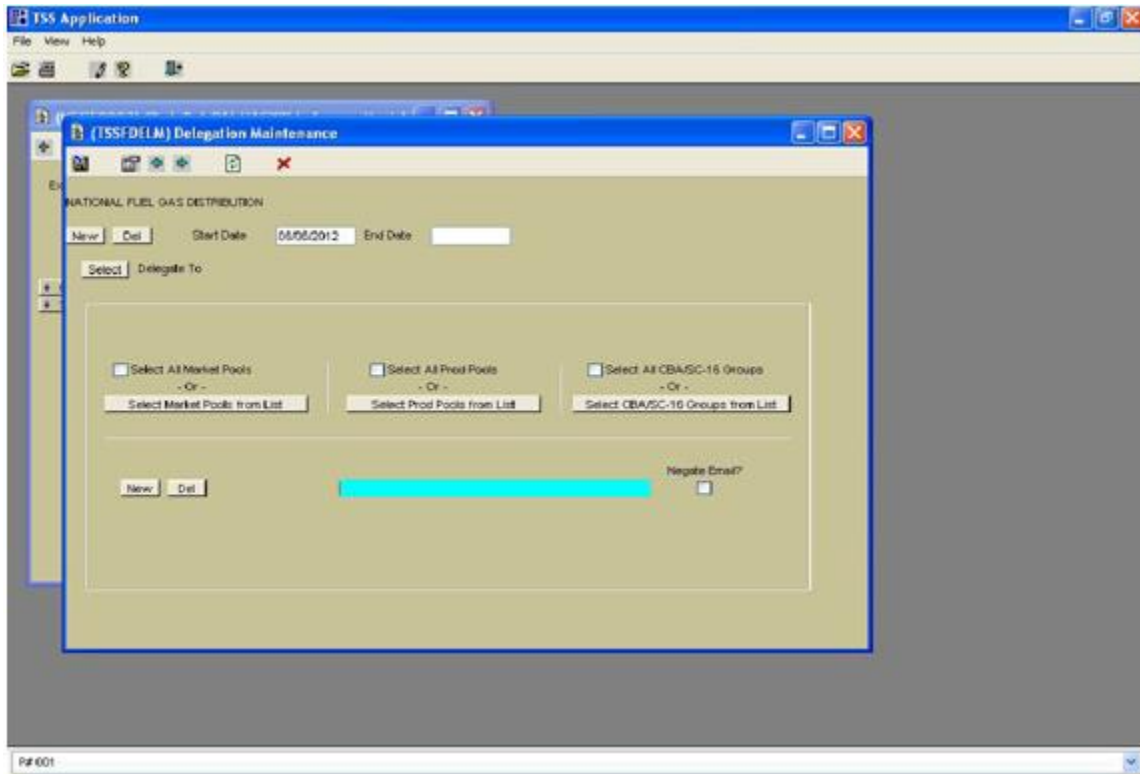
- To specify delegation of all market pools, production pools, and/or CBA/SC-16 groups, check off the applicable box(es) beside the Select All Market Pools (and/or Prod Pools and/or CBA/SC-16 Groups) line item(s).

- To select only specific market pools, production pools, and/or CBA/SC-16 groups, hit the Select Market Pools from List button and choose the applicable pools that are to be delegated to the business party that was selected.

To add a role:
- New
- Select Role
- Pick the appropriate Role(s)

To delete a role:
- Del
- Select Role
- Pick the appropriate Role(s)

When finished selecting Role(s), click the Save button.