



November, 2009 – Communicate, Communicate, Communicate!

Excellent communication is vital to our collective success. Here at California Gas Transmission we strive to open communication lines in various ways. Listed below are various channels of communication available.

INSIDE Notifications

CGT sends messages to customers using INSIDE notifications. To view these messages, select *Nominations, Notifications* to navigate to this INSIDE screen.

A screen will open displaying INSIDE notifications sent out by CGT. Each column of information can be sorted by clicking on the column name. The default order keeps the most recent message listed at the top of the table, by date, and the oldest message at the bottom. An unread message will appear in bold font.

To read a message, click on the message title. The *Notification Detail* screen will open displaying any messages. You can print the message by clicking your browser's print icon. Click on the Cancel button to return to the previous screen.

To delete a message, check the Delete box, then click Submit. Several messages can be deleted at one time by checking the Delete box for the specific messages, then clicking Submit. All messages marked will be deleted.

If you wish to delete all messages, click the Mark All For Deletion button. A green check mark will display in the Delete box for each message. This button now toggles to Unmark All For Deletion, and can be used to undo the Delete box checks for all messages. Once your messages have been selected, click the Submit button.

If you are deleting any unread messages, a pop-up window will open with a message that you are deleting unread notifications. Click the Ok button to continue, or the Cancel button to return to the *Notifications* screen.

Nomination Deadlines

Nomination deadlines are all listed on INSIDE, and can be found by navigating to *Nominations, Nomination Deadlines*. A screen will open displaying deadlines for the four processing cycles.

- Intraday 1 and Intraday 2 deadlines are shown for today's gas day

- Timely and Evening deadlines are shown for tomorrow's gas day

If a nomination deadline has been extended, it will display in this screen. A news article is posted on Pipe Ranger's home page when nomination deadlines are extended, and an INSIDE *tracc* notification is sent out.

Weekend/Holiday On Call Contact Information

CGT

By Thursday afternoon each week, an on call contact is posted on Pipe Ranger. The CGT weekend/holiday on call contact's name and phone number is shown on the home page in the blue navigation box on the right side of the page.

Customers

Several CGT customers supply the CGT Gas Scheduling team with a weekend/holiday contact name and phone number on Friday each week. This information is invaluable for CGT, enabling our Gas Scheduling team to contact the correct person in case issues arise regarding your nominations. If your company would like to send the CGT Gas Scheduling team an e-mail on Fridays with your weekend contact name and phone number, please send your information to pgescheduling@pge.com.

Pipe Ranger Web Site

CGT's Pipe Ranger Web site has a huge array of information posted on it to help you transact business on CGT.

Under each of the six navigation headers is a wealth of knowledge to be gained with one click of the mouse. CGT representatives are available to answer any questions that may arise as you browse the site.

The latest news articles are posted on Pipe Ranger's home page. Bookmarking this home page (www.pge.com/pipeline) ensures you see the most current, relevant information necessary for your business needs.

Contact CGT

CGT prioritizes excellent customer service, and has representatives available to answer any business questions or concerns you may have. Our toll-free Helpline, 800.343.4743, is available as a one-stop shop, allowing access to various CGT representatives.

- Option 1 Daily OFO Updates
- Option 2 Gas Scheduling Team
- Option 3 Account Services Representatives
- Option 4 Sales Representatives

Individual contact phone numbers for CGT's representatives can be found on Pipe Ranger's Contact Us (link to </pipeline/about/contact/reps.shtml>) page.

Representatives are available during the following hours:

- Schedulers – available 7 days a week, between the hours of 6:30 a.m. and 8:30 p.m., Pacific time, to answer your specific *INSIDEtracc* nomination questions
- Senior Gas Traders – available 5 days a week*, between the hours of 5:30 a.m. and 4:00 p.m., Pacific time, to assist you with transportation, storage and park or lend exhibits
- Account Services Representatives – available 5 days a week*, between the hours of 7:00 a.m. and 5:00 p.m., Pacific time, to assist you with billing issues, imbalance trading, tariff issues and general questions about doing business with CGT

*On weekends and PG&E holidays, a Senior Gas Trader or Account Services Representative will be on call to assist with your CGT needs. Contact information is posted on Pipe Ranger's home (link to </pipeline/index.shtml>) page by Thursday afternoons.

Helpful Tips:

1. CGT's one-stop Helpline number is 800.343.4743.
2. Bookmark the Pipe Ranger home page for the latest news articles relevant to your business needs.