



# **2024 Winter Forum Charleston, South Carolina**

**September 19, 2024**



**Tom Halpin**  
Vice President, Marketing

# Customer Commitment



## Vision Statement

- To be the preferred provider of natural gas transportation and storage services based on our integrity, operational excellence, financial strength and environmental responsibility

## Mission Statement

- We are in business to serve our customers. Fairly. Efficiently. Reliably.

## These statements mean that

- You will get what we promise on time
- We will share the purpose behind our actions
- We will commit to making it easy to do business with us
- We will negotiate and perform in good faith
- We will continue to invest in the pipeline in order to provide you highly reliable service and to meet your future growth needs



## **-Permanent Partners-**

- Mutually beneficial relationships based on our core principles, not quarter over quarter profits
- Perform necessary due diligence, but maintain an attitude of partnership
- No surprises either way
- Frank, candid discussions
- Seek balanced outcomes

## Why Six Core Principles and the focus on Permanent Partnerships? **SUSTAINABILITY**

# Rate Case Update



- After working with customers, FERC Trial Staff and other interested parties, Northern filed an unopposed settlement agreement with the FERC on June 23, 2023, effectively concluding Northern's section 4 general rate case proceeding that began in July 2022. Final approval from FERC was received on September 7, 2023.
- Northern will not file a rate case in 2024
- Between 2023 and 2025, Northern anticipates it will have placed in service \$1.6 billion of assets related to modernization and other maintenance capital
  - Net of depreciation, this represents \$1.06 billion in non-revenue generating capital that is not being recovered under Northern's current rates
  - This equates to a cost of service "drag" of \$168 million on Northern's return in 2025
- While Northern will continue to evaluate the timing and need for its next rate case, based on the COS drag above, Northern anticipates it will file a rate case next year for a rate increase in January 2026
- Northern is committed to transparently communicating the capital requirements necessary to assure our continued industry-leading reliability and to meet increasing regulatory requirements. Northern will ensure there are "no surprises" related to the necessity and timing for its next rate case



# New Regulatory Requirements Driving Increased Capital and O&M

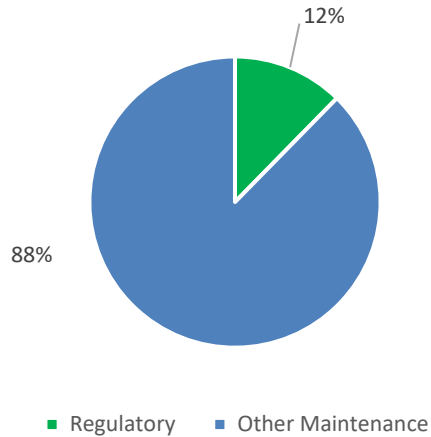


- Safety of Underground Natural Gas Storage Facilities, *Effective March 2020*
  - Required operators to develop natural gas underground storage well and reservoir integrity management plans and complete risk ranking and assessment of wells including mechanical integrity tests, well casing corrosion assessment, threat assessment and remediation, preventive and mitigative measures, site security and monitoring, pressure monitoring, monitoring of third-party activities within and around the storage field and, as necessary, use of buffer zones around active storage fields.
- MAOP Reconfirmation, Moderate Consequence Areas and Expanded Assessment Requirements, *Effective July 2020*
  - Expands pipeline integrity assessment requirements by defining moderate consequence areas (MCAs); MAOP reconfirmation where the material and pressure test records for Class 3 areas, HCAs and MCAs are required to meet the new traceable, verifiable and complete standard.
- Valve Installation and Minimum Rupture Detection Standards, *Effective April 2023*
  - Requires installation of rupture mitigation valves on two or more miles of new or replaced pipe, 6-inch outside diameter or greater, installed on or after April 10, 2023, in HCAs, MCAs and other locations with certain operating conditions.
  - Requires that rupture mitigation valves be considered for existing pipeline segments in high-consequence-areas (HCAs) as a risk reduction measure.
- Repair Criteria, Integrity Management Improvements, Cathodic Protection and Management of Change, *Effective May 2023*
  - Expands gas transmission pipeline corrosion control requirements, mandates inspection after extreme weather, expands HCA pipeline repair criteria by incorporating additional anomaly types such as crack anomalies, certain corrosion/metal loss defects, and certain mechanical damage defects, creates new repair criteria for non-HCA pipelines, and imposes new management of change requirements.

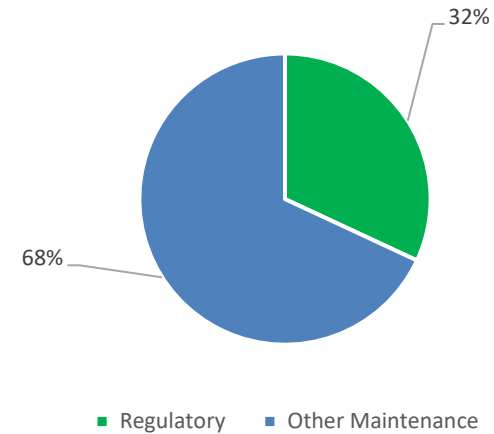
# Impact of New Regulations on Maintenance Capital

Regulatory requirements will drive a significantly greater portion of capital investment in the coming years

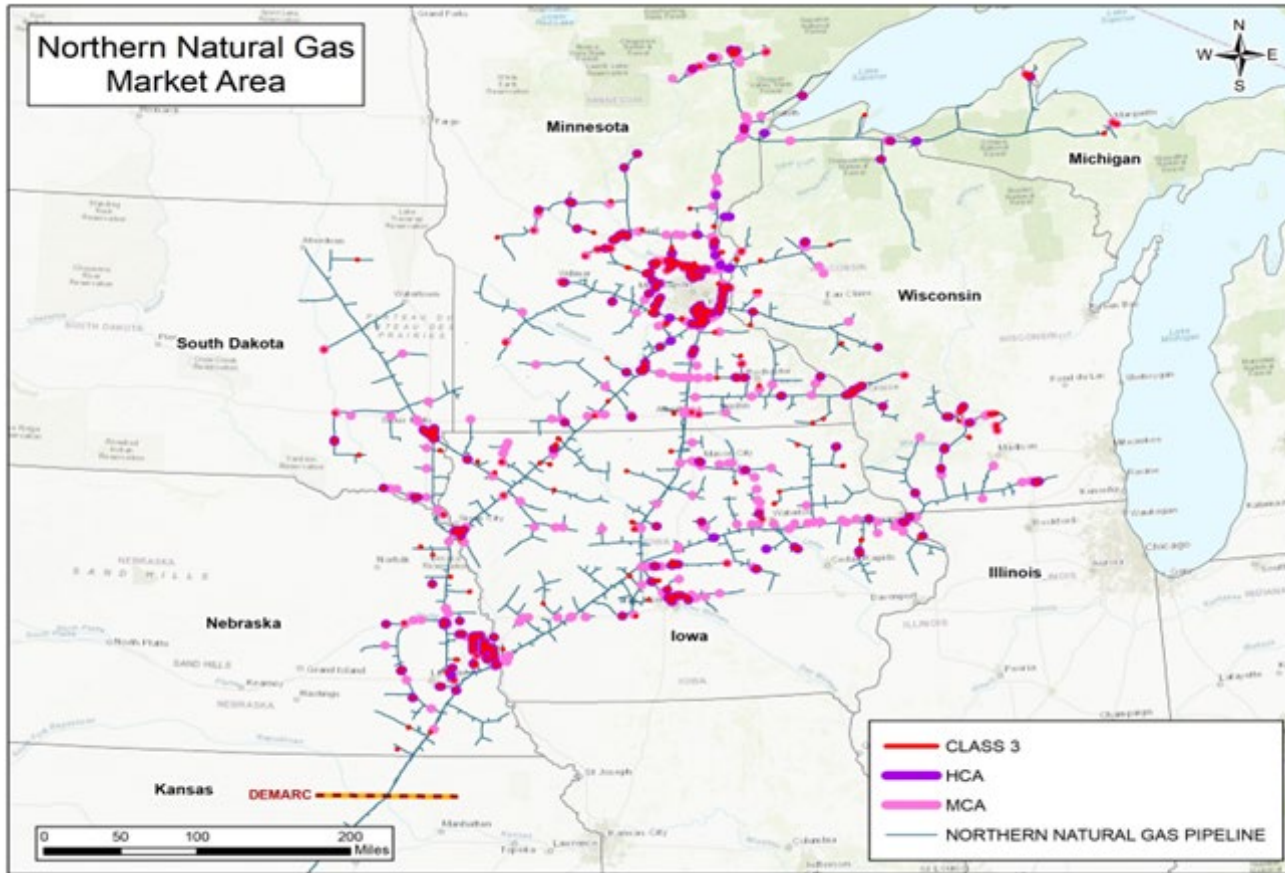
2019-2022 Annual Average Maintenance Capital Drivers



2023-2029 Annual Average Maintenance Capital Drivers



# Integrity Management Covered Segments



- New regulations increase covered segments by an approximate factor of four

# Asset Modernization Update



- The asset modernization program captures significant capital expenditures driven by the need to modernize infrastructure to comply with increased requirements imposed by new and updated pipeline safety laws and regulations, and significantly reduce the reliability risk inherent in Northern's vintage facilities
- Total estimated cost for asset modernization projects from 2016-2033 is \$4.2b, of which \$1.5b (35%) was spent by the end of 2023. The remaining \$2.7b to be spent in 2024-2033 is targeted toward
  - Pipeline Assessments – (\$624m)
    - Improvements to accommodate internal inspection in High-Consequence Areas, Moderate-Consequence Areas, and Class 3 locations
  - MAOP Reconfirmation (\$485m)
    - Replace vintage pipe segments (installed prior to 1970) in High-Consequence Areas, Moderate-Consequence Areas, and Class 3 locations, when there is not appropriate pressure test documentation or adequate material records
  - Remote Mitigation Valves (\$38m)
    - Installation of remote-control valves required on existing and entirely replaced pipeline segments
  - Compression Replacement (\$623m)
    - This program has replaced 20 compression units greater than 50 years old since 2016; in addition to maintenance and reliability concerns, vintage units also require replacement to comply with more rigorous environmental regulations
  - LNG Equipment Replacement (\$36m)
    - Replacement of the 1976-vintage Garner LNG cold box in 2024
    - Replacement of the 1978-vintage Garner LNG motor-driven refrigerant compressor
  - Underground Storage Integrity (\$160m)
    - Ensure compliance with the PHMSA Safety of Natural Gas Underground Storage Final Rule which became effective in 2020, including installation of four new production wells at the Redfield storage field and building a new treatment facility at the Lyons storage field
  - Vintage Pipeline Replacement (\$727m)
    - Abandoning of Dresser® coupled A-line pipe 14-inch diameter or larger and > 30% specified minimum yield strength



# Garner Refrigeration Compressor and Cold Box Replacement



New Refrigeration turbine/compressor building



New Cold Box

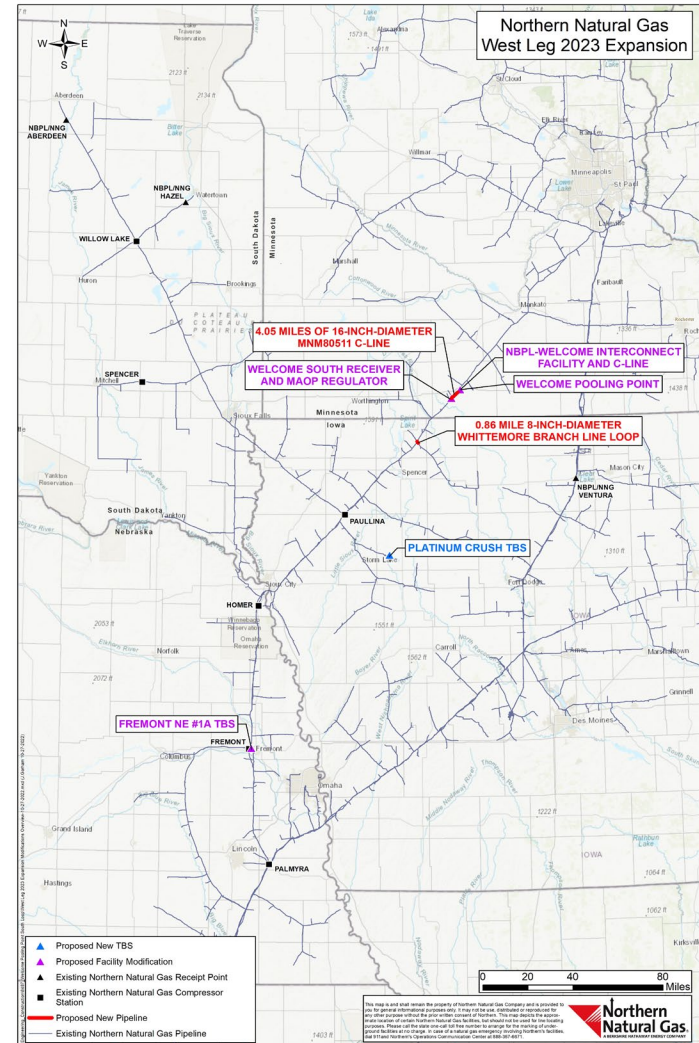
# Recently Completed Market Area Expansions



- West Leg 2023 Expansion
  - 18,250 Dth/day (Peak winter MDQ)
  - In service: November 1, 2023
  - Capital: \$20.9m
- Hazel Branch Line Expansion 2023
  - 2,000 Dth/day (Peak winter MDQ)
  - Capital \$11.3m

# West Leg 2023

- Incremental capacity of 18,250 Dth/day
  - Five customers
- Project scope
  - 4.1 miles of new 16-inch mainline extension, 0.87 miles of 8-inch branch line loop, one new measurement station, and modifications to one existing measurement station
- Project Cost: \$22.7 million
- In service: November 1, 2023



# Current Market Area Expansions



- Northern Lights 2023 Expansion
  - 50,889 Dth/day (Peak Winter MDQ)
  - In service: November 1, 2024
  - Capital: \$54.6m
- West Leg 2024 Expansion
  - 12,960 Dth/day (Peak Winter MDQ)
  - In service: November 1, 2024
  - Capital: \$25.6m (4.5-mile loop, multiple TBS mods)
  - Filed with FERC March 7, 2024
  - Authorized May 17, 2024
- Northern Lights 2025 Expansion
  - 46,064 Dth/day (Peak Winter MDQ)
  - In service: November 1, 2025
  - Capital: \$66.2m
  - Filed with FERC as a section 7c on February 16, 2024

# Current Market Area Expansions



- East Leg 2026 Expansion
  - 19,300 Dth/day (Peak Winter MDQ)
  - In service: November 1, 2026
  - Capital: \$30.2m
  - Prior Notice currently planned to be filed with FERC in 2025



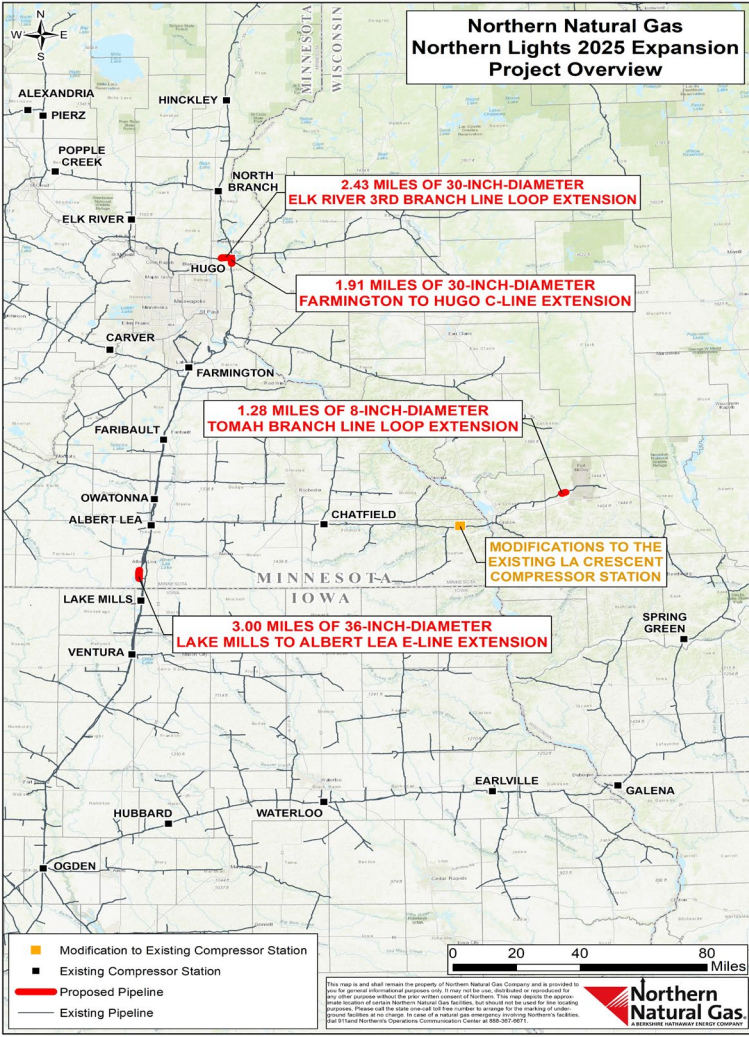
- In-service date: November 1, 2024



# Northern Lights 2025 Expansion



- Incremental capacity of 46,064 Dth/day
  - Four customers
- Project scope:
  - Mainline:
    - 1.3 miles of 30-inch mainline extension near Farmington, Minnesota
    - 3.0 miles of 36-inch mainline extension near Lake Mills, Minnesota
  - Branch Line:
    - 2.4 miles of 30-inch branch line extension near Elk River, Minnesota
    - Minor modifications to existing compressor station near LaCrescent, Minnesota
    - 1.28 miles of 8-inch branch line loop near Tomah, Wisconsin
  - TBS Modifications
    - 5 in Minnesota, and 5 in Wisconsin
- Project Cost: \$66.2 million
- In-service date: November 1, 2025



# Field Area Expansions



- Trans-Pecos Lateral Expansion and Interconnect
  - 500,000 Dth/day lateral capacity
  - 250,000 Dth/day interconnect capacity, bi-directional location
  - Approximately \$7.0m
- Agua Blanca Pecos County
  - 250,000 Dth/day, bi-directional location
  - Approximately \$1.6m
- Targa Midland Permian Pipeline, Spraberry Area Interconnect - bi-directional interconnect
  - Adds bi-directional service for deliveries to and from Targa Midland Permian Pipeline header service
  - 500,000 Dth/day interconnect bi-directional capacity
  - Approximately \$2.8m

# Industry Leading Customer Service

**Thank you for the opportunity to serve you and the positive feedback!**



- Northern ranked first in the “Mega” and “Major” pipeline categories for the 16<sup>th</sup> consecutive year
- Northern ranked third behind sister companies Kern River Gas Transmission and Carolina Gas out of 37 interstate pipelines in the 2023 Mastio & Co. survey, resulting in a sweep of the top three spots for the second year in a row
- The BHE Pipeline Group has finished first in the organization category for each of the last 19 years
- Northern scored highest in the following areas
  1. Scheduled gas volumes are accurate
  2. Firm gas transportation is highly reliable
  3. Accuracy of invoices
  4. Financial Stability of the pipeline
  5. Accurate operational information availability
- What must we do now to earn a “10” later this year?
  - “10” = 1<sup>st</sup> place
  - “9” = 4<sup>th</sup> place
  - “8” = Bottom quartile
  - “7” = Last

# Winter 2023-2024 Review



- Winter Storm Gerri brought significantly colder than normal temperatures throughout the Northern Natural Gas operational area from January 12, 2024 through January 21, 2024.
  - Market area deliveries exceeded 4.8 Bcf/day seven times during an eight consecutive day period with five of the eight days exceeding 5 Bcf/day.
  - Compression reliability was 100% with zero hours of downtime in demand; however, on average 96.20% of compression across the total system was available.
  - Storage assets delivered 7.964 Bcf from underground storage.
  - Field operations travel exceeded 180,000 miles throughout the 11-state footprint with zero OSHA recordable injuries and no preventable vehicle accidents.
- Even with Gerri, the 2023-2024 heating season finished 14% warmer than normal.

System-Weighted Temperature vs Normal					
	2019-20	2020-21	2021-22	2022-23	2023-24
November	20%	9%	1%	11%	7%
December	5%	8%	7%	13%	27%
January	6%	13%	14%	7%	4%
February	4%	27%	21%	2%	23%
March	7%	15%	14%	23%	5%
Heating Season	0%	3%	8%	7%	14%
Colder than Normal					
Warmer than Normal					





# Winter Storm Gerri Performance & Lessons Learned



- Throughout Winter Storm Gerri, Northern was able to meet all firm transportation, storage, delivery pressure and balancing obligations despite significant supply reductions from NBPL from January 14<sup>th</sup> through the 16<sup>th</sup>
- In anticipation of and during Gerri, Northern implemented several lessons learned from prior events including:
  - Line-pack targets were evaluated to optimize the balance between maintaining the highest pack possible while minimizing compressor starts and stops during frigid conditions
  - Nonessential maintenance on Northern's system was paused during this period to mitigate operational risk and ensure personnel availability for unanticipated events
  - 24-hour staffing requirements at critical compressor stations were implemented to ensure immediate response to any remote start failures
  - Underperformance warning notices were posted to provide customers with timely notification of potential supply disruptions
- As in the past, following such an event, Northern conducted a thorough review of operational and commercial performance to determine areas for improvement. Following Gerri, Northern identified several areas for improvement including:
  - Thoroughly reviewing branch line pressure setpoints ahead of incoming weather to assure adjustments are made before and not during a weather event
  - Ensuring facility operating guidelines are fully updated after technology changes and before a weather event
  - Evaluating wind breaks and heat tracing necessary to assure reliable operation of valves, heaters and compressor lube oil skids
  - Evaluating the accuracy of weather forecasts that feed Northern's load supply forecasting tool



**Chris Perry**  
Vice President, Customer Service



# Customer Service



- The customer service group assists customers with all scheduling, contracting and invoicing functions as well as website content
- We are committed to making it easy to do business with us
- **We Expect to be the Best**
  - Best applications and website
  - Friendly and knowledgeable staff
  - Clear, timely communication
- We are driven to make your workday more efficient while providing easy access to a friendly and knowledgeable staff that is eager to serve



# TMS Mobile



- Completed in 2024, TMS Mobile allows users to edit existing and submit new nominations, view scheduled quantities, trace cuts and check storage balances
- TMS Mobile utilizes a responsive design, ensuring screen content will automatically fit on any mobile device screen

**LOCAL** Welcome t estle1 Dashboard

TMS | TSP/NAME: 784158214 NORTHERN NATURAL GAS COMPANY

Welcome to Northern Natural Gas Throughput Management System

Main  
Nomination  
Confirmation  
Scheduled Quantity  
Storage  
Administration  
Logout

**LOCAL** Welcome t estle1 Nomination Maintenance

TMS | TSP/NAME: 784158214 NORTHERN NATURAL GAS COMPANY

**Retrieval Form**

Gas Day:\* 11/16/2023 Svc Req K:\* 142633

Svc Type: FT Rate Sch: TFX

Svc Req/Name: 999888777 GIGGLES & GAS LLC

Market MDQ: 50,000

Retrieve

Add New Submit

Cycle: Timely Beg Date: 11/16/2023 End Date: 11/16/2023

Rec Loc: 192 Del Loc: 3026 TT: 01

Rec Qty: 20,000 Del Qty: 19,816 Fuel Qty: 184

Up K: 123 Dn K: 777 Pkg ID: TEST1

Up ID: 111111111 Dn ID: 777777777 Nom Trk ID:

Rec Rank: 500 Del Rank: 500

View/Edit Delete

**Reduction Reason Detail** for 11/16/2023 Timely Close X

Svc Req K:	Rec Loc:	Del Loc:	TT:
142633	37654	234	01
(FT/TFX)			
Pkg ID:	Up K:	Dn K:	
TEST5	142632	555	

	Receipt	Delivery	Fuel
Nom Qty	6,000	5,945	55
Post Bal Qty	4,000	3,963	37
Post Thput Alloc Qty	4,000	3,963	37
Post Conf Qty	1,009	1,000	9
Sched Qty	1,009	1,000	9

**PBR: Balancing Cut at Point 37654 - NNG FIELD/MKT DEMARCATION -16B**

		Cut
PBR	Balancing	2,000
PRD	Confirmation	2,991
Total		4,991



# Northern's Homepage



Pipeline Emergency  
(888) 367-6671  
(402) 398-7911

General Information  
(877) 654-0646  
(402) 398-7200

Customer Service  
(866) 398-7098  
(402) 398-7098

Call Before You Dig

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## Welcome to Northern Natural Gas

A Berkshire Hathaway Energy Company

Northern is committed to proactively working with its customers to discuss business needs and define solutions. Northern does not just deliver natural gas --- we deliver solutions, tools and resources that improve the business of our customers.

[LEARN MORE](#)

### WHAT'S NEW >>>

#### Planned Service Outage

Northern has scheduled the planned service outages that will affect operating capacity within the months of August 2024 through October 2024

[Read more about Planned Service Outage](#)

#### Northern Notes Newsletter - April 2024

Northern Notes Newsletter - April 2024

[Read more about Northern Notes Newsletter - April 2024](#)

#### Northern Daily Highlights

Northern's daily publication sent to customers via email. To request access please sign up on the Notification and Administration page...

[Read more about Northern Daily Highlights](#)

### Customer Activities

[Nominations](#)

[Pipeline Gas](#)

[Invoicing](#)

[Contracts/Capacity Release](#)

[Operational Data Interchange \(ODI\)](#)

New Customer? Please [Register](#) to access Northern's Customer Activities applications



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[Capacity](#)

[Notices](#)

[Rates](#)

[Gas Quality](#)

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### Regulatory

[Overview](#)

[Tariff](#)

[Orders on Tariff Filings](#)

[View All Regulatory >](#)

# At a Glance

Northern Homepage → Informational Postings → At a Glance

- Critical and Non-Critical Notices
- Planned Service Outage Notices
- SOL, SUL and Critical Day Status
- Operationally Available Capacity Map

## Critical Notices

No information to display.

## Non-Critical Notices

Notice Type	Subject
Capacity Constraint	<a href="#">BROWNFIELD NORTH</a> <span>NEW</span>
Capacity Constraint	<a href="#">PIERZ REGION RECEIPT ALLOCATION GROUP</a> <span>NEW</span>
Capacity Constraint	<a href="#">VIKING CHISAGO/ISANTI</a> <span>NEW</span>
Capacity Constraint	<a href="#">VIKING/NNG PIERZ INTER</a> <span>NEW</span>
Capacity Constraint	<a href="#">SUPPLEMENTAL INFORMATION FOR GAS DAY AUGUST 19, 2024</a> <span>NEW</span>
Capacity Constraint	<a href="#">BROWNFIELD NORTH</a> <span>NEW</span>

## Planned Service Outage Notices

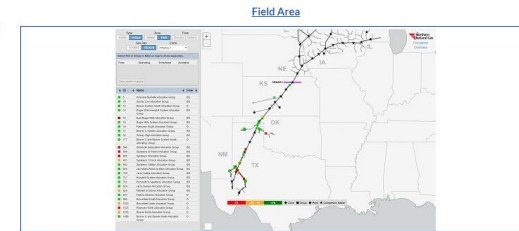
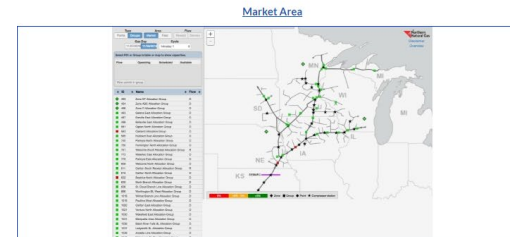
Subject
<a href="#">PLANNED SERVICE OUTAGES - AUGUST 2024 THROUGH OCTOBER 2024</a> <span>NEW</span>

## SOL, SUL & Critical Day Status

Type	Effective Status	History
SOL	Not In effect	<a href="#">See More</a>
SUL	Not In effect	<a href="#">See More</a>
Critical Day Notice	Not In effect	<a href="#">See More</a>

- Capacity Constraint by Cycle
- Temperature Forecast
- TMS Online Cycle Indicator
- Storage Nomination Guidance

## Operationally Available Capacity Maps



## Capacity Constraint by Cycle

Gas Day: 08/19/2024 Cycle: Timely Critical: All Types [RETRIEVE](#)

[View all allocations by cycle](#)

## Temp. Forecast

08/19 MON	08/20 TUE	08/21 WED	08/22 THU
70°	68°	69°	71°

Normal system-weighted temperature 71°

## TMS Online Cycle Indicator

Last Updated: Aug 19 2024 8:38 AM

Cycle	Non Grid AM	Final	ID1	Timely	ID2	Evening	ID3
Nomination	08/19 CLOSED	08/18 CLOSED	08/19 OPEN	08/20 OPEN	08/19 CLOSED	08/20 CLOSED	08/19 CLOSED
Confirmation	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED

## Storage Nomination Guidance


Last Updated: Aug 18 2024 09:00 AM


	08/19 Monday	08/20 Tuesday	08/21 Wednesday
Direction of Constraint	Injection	Evaluation Pending	Evaluation Pending
Likelihood of Allocation	Unlikely	Evaluation Pending	Evaluation Pending


# Training Videos

Northern Homepage → Support → TMS Training Videos



 **Pipeline Emergency**  
(888) 367-6671  
(402) 398-7911

 **General Information**  
(877) 654-0646  
(402) 398-7200

 **Customer Service**  
(866) 398-7098  
(402) 398-7098

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Cycle Process Status

Dashboard, Inbox And Navigation

EDI Processing

Filtering, Grouping And Sorting Data

Nomination Copy

Nomination Quantities By Cycle

Nomination Reconciliation

Preliminary Scheduled Quantities And  
Reduction Reason Detail

Search And Advanced Search

Storage Contract Balance

Storage Netting

TMS Moblie

Zone Percentage

Zone Percentage Impact During Final  
Cycle

## TMS Training Videos Overview

Date Requested: [Aug 09 2024 10:31 AM](#)

The links below provide a video overview of navigation functions, new features and enhancements within TMS.

[Dashboard, Inbox And Navigation](#)

[Search And Advanced Search](#)

[Filtering, Grouping And Sorting Data](#)

[Cycle Process Status](#)

[Nomination Copy](#)

[Nomination Quantities By Cycle](#)

[Nomination Reconciliation](#)

[Preliminary Scheduled Quantities And Reduction Reason Detail](#)

[Storage Contract Balance](#)

[Storage Netting](#)

[EDI Processing](#)

[TMS Mobile](#)

[Zone Percentage](#)

[Zone Percentage Impact During Final Cycle](#)

# Point Available Capacity Calculator



Northern Homepage → Support → Training Materials

- The Point Available Capacity Calculator allows customers to analyze remaining point capacity based on posted operational capacity and scheduled quantities from previous nomination cycles

Loc	Loc Zn	Loc Name	Operating Capacity	Total Scheduled Quantity	Operationally Available Capacity
		Point Locations			
1318	MID 17	TBPL/NNG BEATRICE	450000	227013	222987

## Point Available Capacity Calculator

	Scheduled Volume	Operational Capacity
Non-Grid	222,244	
ID1	227,013	450,000
ID2		450,000
ID3		450,000

Information for required fields can be found on Northern's website:  
[Operationally Available Capacity](#)

### Required fields

Leave Scheduled Volume Blank if Not Scheduled

	ID1	ID2	ID3
<b>Base Operational Calculations</b>			
Point Operational Capacity	450,000	450,000	450,000
Completed Hours of Flow Prior to Cycle	5	9	13
Remaining Hours of Flow	19	15	11
Maximum Flow Prior to Cycle	93,750	168,750	243,750
<b>Scheduled Volume Calculations</b>			
Prior Cycle Scheduled Volume	222,244	227,013	0
Prior Cycle Completed Flow	46,301	84,346	61,854
Maximum Remaining Flow Capability	356,250	281,250	206,250
Maximum Capacity to Schedule for Cycle	402,551	365,596	268,104
Maximum Incremental Available for Cycle	180,307	138,583	268,104
Scheduled Volume	227,013		
Remaining Unscheduled	175,538		
Scheduled Spot Rate for Cycle	228,268		

Note: The calculator assumes that physical flows from prior cycles have successfully occurred. If a point is posted for underperformance, the actual prior cycle completed flow may impact the total capacity Northern may schedule for the remaining cycles.

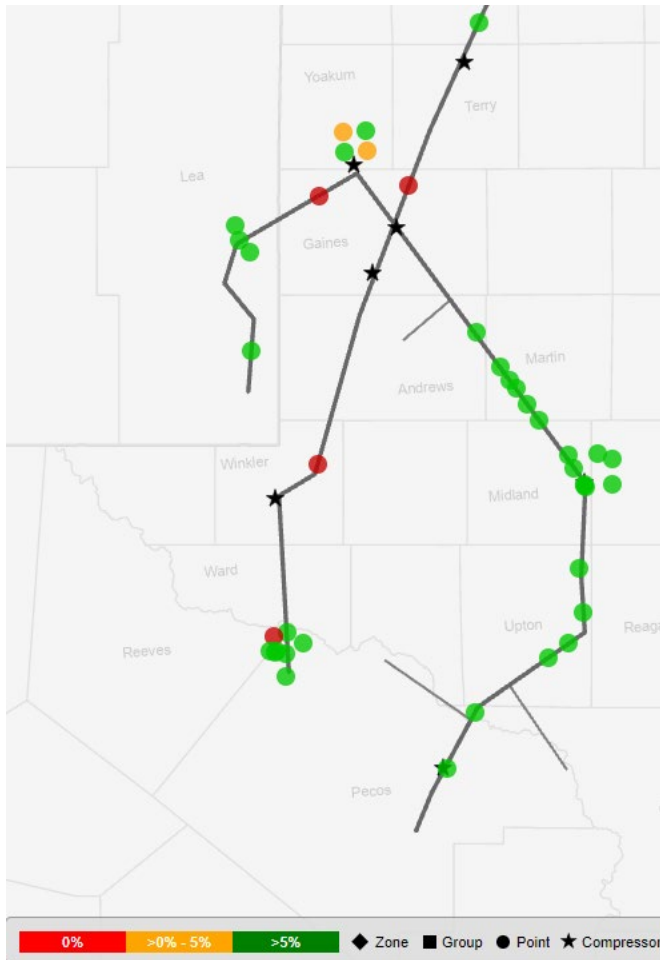
# Operationally Available Capacity Map



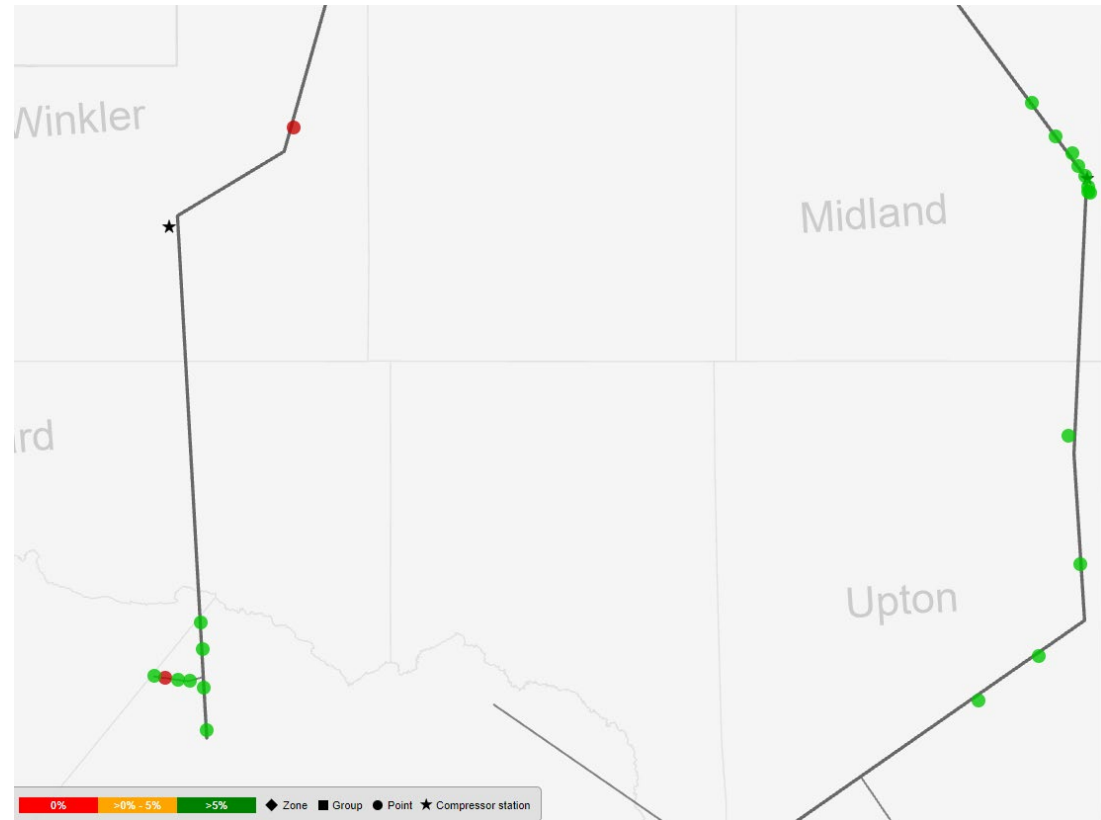
Northern Homepage → Informational Postings → Capacity → Operationally Available Capacity Map

- Creation of two additional zoom layers to make it easier to identify location of Field Area points

## Previous Maximum Zoom



## New Maximum Zoom





# Customer Service Team



- We're easy to reach
  - Each customer is assigned a designated customer service and contract representative
  - Customer service pod structure ensures each customer benefits from the expertise of three additional backup customer service representatives who are well-acquainted with its business
  - In-office personnel between 6:30 a.m. CCT and 10 p.m. CCT everyday, including weekends and holidays
  - Each phone call received in the customer service group will be answered by a person



# Continuous Improvement




- Team Commitment
  - Foster a culture of collaboration and accountability
  - Encourage open communication and feedback
  - Invest in ongoing training and development
- Strategies
  - Implement regular process reviews and audits
  - Encourage creativity
  - Adopt agile methodologies for flexibility and responsiveness
- Benefits
  - Enhanced team knowledge and smarter applications
  - Improved communication with fewer errors
  - Increased efficiency and greater innovation
- Northern will continue to invest in its customer service team, providing them with the resources required to accomplish its goal of providing industry-leading service

# Communication



- Northern Daily Highlights
  - Distributed via email every morning at approximately 5 a.m. CCT
  - Provides a one-page newsletter featuring prominent updates such as critical notices, commercial highlights, operational updates, available capacity and billing highlights

**Northern Daily Highlights**  
January 31, 2024

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### Critical Notices

Subject	Type	Begin Date	End Date
<a href="#">CARLTON RESOLUTION OBLIGATION</a>	Operational Flow Order/Carlton Resolution	Jan 23 2024 09:00 AM	Apr 01 2024 08:59 AM

The Critical Notices above are active notices posted within the last 14 days. For a complete list of all active critical notices please see [Northern's Critical Notices](#) section.

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### Pipeline Status Highlights

**Market and Field Planned Service Outages** — Northern has updated the planned service outages that will affect operating capacity within the months of January 2024 through April 2024 for the Market and Field Areas. Please refer to [planned service outage notice #75216](#) and the [Planned Service Outage Summary](#) page for detailed information related to each outage, including the impacted allocation group(s) and/or point(s), direction of flow, normal operating capacity, estimated daily operating capacity during the outage and the anticipated impact to primary firm service. Please continue to review the [Planned Service Outage](#) and [Planned Service Outage Summary](#) sections on Northern's website for updated information.

**Winter Storm Gerri Recap** — Despite an 11-day stretch of colder-than-normal system-weighted temperatures and challenging conditions for customers and point operators throughout the entire system, Northern's facilities performed exceptionally well to meet the dynamic needs of our customers. Please see [notice #75185](#) for further details.

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### Marketing / Commercial Highlights

**TMS Enhancements** — Northern has developed and implemented two new enhancements to its online TMS Nomination Reconciliation screen. Please see [notice #75221](#) for further details.

# Communication (continued)



- Weekend Guidance
  - Posted every Thursday afternoon or prior to a holiday weekend during the heating season to notify customers of Northern’s requirements for the Carlton Resolution and SOL days
    - Carlton Resolution
    - SOL – If an SOL is required for any of the three days, an SOL will be called for the entire weekend to protect customers from negative DDVCs
    - SMS percentage on SOL days may fluctuate based on evolving conditions, but any change will always be an increase and never a decrease



<b>TSP Name:</b> Northern Natural Gas Company	<b>Post Date/Time:</b> 12/27/2023 03:00 PM
<b>TSP:</b> 784158214	<b>Notice Effective Date/Time:</b> 12/29/2023 09:00 AM
<b>Notice ID:</b> 074479	<b>Notice End Date/Time:</b> 01/02/2024 08:59 AM
<b>Notice Type:</b> Pipeline Conditions	<b>For Gas Day(s):</b> 12/29/2023 - 01/01/2024
<b>Subject:</b> HOLIDAY WEEKEND OUTLOOK FRIDAY, DECEMBER 28, 2023 – TUESDAY, JANUARY 2, 2024	<b>Notice Status:</b> Initiate
<b>Critical:</b> N	<b>Required Response Indicator Description:</b> 5-No response required
<b>Location:</b> MARKET AND FIELD AREA	
<b>Notice Text:</b>  In an effort to provide timely and useful information that may impact customers’ decisions regarding nominated volumes, and to assist customers in scheduling their transportation and storage services, Northern is providing advance notice of system conditions for the upcoming holiday weekend. Based on the temperatures and system conditions that are currently forecast through the holiday weekend, the Carlton sourcing obligation, System Overrun Limitation (SOL) and System Underrun Limitation (SUL) statuses are shown below.  The Carlton sourcing obligation will be as follows: <ul style="list-style-type: none"> <li>• Gay Day Friday, December 29, 2023, will be 0%</li> <li>• Gas Day Saturday, December 30, 2023, will be 0%</li> <li>• Gas Day Sunday, December 31, 2023, will be 0%</li> <li>• Gas Day Monday, January 1, 2024, will be 0%</li> <li>• Gas Day Tuesday, January 2, 2024, will be 0%</li> </ul> SOL, SUL and related System Management Service (SMS) status will be as follows: <ul style="list-style-type: none"> <li>• No SOL</li> <li>• No SUL</li> </ul> For information regarding storage constraints refer to the Storage Nomination Guidance on the <a href="#">At a Glance</a> web page.  If you have any questions, please contact your customer service or marketing representative.	

# Winter Storm Gerri Communication



- Northern understands the importance of clear, timely communication during periods of increased demand due to extreme temperatures
- To preserve valuable time during the incident, Northern has created several customer communications templates to expedite information delivery while providing consistency

## Before

- ***Tuesday, January 9***
- Potential for System Overrun Limitation
- ***Thursday, January 11***
- Weekend Outlook – January 13 - 16, 2024

## During

- ***Sunday, January 14, 2024***
- Underperformance – Field Area Receipt Point
- Update 1 – Underperformance – Field Area Receipt Point
- Critical Day For Gas Day January 15, 2024
  - Due to loss of Market Area supply from an upstream pipeline
- ***Monday, January 15, 2024***
- Update 2 – Underperformance – Field Area Receipt Points
- Critical Day for Gas Day January 16, 2024
  - Due to loss of Market Area supply from an upstream pipeline
- Update 3 – Underperformance – Field Area Receipt Points
- ***Tuesday, January 16, 2024***
- Underperformance – Field Area Receipt Points
- Update 1 – Underperformance – Field Area Receipt Points

## After

- ***Thursday, January 18***
- Weekend Outlook January 20 – 22, 2024
- ***Thursday, January 25***
- Winter Storm Gerri Recap



# Mastio Key Takeaways



## Key Takeaways – Most satisfied with Northern Natural & why

**Exceptional Customer Service:** Numerous customers consistently praise Northern Natural Gas for its outstanding customer service. Representatives are described as attentive, responsive, knowledgeable, and willing to go above and beyond to assist customers with their needs. This theme is evident throughout the testimonials, with customers emphasizing the importance of NNG's exceptional service in their positive experiences.

**Reliability and Operational Excellence:** Customers frequently highlight Northern Natural Gas's reliability and operational excellence. They appreciate the consistent and dependable service provided by NNG, as well as the minimal errors and disruptions experienced. This theme underscores the confidence customers have in NNG's ability to deliver on its commitments and maintain high operational standards.

**Effective Communication and Accessibility:** The importance of effective communication and accessibility is evident in the responses. Customers value NNG's transparent and frequent communication, as well as the accessibility of representatives. They appreciate the clarity of information provided by NNG and the ease of communication through various channels. This theme underscores the significance of open and transparent communication in fostering strong relationships with customers.

