



Reviewed: January 5, 2022

Job Titles and Descriptions of Transmission Function Employees

CUSTOMER SERVICE & BUSINESS DEVELOPMENT

Job Title	Job Description
VP Business Development	Responsible for the overall planning, management, and strategic direction of all NNG commercial business development. Responsibilities include providing leadership and direction to optimize business development and market expansion opportunities; guide the negotiations of strategic asset purchases to maximize throughput capabilities and expand market opportunities; and development of new services to meet changing market needs.
VP – Pricing & Storage	Responsible for directing the marketing aspects of NNG’s storage and transportation pricing desk including: managing the portfolio of available capacity, developing pricing and sales strategies for the capacity, and managing the physical availability and optimization of assets. Manages the performance of SBA parties.
Account Executives/Directors/Managers	Market company storage and transportation services, manage customer relationships and assist in the development of company strategy to maximize transportation and storage revenues for NNG.
Marketing Analyst	Provide analytics and reporting support to manage and maximize storage and transport business.
Capacity Optimization Manager	Responsible for optimizing all available transportation and storage capacity; central liaison between customer service and business development, facility planning, legal and regulatory departments to ensure regulatory compliance for posting available storage capacity and transportation open season related activities.
Capacity Analyst	Provides assistance in optimization of transportation capacity and design assumptions working closely with marketers to maximize revenue. Coordinates internal and external information regarding capacity availability and website postings. Assists other members of group with duties related to deal implementation.
VP South Business Development	Directs business development efforts to identify, develop and close new projects that bring incremental earnings to the company, e.g., new customer connections or general system expansion. Assures the establishment of new business relationships and the development of new nontraditional products and services to meet customer needs and enhance market position. Oversees the evaluation and negotiation of related service agreements and applicable ongoing transportation deals.
VP Customer Service & Business Development	Responsible for the overall coordination and management of all commercial transactions and contacts with the customer, management of storage service activities and the provision of risk management and pricing/structuring services. Responsibilities include the following: ensuring effective communication and coordination between NNG’s customer service operations and account teams; establishing excellent business relationships between NNG and its customers; understanding and resolving customer problems; communicating with customers proactively regarding service and policy issues; providing timely and accurate billing to customers; enabling prompt and courteous collection for services provided by NNG; producing continual process improvements to ensure excellent customer satisfaction; and guiding the negotiation of major storage transactions.
VP Marketing	Responsible for overall planning and management of marketing efforts with NNG’s marketing activities related to all market area transportation services and field area long-term and short-term transportation services for the business development and marketing business unit.
Contracts, Capacity Release and Point/Legal Entity Manager	This position leads professional contract administrators in the development, routing, execution and administration of all contracts and agreements for gas transportation, storage agreements, commercial agreements and contracts for sales and purchases. Responsibilities also include all capacity release activity and the point and legal entity information.
Contract Administration Reps	Responsible for interfacing with technical support staff and customer service staff in the testing and implementation of new electronic business systems for quality assurance and reliability.

VP – Customer Service	Responsible for directing unit staff in the provision of capacity management and support services to NNG customers. This includes gas transportation/storage nominations, scheduling, accounting, customer billing, customer communication, and customer service issue resolution. Develops and implements integrated plans to meet current and future customer requirements. Coordinates the implementation of daily operating plans.
Customer Service Managers	Responsible for providing direction to customer service reps in the scheduling of transportation volumes and the resolution of scheduling/operational problems. Facilitates communication between customer reps and other departments.
Customer Service Adviser	Responsible for providing comprehensive leadership and support to all customer services personnel including daily morning reports, analytical research and reporting of scheduling issues; liaison with gas control, information technology and customer service administration to ensure systems issues are communicated and resolved; responses to data requests; audit controls and procedures, and assume leadership responsibilities in the absence of the manager.
Customer Service Reps	Responsible for providing customer service to external customers doing business on NNG’s pipeline in relation to nominating and confirming volumes and providing billing support to external customers 24 hour/day and 7-day/week and is first point of contact to investigate customer complaints concerning measurement concerns and related billing questions.
Business Systems EDI Analyst	Responsible for expertise and guidance in the design, implementation and support of system applications and processes that support the customer service and business development organization and provides ongoing support for Northern’s electronic data interchange (EDI) applications and EDI Hub interfaces.

OPERATIONS

Job Title	Job Description
VP – Gas Control & Facility Planning	Responsible for directing the daily activities of the Northern Natural Gas Company gas control function, overseeing the facility planning team and maintaining the capacity analysis system. Oversees operations communications center and SCADA support functions.
Special Projects & CRM Compliance Manager	Responsible for administration of the Company’s Control Room Management (CRM) plan; supports internal and external customers by providing system optimization and innovative solutions for transportation service.
Manager/Associate Gas Control	Responsible for providing entry level management to assist in directing the daily activities of NNG’s 24 hour/365 day gas control function that monitors and controls the system to ensure that gas is received from and delivered to customers.
Gas Controllers/Team Leads	Responsible for monitoring and controlling the operation of the NNG transmission system to maintain optimum system utilization.
Senior Measurement Process Analyst	Responsible for ensuring delivery of consistent, accurate and timely measurement data information to NNG customers. This position functions as a consultant to the measurement areas and works closely with GMS, facility planning, scheduling, accounting, marketing and gas control groups to be a central point of contact concerning measurement issues. This position ensures that the NNG customers are kept informed on all measurement related issues, and represents the company at customer meetings.
Manager Facility Planning	Responsible for overseeing the development of technical facility evaluations and recommendations for new business opportunities and projects that impact company operations. Provides technical resources to identify and resolve volume, contractual and operational problems. Initiates planning for facility additions or modifications to meet contractual terms, company requirements and state and federal regulations.
Facility Planners	Responsible for providing support in one or more of the following areas: Conduct of pipeline facility evaluations to provide technical support for the project planning, evaluation and development phases of new transportation/marketing projects. Provision of ongoing pipeline system planning and analysis and operational support. Provision of support to resolve operational problems. Evaluation of project alternatives to enhance business opportunities and determine economic feasibility. Development and maintenance of pipeline models to support throughput activities.