

Communications Standards for Notifying Shippers of Physical Operational Events

A. Planned Service Outage Notification

The annual and weekly planned service outage notices are available on the Customer Interface Web site under *Information Postings, Notices and Planned Service Outage*.

The notices consist of:

- Weekly Outage Schedule
- Past Weekly Outage Schedule
- BC Pipeline System Outage Summary

All Producers, Shippers and Interested Parties have access to this information to determine the potential impact to their business plans.

B. Planned Event Notification

Field Services Maintenance

Impact to Interruptible Service only

If there is a potential impact to Interruptible Service only, an update will be available in the daily Pipeline Operational Status report under *Commercial Notes* for the morning prior to that particular gas day. The details of the reduction in flow and service will be outlined and reference the weekly outage schedule.

Impact to Firm and Interruptible Service

If there is a potential impact to Firm and Interruptible Service because of the planned event, a Critical bulletin will be posted by the Pipeline outlining the details of the reduction in flow and service and reference the weekly outage schedule.

The daily Pipeline Operational Status report will also have details posted under *Commercial Notes* for the morning prior to that particular gas day. The details of the reduction in flow and service will be outlined and reference the weekly outage schedule.

Pipeline Maintenance

Impact to Interruptible Service only

If there is a potential impact to Interruptible Service only, an update will be available in the daily Pipeline Operational Status report under *Commercial Notes* for the morning prior to that particular gas day. The details of the reduction in flow and service will be outlined and reference the weekly outage schedule.

Impact to Firm and Interruptible Service

If there is a potential impact to Firm and Interruptible Service because of the planned event, a Critical bulletin will be posted by the Customer Service Representative outlining the details of the reduction in flow and service and reference the weekly outage schedule.

The daily Pipeline Operational Status report will also have details posted under *Commercial Notes* for the morning prior to that particular gas day. The details of the reduction in flow and service will be outlined and reference the weekly outage schedule.

C. ***Unplanned Event Notification***

Criteria for issuing a Critical Notice:

BC Pipeline: Any unplanned pipeline event which adversely affects capacity. E.g. major pressure changes, critical line pack levels.

Critical Notice Timeline:

The initial "Critical Notice" will be posted to the Customer Interface Website (CI) within **4** hours of the start of the event.

- During normal business hours, Enbridge will strive to post the notice sooner if the information is available.
- Should there be a significant impact to Shipper business caused by a major disruption; a Critical Notice will be sent out sooner when the information is available.

Updates to a Critical Notice: If any of the specific details in the Critical Notice change or cannot be met, a subsequent Critical Notice will be sent out prior to the deadline of the prior notice. E.g. Change of status update.

Refer to the contact information provided on the Critical Notice if additional information is required concerning the event.

D. *Operational Upset Event*

A new notice type, Operational Upset Event Bulletin, has been implemented to alert Shippers to operational upsets that have the potential to impact commercial operations.

These notices will be issued as *non-critical* to allow Shippers time to consider what actions need to be taken in the event the operational upset is extended.

Criteria for issuing an Operational Upset Event Notice:

- Linepack “stoplight” is yellow or red and is below target (winter target 2900 – 3000, summer target 2850 – 3050) **AND**,
- Transmission upset which exists for more than one hour and the cumulative loss in that first hour exceeds 10 MMcf (equates to a rateable base of 240 MMcf/d for that hour) of supply or decreased transmission volume throughput.