

ANR Pipeline Company
September 25, 1998
Entity Address and Contact Maintenance

Requirement:

Customer access (EDI/EDM and EBB/EDM) to directly add, change and delete various entity information including addresses, contacts, phone numbers and business uses.

Purpose:

To allow customers to update entity information without intervention from the TSP. ANR has found that allowing the customer to update the nomination, invoices, capacity release and contract addresses/contacts leaves the responsibility with the customer to maintain the communication path. It has been very successful in the last year.

A very important element is the *business use* which will indicate to the gas management system (in this case, ANR GEMS) *where* various system generated notifications should be sent. The notifications include nominations, capacity release, invoices, contracts and system account administrators which are identified online by the customer using business uses. Business uses are assigned to specific address/contact combinations.

Specific business uses also identify the *method* of notification desired by the customer. Currently, there are three methods of nomination cut notifications to customers. They are GEMS E-mail, automatic faxing and auto-dialer messages. It is expected that the FERC required Internet E-mail notification will also be implemented when required.

The above notification methods give our customers the choice of communication which is most convenient for them. They may choose one or all of the notification methods. They may have notices sent to one or many contacts at their company or even their agent.

The ability to quickly update the phone numbers and change business uses gives the customer enough flexibility to route notifications to different contacts when they are out of the office, on vacation or ill for one day. They can also change the notifications to be sent to a different phone number on weekends for an on call basis.

For invoicing, the responsibility is with the customer to ensure that the invoices have been sent to the correct place. The customer must update their entity information for the address/contact using invoice business uses. This affords the TSP the ability to clearly stipulate interest charge rules for late payments.

There are phone number types also. They include Office, Office2 (cell phone), 24 hour phone number and Fax number. Some of the business uses will require specific types of phone numbers.

List of Business Uses:

Many of the following business uses have multiple occurrences for the most flexibility. This allows for primary and secondary contacts.

Shipper Contact: Used for Contract notifications and future “online” contracting
Invoice Contact: Identifies the name and address for invoices (by contract)
Capacity Release: Required for Cap Release information
Nomination Contact: Used for various nom reports
Primary Nomination E-mail Notification: Nom cut notices
Primary Nomination Fax Notification: Nom cut notices
Primary Nomination Phone Notification: Autodialer notices and nom cut notices
Operator E-mail Notification: Nom cut notices
Operator Fax Notification: Nom cut notices
GEMS Admin Address: GEMS mailings and system upgrades

Data Hierarchy in GEMS:

-Entity ID and Name

-Address 1

-Contact 1

Office Phone Number

Fax Phone Number

24 hour phone number

Business Use 1- Primary Nomination E-mail Notification

Business Use 2- Primary Nomination Phone Notification

Business Use 3- Nomination Contact

-Contact 2

Office Phone Number

Fax Phone Number

Invoice Use 1 (contract A)

-Address 2

-Contact 3

Office Phone Number

Fax Phone Number

24 hour phone number

Invoice Use 1 (contract A)

Invoice Use 2 (contract B)