

To GISB End Users....

The purpose of this memo is to request feedback from the GISB End User segment to help resolve a difficult issue facing the EBB Internet Implementation Task Force (EIITF).

The EIITF is hard at work trying to develop standard webpage designs for business transactions (currently "nominations") within a relatively tight time frame. Unfortunately, at the meetings I have been able to attend, we have had very little "End User" participation which would provide a broader view of what the customer wants or needs. The task force uses "balanced voting" when there are difficult issues to resolve so that all segments can potentially have an equal voice as long as there are at least two persons from that segment there and voting.

The EIITF is currently struggling with the question of ordering data items on the screen. Some participants want the order to be the same for all pipeline websites while others want the flexibility for the data items to be arranged in an order selected by the pipeline.

As I see the issue, if there are 8 data items (A,B,C,D,E,F,G,H) to appear in an area of the screen, e.g. , A,B,C,D,E,F,G,H they could be alternately implemented by pipelines as:

PL#1: A B D C H G F E

PL#2: B A C D E F G H

PL#3: A B C H E G F D

and on and on. I didn't calculate the potential combinations and permutations but it is more than there are pipelines in the US to implement the various possibilites.

Because of complaints I have heard about the lack of uniformity and other difficulties with using proprietary EBBs from other industry end users and schedulers within my shop who have that experience, my position when I am able to be present at the EIITF meetings, is that the industry needs to provide its customers with a truly uniform and standardized webpage so that personnel working on multiple pipelines will not be handicapped when working between multiple websites. As the bulk of my company's nominations are currently done by EDI and we are attempting to expand that to other pipelines as well where EBBs are currently used, this issue is not as critical for us as it might be for other End Users like yourself.

As customers and primary users of these website screens, I feel that the industry has an obligation to make your job as easy as possible. It would greatly help the effort if you and other customers and members of the End User community would come forward and let the GISB EIITF and the industry segments (pipelines, LDCs, producers, marketers and other services) that serve you, have your comments and perspective on this issue.

I would suggest that you take time today to contact your pipeline representative or other industry supplier or service provider to discuss the issue of webpage formats and specifically the issue of

ordering of the data items. Even if you are unable to attend the EIITF meeting next week or any future meeting, your feedback and that of all industry customers is needed to assure that the final product meets the user community's business needs in the broadest possible way.

Cordially.....Dona Gussow (dgussow@fpl.com)