



SOUTHERN STAR

CENTRAL GAS PIPELINE

MONTHLY UPDATE

2:00 PM CCT

December 17, 2020

PLEASE MUTE YOUR PHONES! (*6)





SOUTHERN STAR

CENTRAL GAS PIPELINE

Agenda

- Safety Moment
- PSO / Storage
- Capacity Planning
- Capacity Scheduling
- Marketing & Customer Service
- CSI/STEP Update
- Contracts
- Rates
- Billing
- Operations/Integrity/Measurement
- Trivia
- Q&A





SOUTHERN STAR

CENTRAL GAS PIPELINE

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The **12 DAYS of SAFETY**

- Never use lighted candles near trees or boughs
- Keep poisonous plants out of reach of children and pets
- Keep trees away from fireplaces, radiators and other heat sources
- Make sure your tree has a stable platform
- Choose an artificial tree that is labeled fire resistant
- If using a natural tree, make sure it is well watered
- Check holiday lights for fraying, bare spots, gaps in the insulation or excessive kinking in the wire
- Turn off all tree lights and decorations when not in use
- When putting up decorations, use a step stool or ladder to reach high places
- Designate a sober driver
- When preparing a meal, wash hands, utensils, sink and anything else that touches raw meat
- Reheat leftovers to at least 165°F

Happy Holidays

NATIONAL SAFETY COUNCIL
nsc.org





SOUTHERN STAR

CENTRAL GAS PIPELINE

PSO (Planned Service Outage)



Customer Activities

Login

Informational Postings

Capacity

Gas Quality

Index of Customers

Locations

Capacity Map



Constraints

*Click on item for details

Meter Maintenance - 3/17/2020 to 3/18/2020

100% Capacity Reduction at REX-St.Joe Location Constraint

Pipeline Maintenance - 3/24/2020 to 3/27/2020

100% Capacity Reduction at Superior - Hemphill Location Constraint

Pipeline Maintenance - 3/24/2020 to 3/27/2020

100% Capacity Reduction at Oneok Westex Hemphill Location Constraint

Download PSO PDF Version

Historical Average ID3 Schedule Volume through Constraints (Dth/d)

PSO Dashboard Tutorial

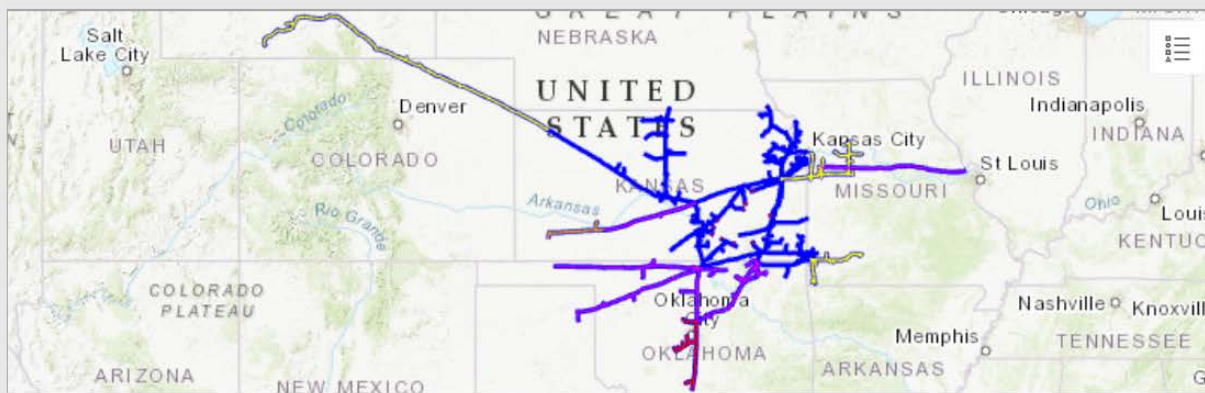
16991 | Access Midstream North Alva | Delivery

16991 | Access Midstream North Alva | Delivery

Constraint Locations

Constraint Pooling Areas

Last update: 5 minutes ago



Operational Capacity

Capacity after Reduction

0 Dth/d 17087 - REX-St.Joe

% Reduction from Normal

Operational Capacity

100% Reduction

Constraint Area

17087 - REX-St.Joe

Operational Capacity

Work Activity

Southern Star Planned Service Outage

Work Activity					Operational Capacity Information	
Status	Projected Start Date	Projected Return To Normal Date	Location	Type Of Work	Capacity After Reduction Formatted	Reduction Percent Formatted
	Jul 20, 2020	Jul 24, 2020	Springfield	Saginaw Unit Maintenance	175,000 Dth/d Saginaw CS Area Deliveries (Location 444550)	27% Reduction - (Location 444550 - Saginaw CS Area Deliveries)
	Jul 21,					Location 12723 - DCP - (er) n 16857 - Superior - (on 444001 - West (
New	Jul 28,					449000 - Blackwell
	Jul 28,					52 - PSCO Chalk Bluffs)
	Jul 28,					17069 - NGPL Carter)
	Aug 4,					5433 - Scout - Satanta)
Revised	Aug 4,					44587 - Transwestern ery) n 753701 - ONEOK (Merford)
	Aug 18, 2020	Aug 21, 2020	Edmond to Perry	Pipeline Maintenance	0 Dth/d OG&E Frontier Plant (Location 41) 0 Dth/d South Maysville Delivery (Location 444003) 0 Dth/d South Maysville Receipt (Location 444002) 75,000 Dth/d NGPL Carter (Location 17069)	100% Reduction - (Location 41 - OG&E Frontier Plant) 100% Reduction - (Location 444002 - South Maysville Receipt) 100% Reduction - (Location 444003 - South Maysville Delivery) 50% Reduction - (Location 17069 - NGPL Carter)
Revised	Aug 25, 2020	Aug 28, 2020	Springfield	Saginaw Unit Maintenance	150,000 Dth/d Saginaw CS Area Deliveries (Location 444550)	38% Reduction - (Location 444550 - Saginaw CS Area Deliveries)





STORAGE UPDATE



Storage Updates

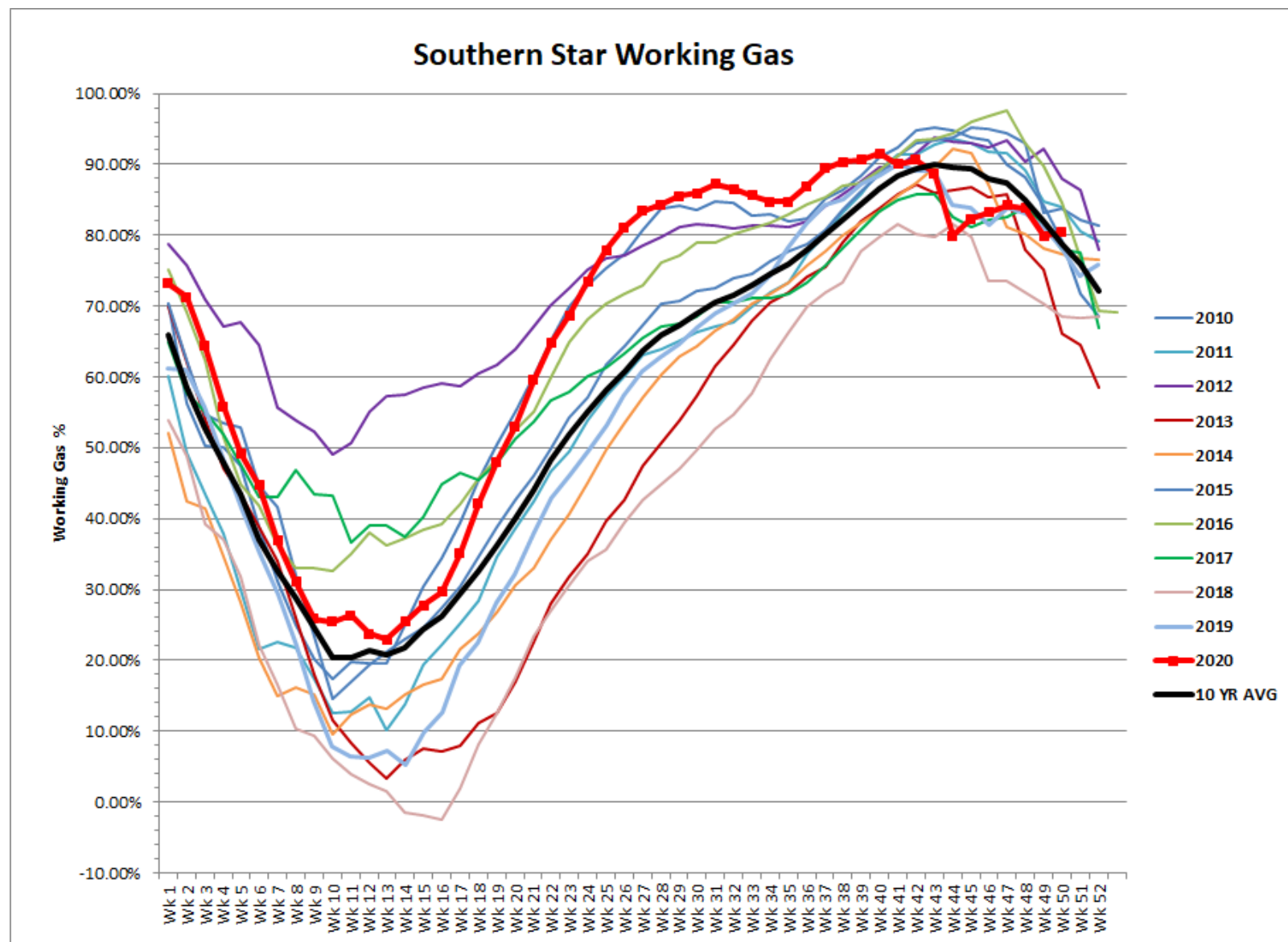
- After the large withdrawal ending October, we have seen above average temperatures and milder demand for most of November into December
- EIA Storage Number as of 12/11 was 80.44%
- Currently 2% over the 10-year average
- Injected .241 Bcf into storage last week
- Forecast net withdrawal this week

Winter Weather Watch

- Colder than normal temperatures forecasted
- Makeup for ISS withdrawals, PLS withdrawals, incremental loans, and other off system activity limited
- Typically issued for temperatures 15° - 20° in our Market Area

Winter Weather Warning

- Significant cold front forecasted
- Firm Storage withdrawals limited to MDWQ
- TSS/STS contracts need to ensure flowing gas to storage gas withdrawal is per contractual agreement
- Makeup for ISS withdrawals, PLS withdrawals, incremental loans, and other off system activity not available
- Typically issued for temperatures below 15°





SOUTHERN STAR

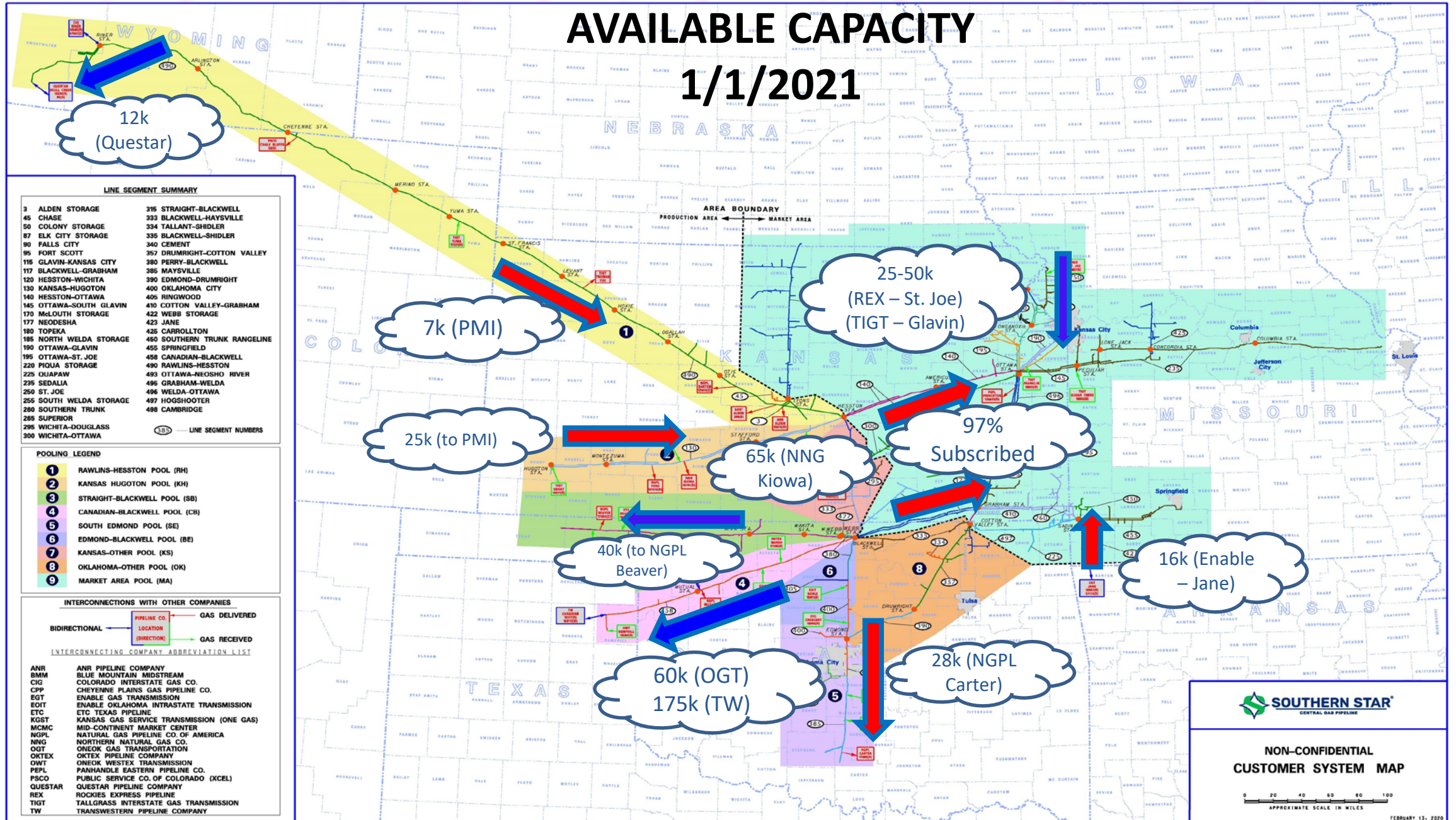
CENTRAL GAS PIPELINE

Capacity Planning



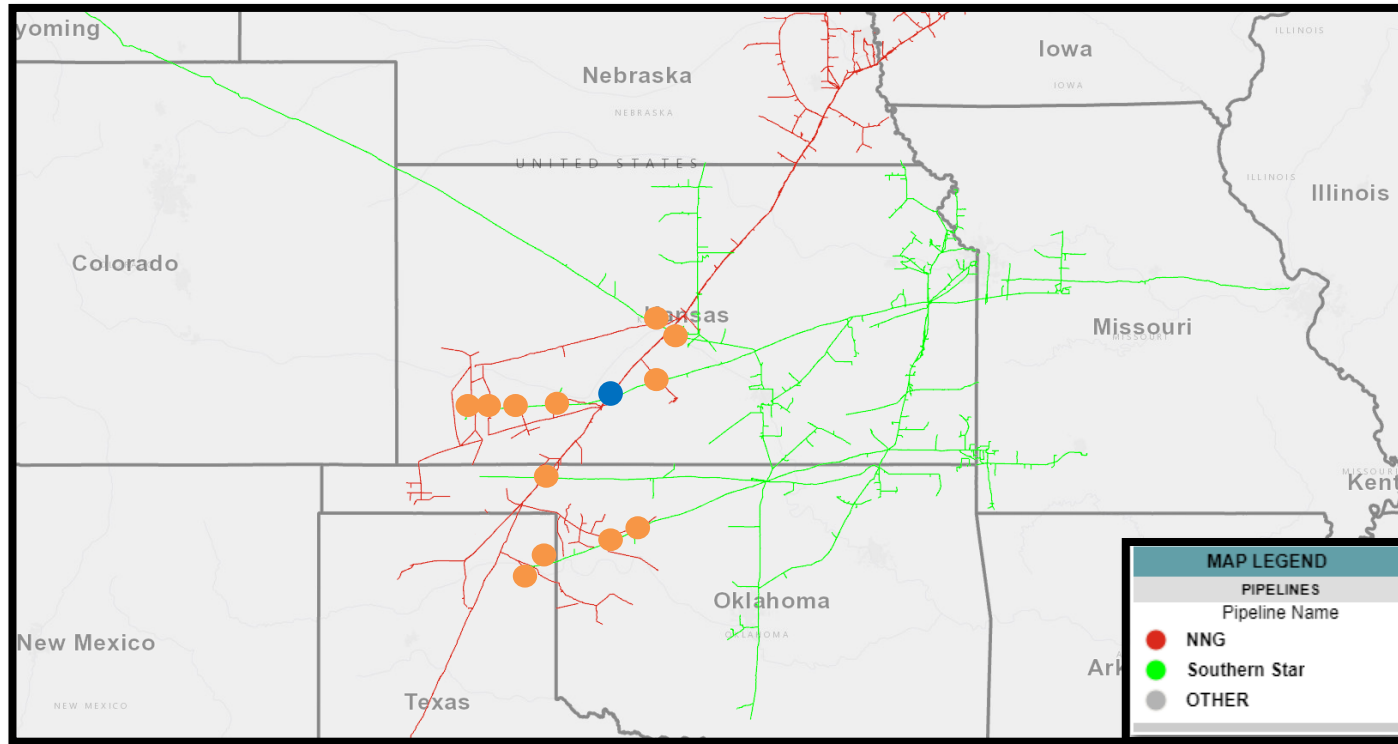
AVAILABLE CAPACITY

1/1/2021



INTERCONNECT HIGHLIGHT

-NNG-



- Southern Star only has (1) delivery interconnect with NNG:
 - NNG Kiowa (KH)
- However, there are non-interconnect crossings between Southern Star and NNG's systems.

**IF MORE SOUTHERN STAR – NNG INTERCONNECTS
INTEREST YOU, PLEASE FEEL FREE TO REACH OUT!**



INTERCONNECT HIGHLIGHT

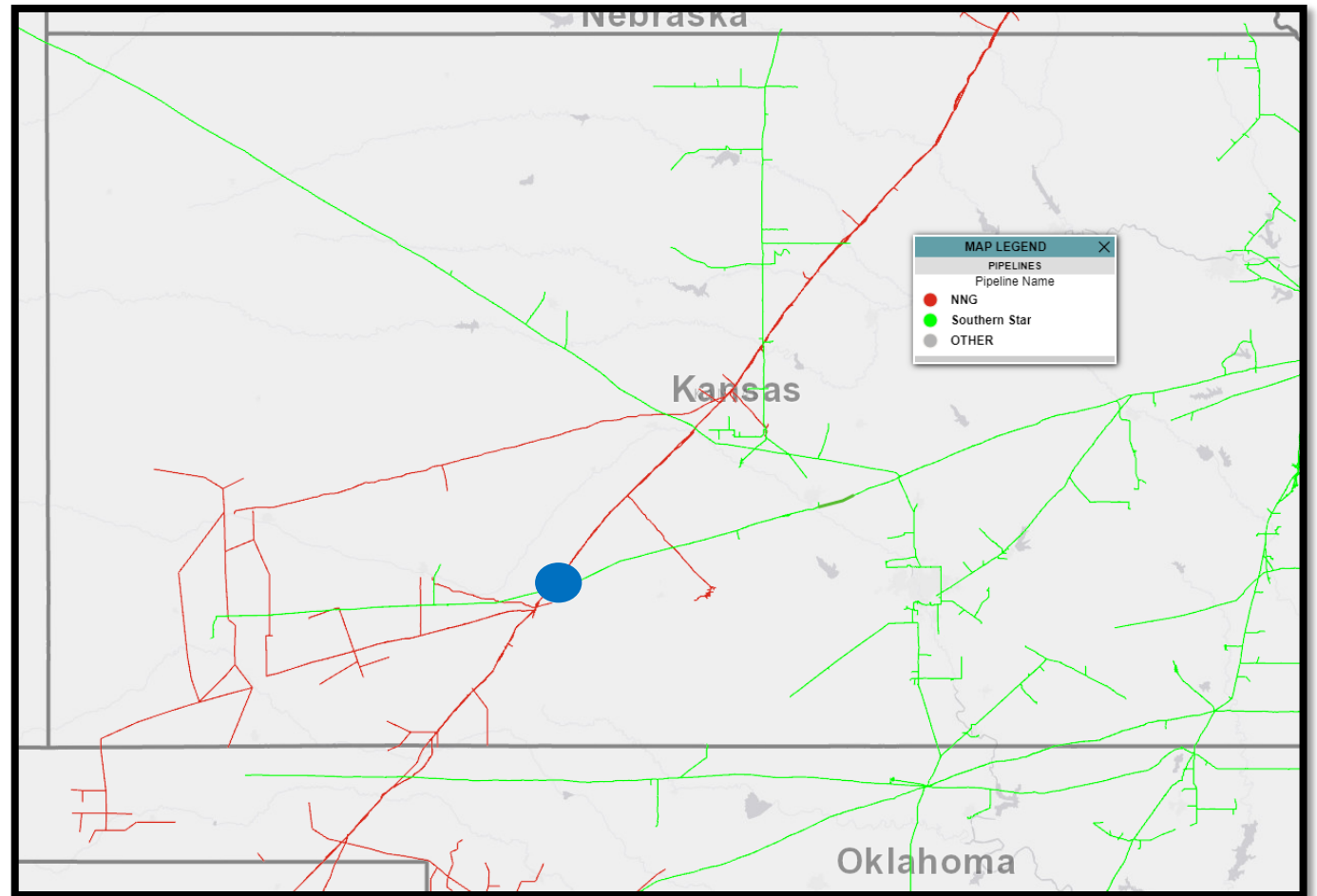
-NNG-

NNG Kiowa (#17096)

Kansas-Hugoton (KH) Pool

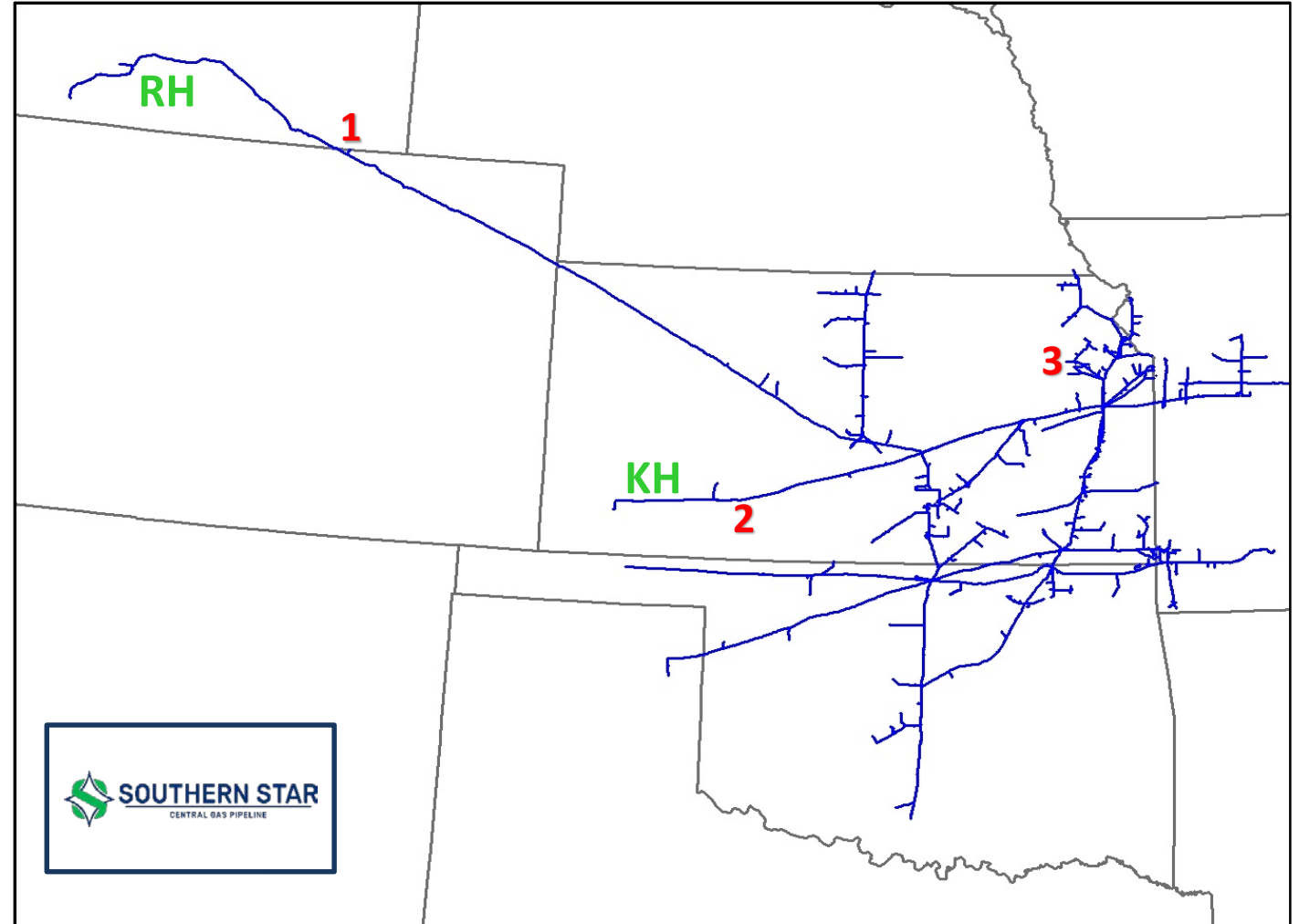
NNG Zone – Field

65,000 Dth/d currently available



NEW SUPPLY COMING IN 2021

1. **Cheyenne Hub**
(Rawlins-Hesston Line – RH)
2. **NGPL-Ford Receipt**
(Kansas-Hugoton Line – KH)
3. **Topeka Biogas**
(Market Area – MA)





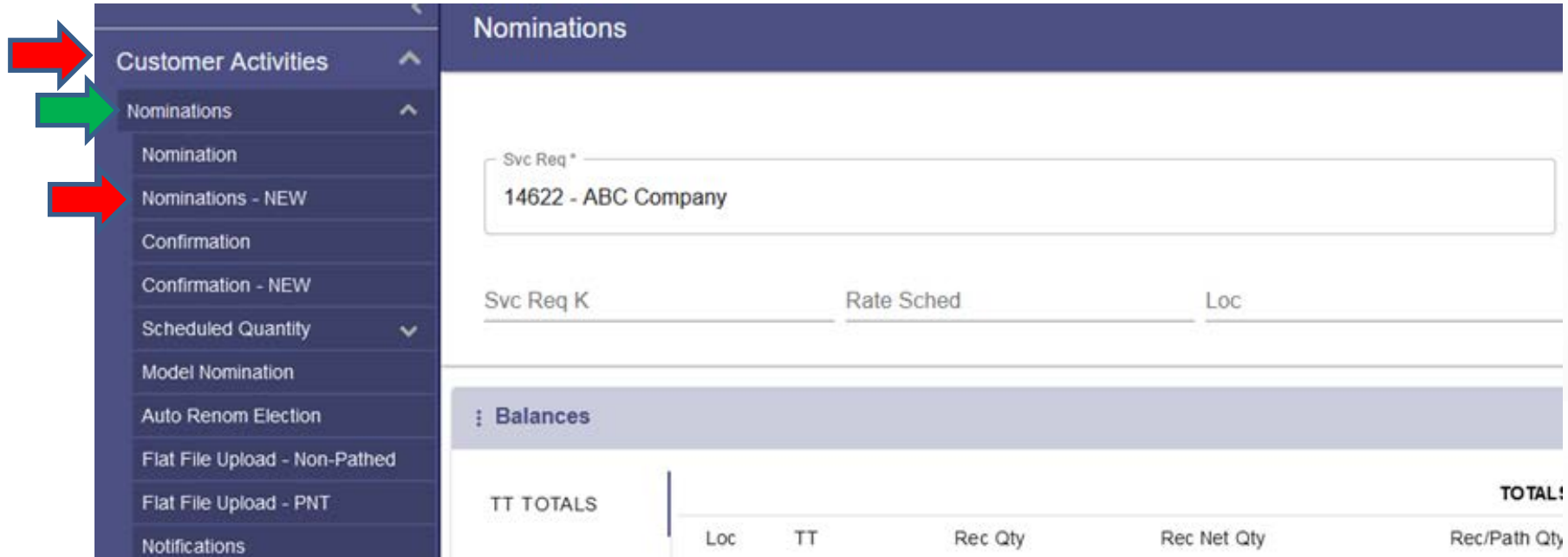
SOUTHERN STAR

CENTRAL GAS PIPELINE

CAPACITY SCHEDULING



NEW NOMINATIONS SCREENS



The screenshot shows the 'Nominations' screen. On the left is a dark blue sidebar menu with the following items: Customer Activities, Nominations, Nomination, Nominations - NEW, Confirmation, Confirmation - NEW, Scheduled Quantity, Model Nomination, Auto Renom Election, Flat File Upload - Non-Pathed, Flat File Upload - PNT, and Notifications. Three arrows point to the menu: a red arrow to 'Customer Activities', a green arrow to 'Nominations', and a red arrow to 'Nominations - NEW'. The main content area is titled 'Nominations' and contains a form with the following fields: 'Svc Req *' with the value '14622 - ABC Company', 'Svc Req K', 'Rate Sched', and 'Loc'. Below these is a section titled ': Balances' which contains a table. The table has a header row with 'TT TOTALS' on the left and 'TOTAL!' on the right. The table body has columns: 'Loc', 'TT', 'Rec Qty', 'Rec Net Qty', and 'Rec/Path Qty'.

TT TOTALS	Loc	TT	Rec Qty	Rec Net Qty	Rec/Path Qty	TOTAL!
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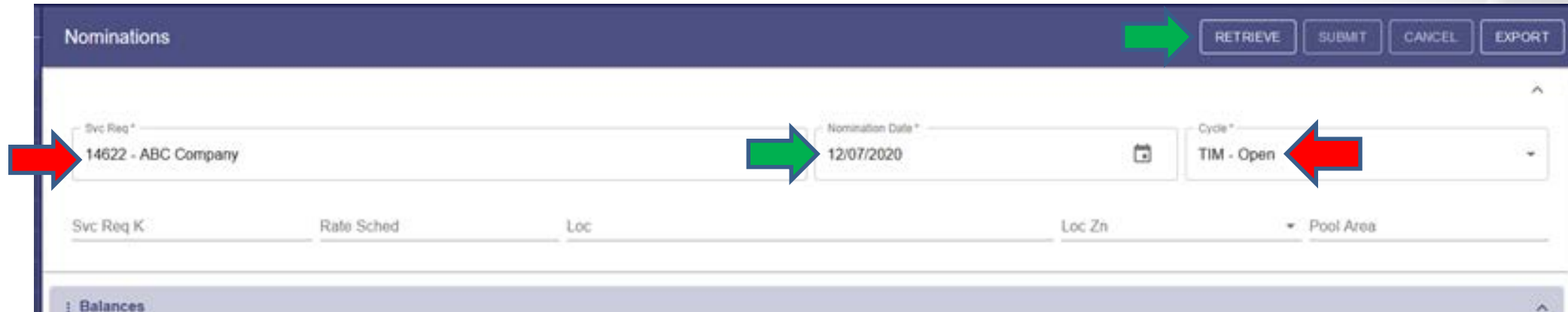
Getting Started

1. Log in as normal
2. Click on Customer Activities
3. Nominations
4. Nominations New






NEW NOMINATIONS SCREENS

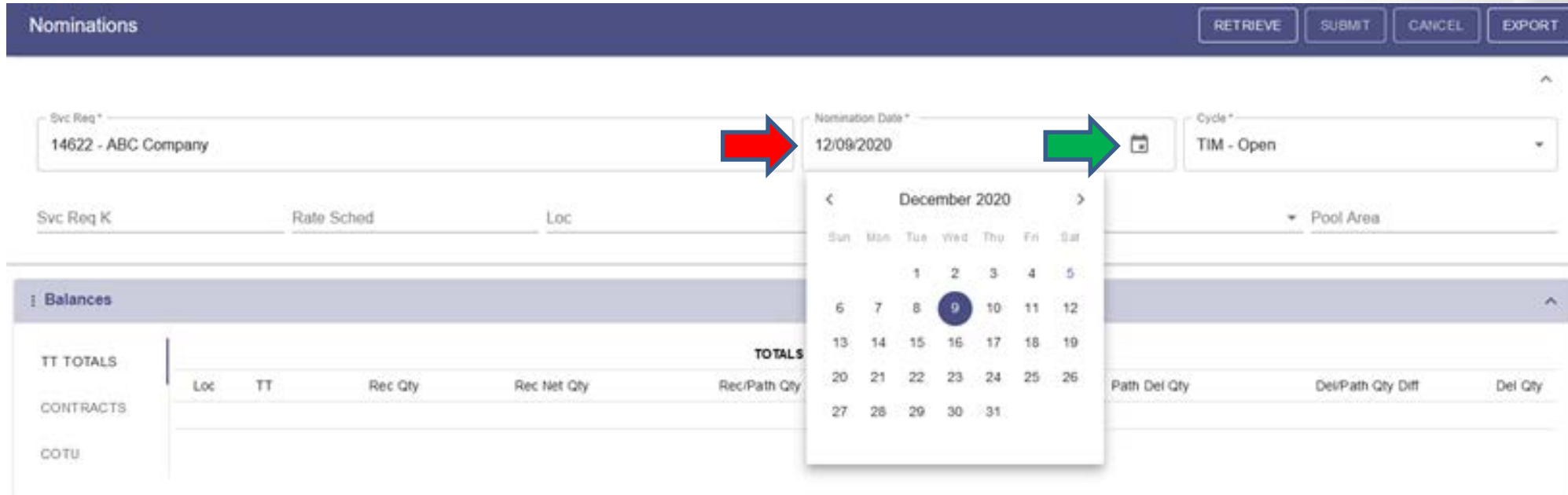


The screenshot shows the 'Nominations' interface. At the top, there are buttons for RETRIEVE, SUBMIT, CANCEL, and EXPORT, with a green arrow pointing to the RETRIEVE button. Below the header, the 'Svc Req *' field contains '14622 - ABC Company', with a red arrow pointing to it. The 'Nomination Date *' field shows '12/07/2020', with a green arrow pointing to it. The 'Cycle *' dropdown menu is set to 'TIM - Open', with a red arrow pointing to it. Below these fields are input fields for 'Svc Req K', 'Rate Sched', 'Loc', 'Loc Zn', and a 'Pool Area' dropdown. At the bottom, there is a section labeled 'Balances'.

Next Steps

- Svc Req will default to your company*
 - Select the Nomination Date you want to nominate
 - Select the Cycle you want to nominate
 - Click on Retrieve
 - *If you are an Agent, you will have a drop down to choose the company you want to nominate for.
- 

NEW NOMINATIONS SCREENS



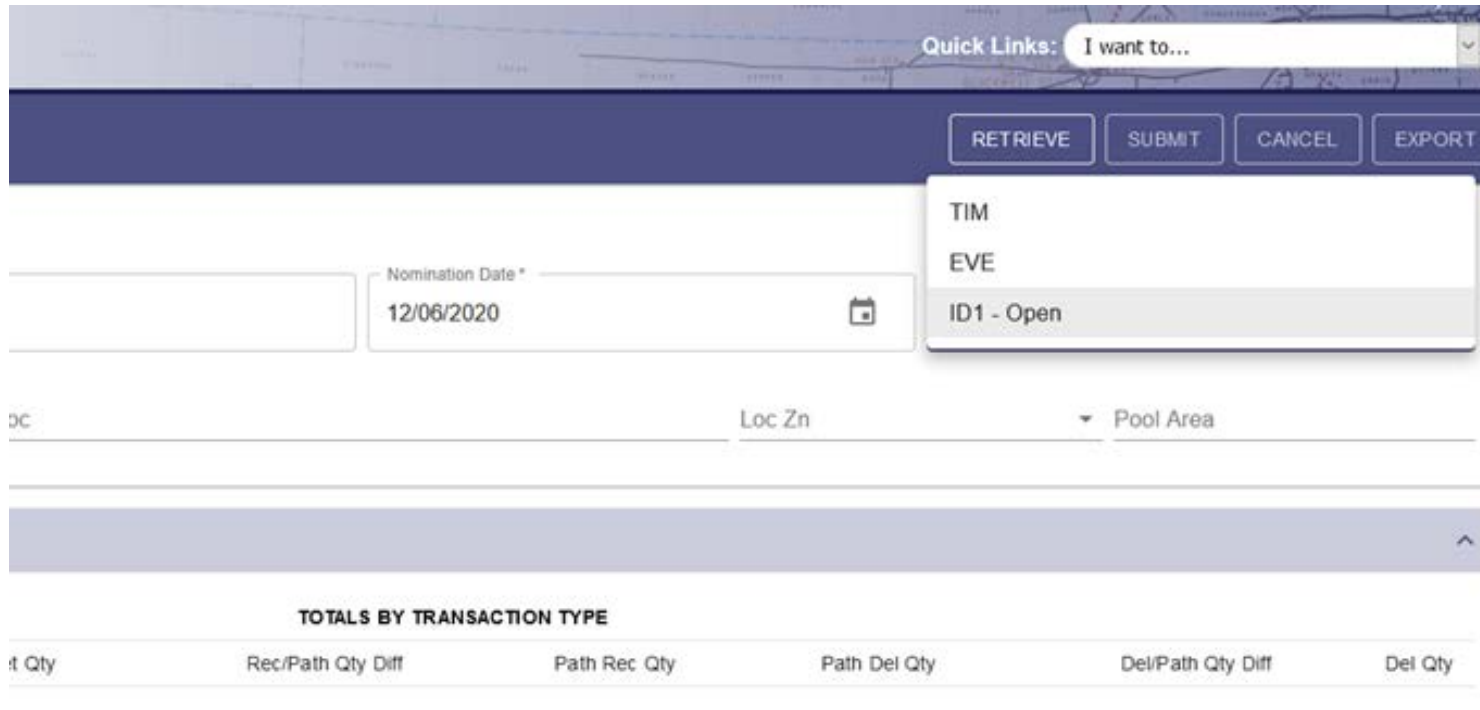
The screenshot shows the 'Nominations' screen. At the top, there is a header bar with the title 'Nominations' and four buttons: 'RETRIEVE', 'SUBMIT', 'CANCEL', and 'EXPORT'. Below the header, there are several input fields. The 'Svc Req*' field contains '14622 - ABC Company'. The 'Nomination Date*' field contains '12/09/2020'. The 'Cycle*' field is a dropdown menu showing 'TIM - Open'. A red arrow points from the 'Svc Req*' field to the 'Nomination Date*' field, and a green arrow points from the 'Nomination Date*' field to the date picker. The date picker is open, showing a calendar for December 2020. The date '9' is selected. Below the date picker, there is a table with columns: 'Loc', 'TT', 'Rec Qty', 'Rec Net Qty', and 'Rec/Path Qty'. The table has a header row and several data rows. The first data row is labeled 'TT TOTALS'. The second data row is labeled 'CONTRACTS'. The third data row is labeled 'COTU'. The table also has a 'TOTALS' column on the right. The background of the slide shows a large industrial tank and a smaller image of a refinery at the bottom right.

Loc	TT	Rec Qty	Rec Net Qty	Rec/Path Qty
TT TOTALS				
CONTRACTS				
COTU				
TOTALS				

To select a Nomination Date, you can type in the date or click on the calendar and use the date picker.



NEW NOMINATIONS SCREENS



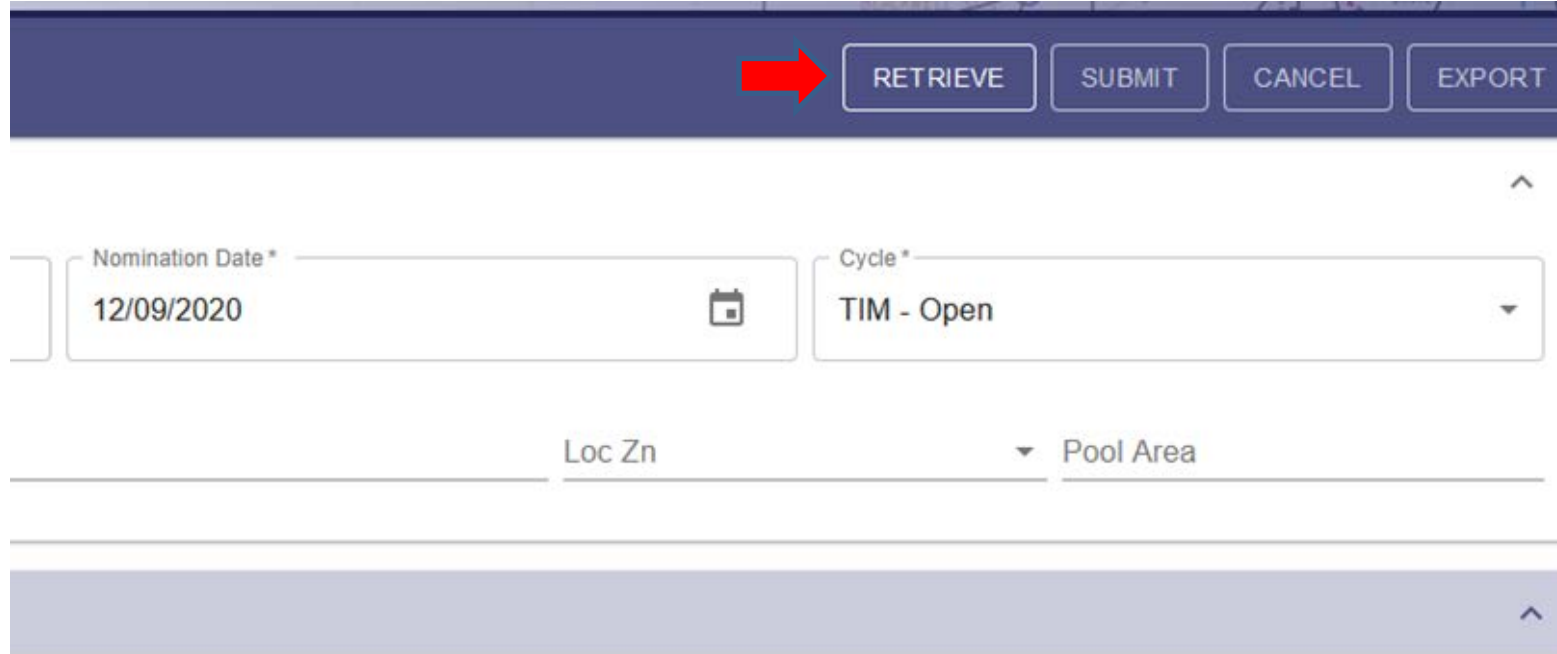
The screenshot shows a web application interface for nominations. At the top, there is a 'Quick Links' section with a search bar labeled 'I want to...'. Below this are four buttons: RETRIEVE, SUBMIT, CANCEL, and EXPORT. A dropdown menu is open, showing three options: TIM, EVE, and ID1 - Open. The main form area includes a 'Nomination Date' field with a calendar icon, currently set to 12/06/2020. Below the date field are three input fields: 'Loc Zn', 'Pool Area', and a third field. At the bottom, there is a table titled 'TOTALS BY TRANSACTION TYPE' with columns: 'Rec/Path Qty Diff', 'Path Rec Qty', 'Path Del Qty', 'Del/Path Qty Diff', and 'Del Qty'.

- The cycle selector is dynamic
- Defaults to the cycle that is currently open
- Shows you the cycles that have closed for the date selected
- If you choose a date in the past, it will let you choose from all cycles. You will be allowed to see the nominations but not make changes to closed cycles





NEW NOMINATIONS SCREENS



RETRIEVE SUBMIT CANCEL EXPORT

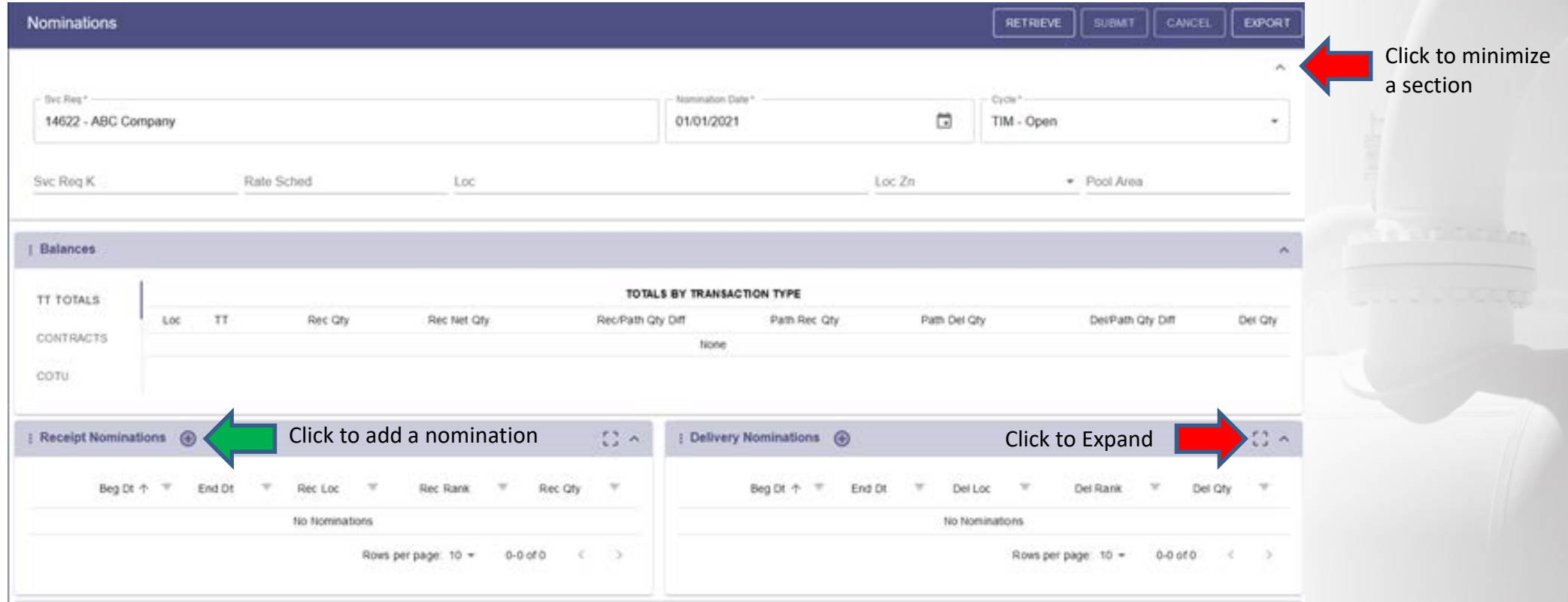
Nomination Date* 12/09/2020 Cycle* TIM - Open

Loc Zn Pool Area

Once you have selected the Nomination Date and the Cycle, click on Retrieve.



NEW NOMINATIONS SCREENS



The screenshot shows the 'Nominations' screen with a dark blue header bar containing the title and buttons for RETRIEVE, SUBMIT, CANCEL, and EXPORT. Below the header are input fields for 'Svc Req #' (14622 - ABC Company), 'Nomination Date #' (01/01/2021), and 'Cycle #' (TIM - Open). Further down are fields for 'Svc Req K', 'Rate Sched', 'Loc', 'Loc Zn', and 'Pool Area'. A section titled 'Balances' is expanded, showing a table with columns for TT, Loc, Rec Qty, Rec Net Qty, Rec/Path Qty Diff, Path Rec Qty, Path Del Qty, Del/Path Qty Diff, and Del Qty. Below this are sections for 'Receipt Nominations' and 'Delivery Nominations', each with a table and a '+' icon to add a nomination. A red arrow points to the 'Balances' section header with the text 'Click to minimize a section'. A green arrow points to the '+' icon in the 'Receipt Nominations' section with the text 'Click to add a nomination'. A red arrow points to the '+' icon in the 'Delivery Nominations' section with the text 'Click to Expand'.

Nominations

RETRIEVE SUBMIT CANCEL EXPORT

Svc Req # 14622 - ABC Company

Nomination Date # 01/01/2021

Cycle # TIM - Open

Svc Req K Rate Sched Loc Loc Zn Pool Area

Balances

TT TOTALS

CONTRACTS

COTU

TOTALS BY TRANSACTION TYPE

Loc	TT	Rec Qty	Rec Net Qty	Rec/Path Qty Diff	Path Rec Qty	Path Del Qty	Del/Path Qty Diff	Del Qty
				None				

Receipt Nominations

Click to add a nomination

Delivery Nominations

Click to Expand

Beg Dt End Dt Rec Loc Rec Rank Rec Qty

No Nominations

Rows per page: 10 0-0 of 0

Beg Dt End Dt Del Loc Del Rank Del Qty

No Nominations

Rows per page: 10 0-0 of 0

Screen Basics

- Minimize a section
- Expand a Nomination area
- Add a Nomination

NEW NOMINATIONS SCREENS

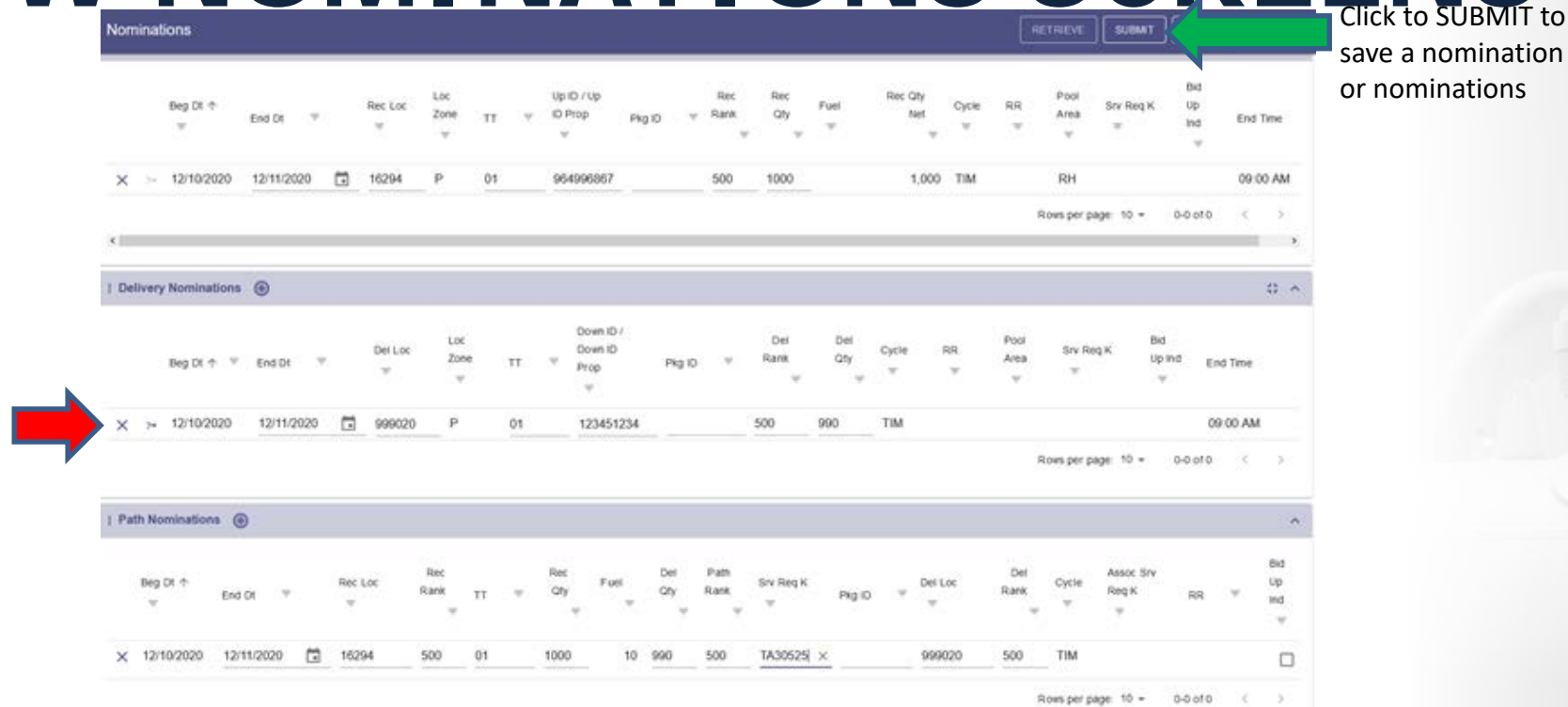


The screenshot shows the 'Nominations' interface. At the top, there are buttons for 'RETRIEVE', 'SUBMIT', 'CANCEL', and 'EXPORT'. Below these are filters for 'Nomination Date: 01/01/2021', 'Src Req: 14622', and 'Cycle: TIM'. The main content area has three expandable sections: 'Balances', 'Receipt Nominations', and 'Delivery Nominations'. Each section has a collapse icon (two arrows pointing outwards) on its right side. A red arrow points to the collapse icon of 'Receipt Nominations' with the text 'Click to reduce'. A green arrow points to the collapse icon of 'Balances' with the text 'Click to maximize a section'. Below the sections is a table with columns: 'Beg Dt', 'End Dt', 'Del Loc', 'Loc Zone', 'TT', 'Down ID / Down ID Prop', 'Pkg ID', 'Del Rank', 'Del Qty', 'Cycle', 'RR', 'Pool Area', 'Src Req K', 'Bid Up Ind', and 'End Time'. The table currently shows 'No nominations'. At the bottom right, it says 'Rows per page: 10' and '0-0 of 0'.

Screen Basics

- Maximize a section
- Reduce a Nomination area

NEW NOMINATIONS SCREENS



The screenshot shows the 'Nominations' screen with three sections: 'Nominations', 'Delivery Nominations', and 'Path Nominations'. Each section contains a table of nomination data. A red arrow points to the 'X' button in the first row of the 'Delivery Nominations' table, and a green arrow points to the 'SUBMIT' button in the top right corner of the 'Nominations' section.

Nominations

Beg Dt	End Dt	Rec Loc	Loc Zone	TT	Up ID / Up ID Prop	Pkg ID	Rec Rank	Rec Qty	Fuel	Rec Qty Net	Cycle	RR	Pool Area	Srv Req K	Bid Up Ind	End Time
X	12/10/2020	12/11/2020	16294	P	01	954996867	500	1000		1,000	TIM		RH			09:00 AM

Rows per page: 10 0-0 of 0

Delivery Nominations

Beg Dt	End Dt	Del Loc	Loc Zone	TT	Down ID / Down ID Prop	Pkg ID	Del Rank	Del Qty	Cycle	RR	Pool Area	Srv Req K	Bid Up Ind	End Time
X	12/10/2020	12/11/2020	999020	P	01	123451234	500	990	TIM					09:00 AM

Rows per page: 10 0-0 of 0

Path Nominations

Beg Dt	End Dt	Rec Loc	Rec Rank	TT	Rec Qty	Fuel	Del Qty	Path Rank	Srv Req K	Pkg ID	Del Loc	Del Rank	Cycle	Assoc Srv Req K	RR	Bid Up Ind
X	12/10/2020	12/11/2020	16294	500	01	1000	10	990	500	TA30525	X	999020	500	TIM		

Rows per page: 10 0-0 of 0

More Screen Basics

- Begin Date will be the Nomination Date you selected
- End Date can be changed if you are nominating for Timely Cycle
- You can use the date picker or type in the End Date
- If you have not saved a nomination you can click the "X" to delete it
- Click Submit to Save the Nomination

NEW NOMINATIONS SCREENS

Nominations RETRIEVE SUBMIT CANCEL EXP

✓ Nominations Saved

Receipt Nominations

Beg Dt	End Dt	Rec Loc	Loc Zone	TT	Up ID / Up ID Prop	Pkg ID	Rec Rank	Rec Qty	Fuel	Rec Qty Net	Cycle	RR	Pool Area	Srv Req K	Bid Up Ind	End Time
12/10/2020	12/11/2020	16294	P	01	964990867		500	1000		1,000	TIM		RH			09:00 AM

Rows per page: 10 1-1 of 1

Delivery Nominations

Beg Dt	End Dt	Del Loc	Loc Zone	TT	Down ID / Down ID Prop	Pkg ID	Del Rank	Del Qty	Cycle	RR	Pool Area	Srv Req K	Bid Up Ind	End Time
12/10/2020	12/11/2020	999020	P	01	123451234		500	990	TIM	AOK				09:00 AM

Rows per page: 10 1-1 of 1

Path Nominations

Beg Dt	End Dt	Rec Loc	Rec Rank	TT	Rec Qty	Fuel	Del Qty	Path Rank	Srv Req K	Pkg ID	Del Loc	Del Rank	Cycle	Assoc Srv Req K	RR	Bid Up Ind
12/10/2020	12/11/2020	16294	500	01	1000	10	990	500	TA30525		999020	500	TIM			<input type="checkbox"/>

A successful submission will give you a "Nominations Saved"



SCHEDULING GROUP

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CENTRAL GAS PIPELINE

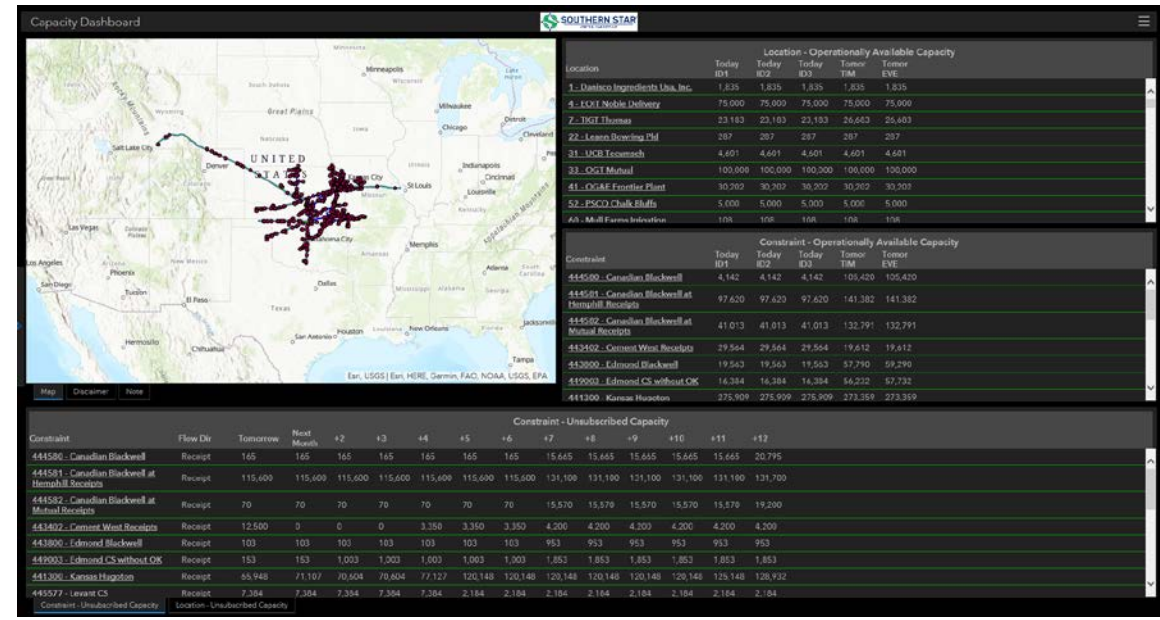
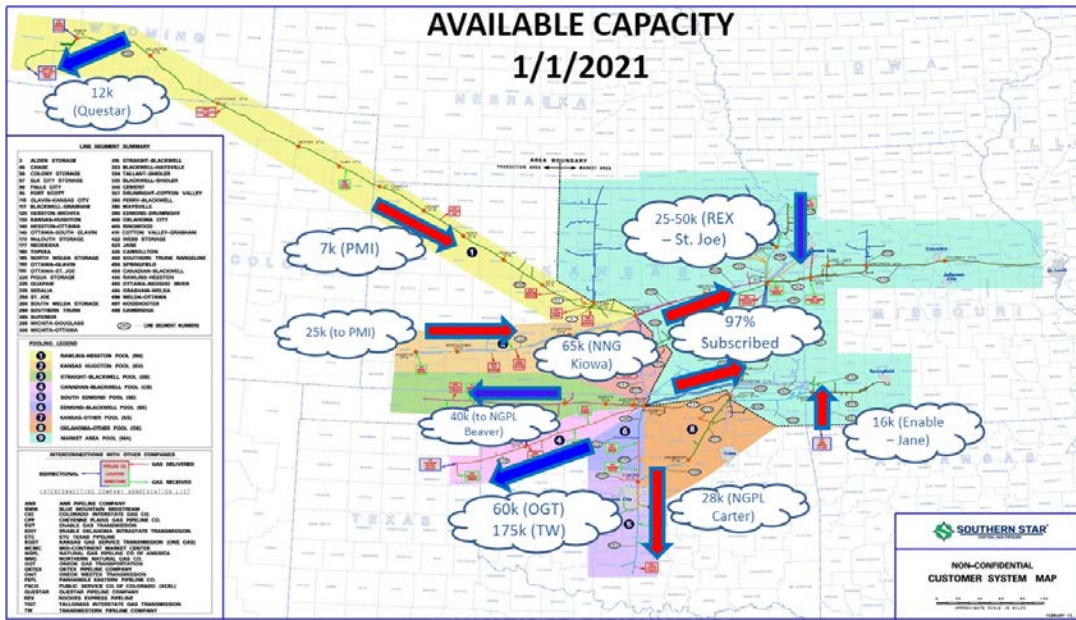
MARKETING & CUSTOMER SERVICE



- <https://csimain.southernstar.com/App/InformationalPostings/OtherPostings/ContactUs>

[illegible]

- **Available Capacity**
- **Capacity Dashboard**
- **ROFR postings – current postings for MA and PA end 1/4/2021**
- **Be on the lookout for future Open Seasons**



2021 Customer Meeting

SAVE THE DATE

Kansas City
Crowne Plaza Downtown

**May 18 & 19,
2021**



SOUTHERN STAR
CENTRAL GAS PIPELINE



SOUTHERN STAR®

CENTRAL GAS PIPELINE

Schedule your own

Virtual **Customer
Visit**





SOUTHERN STAR

CENTRAL GAS PIPELINE

CSI/STEP UPDATES





Scheduling Task Enhancement Project (STEP)

Planned In-service – August 2021

CAST Team Testing on the new Nomination screen is ongoing

Next CAST Team WebEx Meeting:

January 12, 2021 (2:00 PM - 4:00 PM)

- **Nominations Continued**
- **Flat file upload**
- **Confirmations**





SOUTHERN STAR

CENTRAL GAS PIPELINE

CONTRACTS



How To Obtain Fully Executed Documents

Contract Search

Contract Search interface showing filters and results.

Filters:

- Svc Req: 14622 - ABC Company
- Svc Req K: TA30524
- Process Status: Select...
- Active On Date: 12/17/2020
- Rate Schedule: Select...
- Terminated Between: [] and []

Results Table:

	Svc Req K Prefix	Svc Req K Id	Svc Req Id	Status	Begin Date	End Date	Effective Date	Termination Date	Rate Sch	Svc Req Prop	Svc Req Name
Select	TA	30524	5651	Active	11/1/2020	4/1/2022	11/1/2020	4/1/2022	FTS	14622	ABC

Page Controls:

- Clear Filters
- Reset Sort
- Reset Columns
- 20 items per page
- 1 - 1 of 1 items



How To Obtain Fully Executed Documents

Svc Req K: TA30524

Rate Schedule: FTS

Svc Req: 14622 - ABC Company - 123451234

General Information

Detail

Comments 0

Attachments

Documents

Amendments

Rate Adjustment

Contract Information

Process Status: Active

Segmented Contract: ☐

Location Zone: Market
Production

Rate Agreement Category: Standard

Service Agreement Category: Conforming

FERC Filing Date: Not Filed

Contractual Renewal: ☐

Negotiated Rate: ☐

Release Type:

Surcharge: ☐

Original Effective Date: 11/01/2020

Original Termination Date: 04/01/2022

Version Begin Date: 11/01/2020

Version End Date: 04/01/2022



How To Obtain Fully Executed Documents

General Information

Detail

Comments









0

Attachments

Documents

Amendments

Rate Adjustment

Type	Version Date	Download	Email
Amendment	9/2/2020	PDF	
Amendment	5/22/2020	PDF	
Amendment	3/31/2020	PDF	
Amendment	10/25/2019	PDF	
Amendment	7/30/2019	PDF	
Amendment	5/23/2019	PDF	
Amendment	4/11/2019	PDF	
Service Agreement	3/29/2018	PDF	

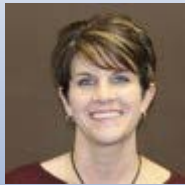
1 - 8 of 8 items



CSI or Contract Questions

Contract Analysts

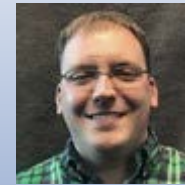
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Drew Bittel



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Drew.Bittel@southernstar.com

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SOUTHERN STAR

CENTRAL GAS PIPELINE

RATES





PRE-SETTLEMENT

- Second virtual settlement meeting was held on December 16th, third one is scheduled for January 11th
- 2021 Rate Case Pre-Settlement Customer Site contains, among other things:
 - Cost and Revenue Study
 - Responses to Data Requests
 - Kiowa Hub Information
 - Modernization II Program Information
- Contact Rates with any questions:
 - Scott LaMar, Ruth Clark, Adam Wallace, Paul Mattingly





GAS QUALITY SPECS

- Southern Star to establish a team consisting of Southern Star employees working with interested parties from our shippers, producers and marketers to define appropriate gas quality specs for tariff revisions.
- If you'd like to participate, please contact:
 - Will Wathen – Will.Wathen@southernstar.com
 - Adam Wallace – Adam.Wallace@southernstar.com





SOUTHERN STAR

CENTRAL GAS PIPELINE

BILLING

IMBALANCES AND CASH OUTS





SOUTHERN STAR

CENTRAL GAS PIPELINE

Transportation Imbalances

- IM & IP Contracts
 - All shipper imbalances are maintained in each zone.
 - Shippers that enter into active transport or pooling agreement automatically have an IM contract (Mkt) & IP contract (Prod) generated.
 - Monthly activity & cumulative imbalances on transport and pooling contracts roll up to the IM or IP for each shipper.





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Imbalance Calculations

- Net Allocated Receipts vs Gross Allocated Deliveries
- Excess deliveries over receipts will show as a positive imbalance due Southern Star
- Excess receipts over deliveries will show as a negative imbalance due to the shipper (similar to storage balances).





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Tolerance Levels

- Southern Star calculates a monthly tolerance level for each imbalance contract.
- Tolerances for each IM or IP contract are calculated at 5% of the gross deliveries on all transport or pooling contracts for the whole month in each zone, with a floor of 1,000 DTH.
- IM or IP Contracts are considered out of tolerance if cumulative imbalance in either zone is over that respective calculated total, whether short or long.





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Cash Outs

- Imbalance contracts that are out of tolerance for **two** consecutive months will be cashed out in that second month.
- Short imbalances will be sold by SSC to the shipper. Sales of short imbalances are made at calculated rates above SSC's spot price.
- Long imbalances are purchased by SSC from the shipper. Purchases of long imbalances are made below SSC's spot price.





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Tariff Calculation for Sales and Purchases

Percent by which deliveries exceed receipts	Sales Price	Percent by which receipts exceed deliveries	Purchase Price
Up to 5% or 1,000 Dth	N/A	Up to 5% or 1,000 Dth	N/A
≥5% but less than 10%	1.3 x spot price	≥5% but less than 10%	.7 x spot price
≥10% but less than 15%	1.4 x spot price	≥10% but less than 15%	.6 x spot price
≥15%	1.5 x spot price	≥15%	.5 x spot price





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Resources

- CSI038 – Updated Imbalances by Area
- CSI039 – Updated Imbalances with the contractual receipts and delivery summaries for the month by area.
- Latest imbalances are updated for previous day after operational allocations run around 11:15 AM.
- We won't know the tolerance levels until the end of the month when all gross deliveries are calculated and combined.
- The final pages of each monthly transport invoice contains monthly summaries for each IM and IP, along with any cash out details.





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BILLING CONTACTS

Billing

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PROJECT DELIVERY



LINE DPA PROJECT

- 32 Miles of 36-inch diameter pipe between Welda & Ottawa
- \$100 million project
- Modernization Project for 2020
- Initiated project design in 2Q of 2018
- FERC 7C Filing - December 2018
- FERC Approval - December 2019
- Construction Start 1st Q 2020
- Project In-Service – November 30, 2020
- Minor cleanup and restoration remaining
- Several smaller lateral projects and retirements to be completed in 2021





2021 COMMERCIAL SERVICES INITIATIVES

- Regular training sessions to be held every other month
- New customer/employee orientation
- Customer Survey link within our signature to be rolled out
- Reviewing predictive analytics on scheduling maintenance to limit the negative impact to customers and limit outages
- Create a new CSI User Training document/video that highlights all the available tutorials in CSI
- Review billing options to provide Customers with invoices that are easier to understand
- Improve the RFP process – how do we work with counterparties to help them assess new opportunities in a timely (proactive) fashion?

Rolling out in January 2021





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Please use your **CHAT** function to submit your answer!

TRIVIA QUESTION



Future Topic Recommendation

Email -> Robin.Joska@southernstar.com



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SAFETY REMINDER

*** PLEASE REMEMBER THE 12 DAYS OF
SAFETY THIS HOLIDAY SEASON TO KEEP
YOU AND YOUR FAMILY SAFE!**





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