

## FREQUENTLY ASKED QUESTIONS

<b>Why is TransCanada proceeding with electronic billing and reporting?</b>	Customers have asked to receive their invoices faster and in a downloadable Excel format.
<b>Can I view the invoice and backup reports online?</b>	Yes. The invoice and invoice reports can be viewed online but you must have a compatible internet browser (Internet Explorer 5.0 or Netscape Navigator versions 4.5 or above) and Adobe Acrobat Reader version 4.0 is recommended. Please contact your Information Technology group for this software.
<b>Can I save the invoice and backup reports to my computer?</b>	Yes. The invoice and backup reports can be saved to your computer. By using the 'Download' button, they can be saved as a .pdf file and are read only. Each separate invoice can be downloaded into Excel as well as the Transportation Account Detail report.
<b>Can I manipulate the invoice data in any fashion I choose?</b>	Only the downloaded version into Excel can be manipulated.
<b>Will I receive my invoice sooner?</b>	Yes. Our aim is to provide both your invoice and backup reports one day sooner than your delivered hard copy of the invoice.
<b>Will I still receive a hard copy of the invoice?</b>	Yes. You will continue to receive a hardcopy.
<b>When will I be able to view my invoice and backup reports?</b>	You will be able to view your invoice and backup reports on or before the 10 <sup>th</sup> of each month as per the tariff.
<b>How do I access the data?</b>	TransCanada must give you access to view the invoices. Then you can access the service through <a href="http://www.TransCanada.com">www.TransCanada.com</a> . The document on <i>Accessing The TransCanada Mainline Invoice Presentment and Reporting</i> details the steps involved in getting setup and accessing this service.
<b>How will I know when the data is available?</b>	There are a couple of options available to you. If you prefer, you can check your account periodically, or you can subscribe to an e-mail notification service when accessing your invoices. After you subscribe, you will receive an e-mail notification every month to let you know the data is available. In addition, the e-mail notification service will provide you with a link directly to your login.
<b>What historical data will be available?</b>	You will be able to view one year's of invoices and reports.
<b>Will there be future improvements or additional invoice reports?</b>	TransCanada is committed to providing a quality online invoice service. If you have any comments/suggestions or additional backup reports you wish to view online, please send your comments to <a href="mailto:mainline_billing@transcanada.com">mainline_billing@transcanada.com</a> or contact your Customer Account Representative.