HOW TO ACCESS THE CANADIAN MAINLINE INVOICES AND REPORTING

To access the invoices and associated reporting information on the Canadian Mainline system via the web you will need:

- Internet Browser,
- Adobe Acrobat Reader,
- Excel,
- A valid NrG Highway login ID and password; and
- Access to the Canadian Mainline Invoicing report "INVML report".

Call Centre Help:

TransCanada's Customer Service Call Centre is at your service from **7am to 10pm MT**, 7 days a week.

For all your Alberta, Mainline, Foothills B.C., Foothills Saskatchewan and NrG Highway questions or training please contact the **PipeLine at 1.403.920.PIPE (7473)** or **Toll-free at 1.877.920.PIPE (7473) or listed below:**

IMPORTANT CONTACT INFORMATION:

Billing (Invoicing for Alberta, Foothills & Mainline), BillingGroup@transcanada.com;	and Fax #:	1.403.920.2446
Mainline Contracts & Temporary Assignments, mainline_contracting@transcanada.com;	and Fax #:	1.403.920.2343
Mainline Nominations & Confirmations, nominations@transcanada.com	and Fax #:	1.403.920.2435
NrG Highway: nrg_helpdesk@transcanada.com	and Fax #:	1.403.920.2433

LOGIN ACCESS AND PRIVILEGES:

If you do not have access to NrG Highway, www.nrghighway.com or you are having problems logging in, please call the Help Desk Toll Free at 1.877.920.PIPE (7473) and ask for our NrG administrators, Ken Stapleton, David Miller or Marlene Proctor.

If your company has access to NrG Highway but you personally don't, contact your Internal NRG Administrator to give you a User ID and Password. **If you don't know, who at your company is your company's NrG Administrator, please call Toll Free at 1.877.920.PIPE (7473).**

Once you have a NRG User ID phone: **Sally Morton at (403) 920 – 6123 or email "BillingGroup@transcanada.com"** and request access to the "**INVML Report**" (please provide your NRG User ID" when requesting access to TransCanada's invoicing).

You will access the invoice(s), backup reports and customer information via www.transcanada.com;

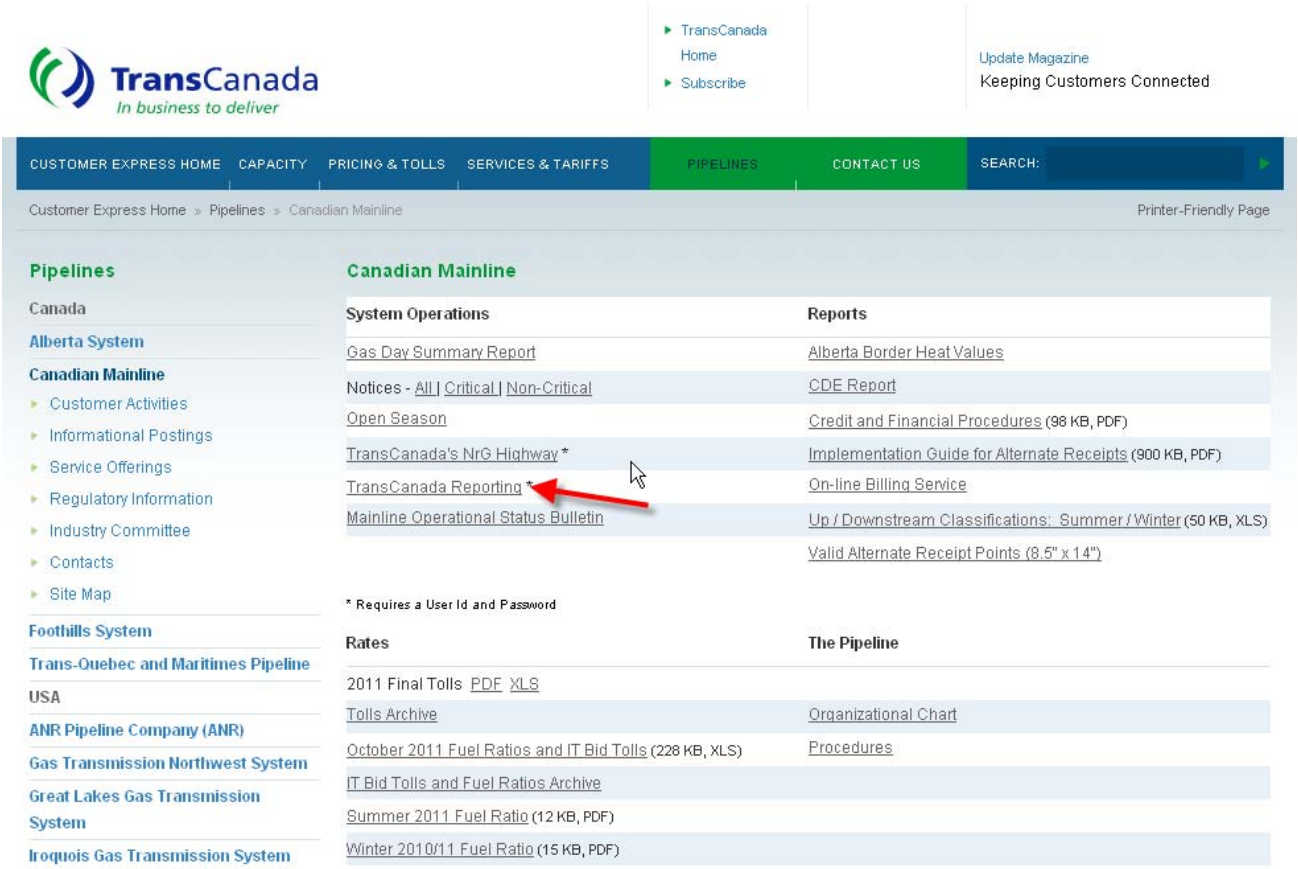
By default, you will only see invoices and reports for your company. If you require access to another company's invoices, you must contact TransCanada's Mainline Contracting group (see contact information noted above) and request a Shipper Transportation Account form that would allow you to act as an Agent for another customer.

STEPS to retrieving TransCanada Invoices online:

- Open your internet browser, next type in the following URL address: www.transcanada.com
- Under the Customer Information drop down box select **Canadian Mainline System.**

Another screen will now display various links and information that is available to our customer(s).

- Under the System Operations Menu (middle of the screen), select “TransCanada Reporting”:



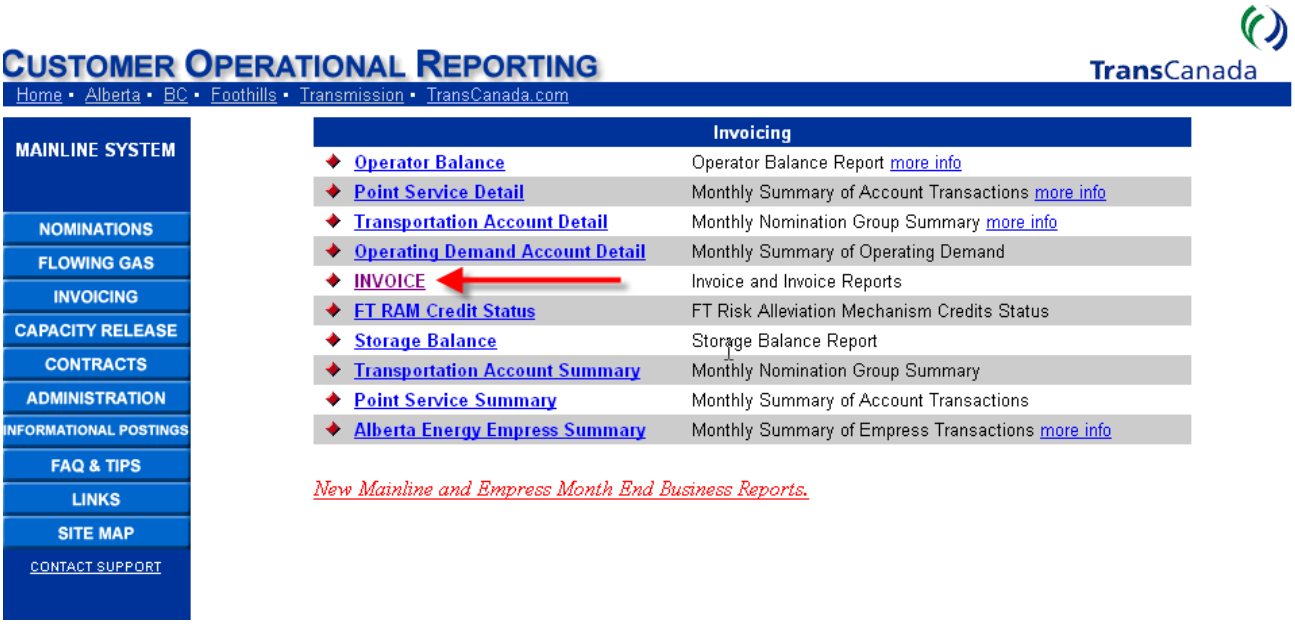
- **Next, you will be prompted to enter your NrG User ID and Password.**

Once you are logged in, you should have the following menu with the greeting “Welcome to TransCanada’s Customer Operational Reporting”.

- From the menu displayed on the left hand of the screen, select “INVOICING”

Once you have selected Invoicing; the screen “Invoicing” will be displayed:

- From the Invoicing menu displayed (middle of the screen), select “INVOICE”.



This will take you directly to the screen “Invoice and Invoice Report Selection”.

This screen will display the current Invoice Period plus a drop down menu so that you can select prior month’s invoices going back one year. (13 months total to download the invoice(s) in pdf format or as excel format; and/or view one invoice or all).

Under the e-mail notification: you can subscribe to our notification service that will notify you as soon as the next month’s invoices are available for viewing and downloading. Please check off the box and enter the email addressee that requires email notification.

If you are still having problems logging in or viewing reports, etc contact our Help Desk Toll Free at 1.877.920.PIPE (7473).

INVOICE AND INVOICE REPORT SELECTION

Invoice Customer: This will default to your company. For Agents, all companies that you have access to will be made available.

Invoice Period: This will default to the current invoice period. Invoices will be accessible online for up to one year (13 months).

Invoice (All Accounts): By pressing the 'View' button, all the invoices will be displayed through Adobe Acrobat in numeric order based on the Individual Account number. Invoices can be printed three ways: all pages, groups of pages, or individual pages. By pressing the 'Download' button, and clicking on 'Save it to disk', all the invoices can be saved as a .pdf file to store on your computer, or mail to co-workers, etc.

Invoice (Individual Account): Invoices for each individual account may be viewed separately.

Select the applicable invoice account from the drop down menu.

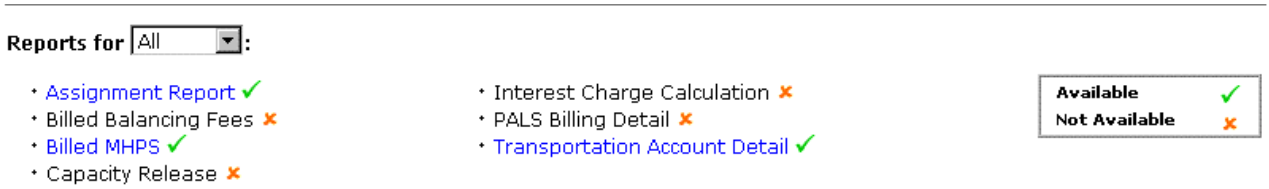
- By pressing the 'View' button, the invoice selected will be displayed through Adobe Acrobat as a 'read only' file. The invoice can then be printed through here, in it's entirety, groups of pages, or individual pages.
- By pressing the 'Download' button, and clicking on 'Save it to disk', the invoice can be saved as a .pdf file to store on your computer, or mail to co-workers, etc.
- By pressing the 'Excel' button, and then clicking on 'Open it', the invoice will be opened up in Excel.

Click on the application button on the bottom of your screen to view the invoice. The data can be manipulated or sorted at this point. If you choose to save the data, it will be in an .xls format.

Reports for:

The default for the Billing backup reports is 'All'. Only reports that have associated data will have a check mark beside them and be highlighted in blue. Click on a report to see the associated data. If there is an "x" by a report there is no associated data to view.

Billing backup reports for each individual account may be viewed separately. Select the applicable invoice account from the drop down menu and the report menu will refresh to display the reports available for that account.



Once you have clicked on the specific report, a new window will appear with the report name displayed. At this point, you may change the selection criteria, or run the report.
Click on the 'Run Report' button at the bottom of the window. The report is displayed in a new window as 'read only' and can be printed by clicking on the 'PDF Printable Format' box.
The Transportation Account Detail report has an additional feature, which can be downloaded into Excel. Choose 'Download to Spreadsheet' in the Report Format section and then click on 'Run Report'. Then click on 'Open it', and the report will be opened up in Excel with the data ready for you to use.

FREQUENTLY ASKED QUESTIONS

Why is TransCanada proceeding with electronic billing and reporting?	Customers have asked to receive their invoices faster and in a downloadable Excel format.
Can I view the invoice and backup reports online?	Yes. The invoice and invoice reports can be viewed online but you must have a compatible internet browser (Internet Explorer) and Adobe Acrobat Reader version 9.0 is recommended. Please contact your Information Technology group for this software.
Can I save the invoice and backup reports to my computer?	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.
Can I manipulate the invoice data in any fashion I choose?	Only the downloaded version into Excel can be manipulated.
Will I receive my invoice sooner?	Yes, our aim is to provide both your invoice and backup reports one day sooner than delivered hard copy of the invoice.
Will I still receive a hard copy of the invoice?	Yes. Only if you state you want both hard copy and electronic copies; otherwise "No".
When will I be able to view my invoice and backup reports?	You will be able to view your invoice and backup reports on or before the 10th day of each month as per the tariff.
How do I access the data?	TransCanada must give you access to view the invoices. Then you can access the service through www.TransCanada.com. The document on *Accessing The TransCanada Mainline Invoice Presentment and Reporting* details the steps involved in getting setup and accessing this service.
How will I know when the data is available?	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. As per the Canadian Mainline Tariff, under General Terms & Conditions, Section X & XI, all Invoices shall be available on or before the 10th day of each month. If the 10th falls on a weekend the invoices will be available on the first working day prior to the 10th day of each month that may fall on a weekend.
What historical data will be available?	You will be able to view one year's historical invoices and reports (13 month's which includes the current month).
Will there be future improvements or additional invoice reports?	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 your Customer Account Rep. or to the **BillingGroup@transcanada.com**.
When are the invoices due for payment?	TransCanada shall receive payment on or before the 20th day of each month. All invoices have the payment due date noted at the bottom of each Invoice. All invoices are in Canadian (CDN) dollars ($).

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