

## TransCanada Useful Links and Contact Information

### Contact Information

#### Organization Charts

#### Important Emails

Commercial West Sales Team  
AB/Foothills Open Season  
Mainline Contracting Team  
Foothills Contracting Team  
Noms & Allocations Team  
Volume Planners  
Billing Team

<http://www.transcanada.com/customerexpress/contactus.html>

[commercial\\_west@transcanada.com](mailto:commercial_west@transcanada.com)

[ab\\_ft\\_openseason@transcanada.com](mailto:ab_ft_openseason@transcanada.com)

[Mainline\\_Contracting@transcanada.com](mailto:Mainline_Contracting@transcanada.com)

[foothills\\_contracting@transcanada.com](mailto:foothills_contracting@transcanada.com)

[nominations@transcanada.com](mailto:nominations@transcanada.com)

[volume\\_planners@transcanada.com](mailto:volume_planners@transcanada.com)

[BillingGroup@transcanada.com](mailto:BillingGroup@transcanada.com)

#### The Pipe Line - your direct link to the Noms & Allocations Team

Phone 1-877-920-PIPE (7473)

### Services

#### Alberta Services

View at-a-glance Summary of Services on the Alberta System

[http://www.transcanada.com/customerexpress/docs/CE\\_AB\\_SystemServicesMatrix.pdf](http://www.transcanada.com/customerexpress/docs/CE_AB_SystemServicesMatrix.pdf)

#### Foothills Services

View at-a-glance Summary of Services on the Foothills System

<http://www.transcanada.com/customerexpress/docs/CE-FoothillsServices.pdf>

#### Mainline Services

View at-a-glance Summary of Services on the Mainline System

[http://www.transcanada.com/customerexpress/docs/ml\\_service\\_offerings/CE\\_Mainline\\_SystemServicesMatrix\\_June3.pdf](http://www.transcanada.com/customerexpress/docs/ml_service_offerings/CE_Mainline_SystemServicesMatrix_June3.pdf)

#### ATCO Integration

ATCO Integration Initiative

<http://www.transcanada.com/customerexpress/5082.html>

### Maps

#### Availability Maps

AB Receipt Availability Map  
AB Delivery Availability Map

[http://www.transcanada.com/customerexpress/docs/ab\\_ftr\\_availability\\_map/external\\_map.pdf](http://www.transcanada.com/customerexpress/docs/ab_ftr_availability_map/external_map.pdf)

[http://www.transcanada.com/customerexpress/docs/ab\\_system\\_maps/ab\\_ftd\\_map.pdf](http://www.transcanada.com/customerexpress/docs/ab_system_maps/ab_ftd_map.pdf)

#### Project Area Maps

AB Delivery Design Area Map  
AB System Project Area Map

[http://www.transcanada.com/customerexpress/docs/ab\\_system\\_maps/AB-Delivery-Design-Areas-Map.pdf](http://www.transcanada.com/customerexpress/docs/ab_system_maps/AB-Delivery-Design-Areas-Map.pdf)

[http://www.transcanada.com/customerexpress/docs/ab\\_system\\_maps/AB-System-Project-Area-Map.pdf](http://www.transcanada.com/customerexpress/docs/ab_system_maps/AB-System-Project-Area-Map.pdf)

### Open Seasons

#### Alberta Open Season

AB System Open Season Main Page  
AB System STFT Daily Open Season

<http://www.transcanada.com/customerexpress/2801.html>

<http://www.transcanada.com/customerexpress/2857.html>

#### Foothills Open Season

FH System Open Season Main Page  
FH System STFT Summer Open Season

<http://www.transcanada.com/customerexpress/2803.html>

<http://www.transcanada.com/customerexpress/2872.html>

#### Mainline Open Seasons

ML System Open Season Main Page  
Open Season Bid Forms  
Transportation Access Procedure (TAPS)

<http://www.transcanada.com/customerexpress/2802.html>

<http://www.transcanada.com/customerexpress/883.html>

<http://www.transcanada.com/customerexpress/891.html>

### Customer Express - Home Page Link to all Customer Activities

Customer Express

<http://www.transcanada.com/customerexpress/index.html>

Alberta

<http://www.transcanada.com/customerexpress/alberta.html>

Foothills

<http://www.transcanada.com/customerexpress/foothills.html>

Mainline

<http://www.transcanada.com/customerexpress/mainline.html>

#### Cool Tools

Toll Calculator

<http://www.transcanada.com/customerexpress/index.html>

Conversion Tool

<http://www.transcanada.com/customerexpress/index.html>

ML Diversion Calculator

<http://www.transcanada.com/customerexpress/index.html>

Tool for FT-P Service (including ATCO)

<http://www.transcanada.com/customerexpress/5098.html>

### Alberta Contract Reporting

<b>Customer Activities</b>	Login page	<a href="https://ab.transcanada.com/Menu/External/Default.aspx?psCode=AB">https://ab.transcanada.com/Menu/External/Default.aspx?psCode=AB</a>
<b>Agency Forms</b>		
	Alberta Agency Form	<a href="http://www.transcanada.com/customerexpress/847.html">http://www.transcanada.com/customerexpress/847.html</a>
	Mainline Agency Form	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
	Foothills Agency Form (New!)	<a href="http://www.transcanada.com/customerexpress/918.html">http://www.transcanada.com/customerexpress/918.html</a>
<b>Tolls &amp; Tariffs</b>		
<b>Alberta</b>	All Pipelines Tariffs Home Page	<a href="http://www.transcanada.com/customerexpress/services.html">http://www.transcanada.com/customerexpress/services.html</a>
	Tolls	<a href="http://www.transcanada.com/customerexpress/pricingtolls.html">http://www.transcanada.com/customerexpress/pricingtolls.html</a>
	Point Specific & FT-P Rates	<a href="http://www.transcanada.com/customerexpress/854.html">http://www.transcanada.com/customerexpress/854.html</a>
	Fuel Usage and Measurement Variance	<a href="http://www.transcanada.com/customerexpress/2882.html">http://www.transcanada.com/customerexpress/2882.html</a>
	Border Heat Values	<a href="http://www.transcanada.com/customerexpress/2881.html">http://www.transcanada.com/customerexpress/2881.html</a>
	Tariff	<a href="http://www.transcanada.com/customerexpress/854.html">http://www.transcanada.com/customerexpress/854.html</a>
<b>Mainline</b>	Tolls	<a href="http://www.transcanada.com/customerexpress/mainline.html">http://www.transcanada.com/customerexpress/mainline.html</a>
	Tolls Archive	<a href="http://www.transcanada.com/customerexpress/4265.html">http://www.transcanada.com/customerexpress/4265.html</a>
	IT Bid Tolls & Fuel Ratios Archive	<a href="http://www.transcanada.com/customerexpress/4264.html">http://www.transcanada.com/customerexpress/4264.html</a>
	Tariff	<a href="http://www.transcanada.com/customerexpress/891.html">http://www.transcanada.com/customerexpress/891.html</a>
<b>Foothills</b>	Rates & Tariff	<a href="http://www.transcanada.com/customerexpress/926.html">http://www.transcanada.com/customerexpress/926.html</a>
<b>Mainline Links</b>		
<b>Contract Reports</b>	Home Page	<a href="http://www.transcanada.com/customerexpress/mainline.html">http://www.transcanada.com/customerexpress/mainline.html</a>
	All Mnemonics	<a href="http://www.transcanada.com/customerexpress/888.html">http://www.transcanada.com/customerexpress/888.html</a>
	Contract Demand Energy	<a href="http://www.transcanada.com/customerexpress/888.html">http://www.transcanada.com/customerexpress/888.html</a>
	Future Contract Demand	<a href="http://www.transcanada.com/customerexpress/888.html">http://www.transcanada.com/customerexpress/888.html</a>
	Contract Expiries	<a href="http://www.transcanada.com/customerexpress/888.html">http://www.transcanada.com/customerexpress/888.html</a>
	STFT Contract Demand Energy	<a href="http://www.transcanada.com/customerexpress/888.html">http://www.transcanada.com/customerexpress/888.html</a>
	Contract Demand Energy Archive	<a href="http://www.transcanada.com/customerexpress/3531.html">http://www.transcanada.com/customerexpress/3531.html</a>
	Renewal Notification	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
	Renewal Online Form	<a href="https://dovetail.tcpl.ca/dovetail/RenewalNotification.html">https://dovetail.tcpl.ca/dovetail/RenewalNotification.html</a>
<b>Assignments</b>	Valid Alternate Receipt Points Matrix (bottom of page)	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
<b>Temporary Assignments</b>	Permanent Assignments	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
	Exhibit "A" On-line Form	<a href="https://dovetail.tcpl.ca/dovetail/MasterTemporaryAssignmentAgreementExhibitA.html">https://dovetail.tcpl.ca/dovetail/MasterTemporaryAssignmentAgreementExhibitA.html</a>
	Exhibit "A" Paper Form	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
	Exhibit "B" On-line Form	<a href="https://dovetail.tcpl.ca/dovetail/MasterTemporaryAssignmentAgreementExhibitB.html">https://dovetail.tcpl.ca/dovetail/MasterTemporaryAssignmentAgreementExhibitB.html</a>
	Exhibit "B" Paper Form	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
	Exhibit "C"	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
<b>GST/HST Declarations</b>	Forms & Procedures	<a href="http://www.transcanada.com/customerexpress/883.html">http://www.transcanada.com/customerexpress/883.html</a>
<b>Customer Operational Reporting (COR)</b>	Account Contract Summary	<a href="https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm">https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm</a>
	Contract Utilization	<a href="https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm">https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm</a>
	STFT CDE Report	<a href="https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm">https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm</a>
	Future CDE	<a href="https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm">https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm</a>
	Transactional TA Report	<a href="https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm">https://services.tcpl.ca/cor/ext/IRMenuIndexML.htm</a>
<b>Pipeline Operations</b>		
<b>Alberta</b>	Gas Day Summary Report	<a href="http://www.transcanada.com/customerexpress/gasdaysummaryreport.html">http://www.transcanada.com/customerexpress/gasdaysummaryreport.html</a>
	Current System Report	<a href="http://www.transcanada.com/Alberta/absysreport.html">http://www.transcanada.com/Alberta/absysreport.html</a>
	STOP Plan	<a href="http://www.transcanada.com/customerexpress/abshorttermopsplan.html">http://www.transcanada.com/customerexpress/abshorttermopsplan.html</a>

**Alberta & BC  
Mainline**

Outage Forecast  
Gas Day Summary Report  
Operational Status Bulletin (from volume planners)

<http://www.transcanada.com/customerexpress/2880.html>  
<http://www.transcanada.com/customerexpress/gasdaysummaryreport.html>  
<http://www.transcanada.com/customerexpress/mlopsstatusbulletin.html>

**Billing Links**

**Alberta**

Invoices & Reports Login page  
Flowing Gas Month End  
Gas Balance Schedules and Recovery

<https://ab.transcanada.com/Menu/External/Default.aspx?psCode=AB>  
<http://www.transcanada.com/customerexpress/alberta.html>  
<http://www.transcanada.com/customerexpress/alberta.html>

**BC**

COR Reporting BC Invoices & Reports Login Page  
COR Reporting SK Invoices & Reports Login Page

<https://services.tcpl.ca/cor/ext/IRMenuIndexBC.htm>  
<https://services.tcpl.ca/cor/ext/IRMenuIndexFH.htm>

**Saskatchewan**