

Section V. COMMUNICATIONS PROTOCOLS**A. Objective**

The objective of this protocol is to enhance communications among LDCs, Pipelines, Marketers¹ and Direct Customers bringing gas to Con Edison's citygate. Underlying the protocol is the recognition that as increasing numbers of customers opt for transportation service, the traditional bilateral communication between LDCs and customers increasingly becomes a communication loop including LDCs, Pipelines, Marketers and Direct Customers.

The procedures and protocols described in this section are to be used by the Company, Marketers/Direct Customers and Pipelines as a vehicle for assuring ongoing communications between the parties in furtherance of the continuation of reliable gas service. Participation of all parties in an effective communication system will reduce errors and ensure that all parties understand and properly fulfill their responsibilities.

Communication among the Company, Marketers/Direct Customers will occur on a regular basis (daily, monthly, seasonally) and on an as-needed basis (clarifications, alerts, operational flow orders, etc.) through bi-annual "Reliability Forums", telephone, fax, e-mail and face-to-face meetings depending upon the circumstances and subject matter. The method and number of communications utilized will be responsive to the evolving needs of all market participants as the industry changes.

B. Con Edison Website

Marketers and Direct Customers serving Con Edison transportation customers must have computer Internet access and must be EDI-certified by the Company by completing Phase III EDI testing. Detailed information on EDI standards and protocols can be viewed at www.coned.com (select ESCO/Marketer Central from the Quicklink menu, then click on EDI Central). Internet e-mail and the Company's website (see below address) will be used for scheduling of monthly and daily gas deliveries, reconciliation of customer usage and deliveries and other communications between the Company and Marketers/Direct Customers.

Con Edison's Internet website for transportation services is located at:

<https://www.coned.com/tcis>

Con Edison will post on its Internet (TCIS) site the name, address, telephone and fax number and e-mail address of the contact persons at the Company responsible for the following gas transportation functions:

- retail access sales and related regulatory activities
- marketer billing and credit
- media relations
- gas supply and systems operations
- contacts for responding to System Alerts and OFOs.

¹ As used throughout the communication protocol the term "marketer" can be a marketer, aggregator, or one operating as an agent for a marketer, aggregator or customer for the purpose of arranging the delivery of gas supplies to the LDC citygate. Marketers or customers that designate an agent to be their gas supplier shall communicate this to the LDC. The agent is then responsible for the flow of gas including proper responses to system alerts and operational flow orders.

- personnel contacts 24 hours a day, weekdays, weekends and holidays.

The website will list the same information for personnel representing Marketers/Direct Customers. It is the responsibility of the Marketers and Direct Customers to update this information as required. In addition, Con Edison gas tariffs, the Gas Sales and Transportation Operating Manual and information regarding the means of communicating customer enrollments, nomination procedures and scheduling of daily and monthly gas deliveries will be posted to the our website at <http://www.coned.com>.

The Company shall conduct a test of the communication procedure to verify e-mail and telephone contact numbers at least twice a year.

C. Reliability Forums

In order to facilitate an on-going communication with retail access participants, the Company will schedule a minimum of two (2) meetings with Marketers/Direct Customers and other interested parties each year (e.g., prior to the heating season and after the heating season). The meetings will provide a forum for Con Edison and Marketers/Direct Customers to review issues arising during the prior season, program procedure clarifications and other operational issues of concern. Con Edison will seek input from the other parties in formulating an agenda for each meeting fourteen (14) days prior to the scheduled meeting date.

D. Conference Calls

In addition to the reliability forums sponsored by the Company, telephone conference calls open to participation by Marketers/Direct Customers will be scheduled on a monthly basis by Con Edison. Additional conference calls may be requested by the Company or a Marketer/Direct Customer to discuss issues that require immediate attention. The cost of each conference call will be shared equally by the call participants.

E. Daily Gas Flow and Program Enrollment Communication

Access to Con Edison's Internet Home Page is <http://www.coned.com>. All historical as well as current gas rates can be found in the Document Center (choose from Quick Links) and scroll down to Natural Gas Sales and Services. The Gas Sales and Transportation Operating Procedures ("GTOP") and Applications are also located on the same web page.

Daily communication with Con Edison for daily gas delivery quantities' schedules and constraints, customer enrollment, gas nominations, customer usage information and profiles are done via TCIS on the Internet (<http://www.coned.com/tcis>). Access to TCIS on the Internet is password specific. If you are an approved marketer in Con Edison's service area and need access to TCIS please call **212-227-2224**.

You may also communicate with Transportation Services at the following e-mail addresses: tcis@coned.com or gaschoice@coned.com.

In compliance with FERC Order 720, the Company will post schedules for receipt and delivery point data on a daily basis. This information can be viewed at www.coned.com/gcis.