

Frequently Asked Questions (FAQs)

Section 1 - Accessing CSI

Q. What is CSI?

CSI is our Customer Service Innovations web-based customer service system. CSI consists of two parts that Southern Star is required to maintain by regulations of the Federal Energy Regulatory Commission (FERC) and the standards of the North American Energy Standards Board (NAESB).

The public part of CSI is our Informational Postings website. Informational Postings are accessible to anyone using the internet.

The non-public part of CSI is our Customer Activities website. Customer Activities are accessible only with a user ID and password.

Q: Why is it so important for each company to have a security administrator?

The Security Administrator for a particular company serves as a contact information liaison for SSCGP. They assure that their company's contact information is correct and accurate. Every time a new person requests a login user ID and Password, the Security Administrator of that particular company must verify their employee's identity and give Southern Star permission to assign this information for this person to be able to login to the Customer Activities website on CSI. The Security Administrator is also responsible for making SSCGP aware of any changes in customer contacts; contact types, address changes and contact information updates. If for any reason the Security Administrator leaves the company, Southern Star needs to be notified immediately, and a new Security Administrator contact type needs to be selected.

Q: How do I reset My Password for the Customer Activities website?

Our CSI System allows you to try inputting your password five times on our login screen before it locks you out of Customer Activities. At that time, you will get this message: Your account has been locked. Contact your system administrator and you will have to call our Help Desk at 270-852-5123 to get your password reset. The better option is to reset your password by clicking the "Forgot Password" button before your fifth attempt. CSI will automatically send an email to initiate the password reset process.

IMPORTANT!!!! You must have your own CSI Account to receive your password reset instruction through email. The email is sent to the email address associated with that account.

Section 2 -Help Desk

Q: Who do I call when I have a question?

If you have a question or an issue, we are available 24/7 to provide assistance for you. You can always call our Help Desk line @ 270-852-5123. If all representatives are busy, please leave a message and we will call you back as soon as possible. Your message will then be immediately forwarded to the first available representative. For specific business needs please see the directory located under Southern Star 101.

Section 3 - Rates and Services

Q: What are the current SSCGP rates?

Rate information is easy to find on our Informational Postings website. Please go to <https://csi.sscgp.com>. and under Informational Postings, select Tariff then select Currently Effective Rates and you will be able to view, download or print rate sheets for different rate schedules.

Q: Where can I get a Service Request Form, Amendment Request Form and other forms?

Most of our forms are conveniently located in Informational Postings on our CSI website. Please go to <https://csi.sscgp.com> and click on Service Request Forms and you will be able to complete and submit various forms via email directly after completion.

Q. What services does Southern Star offer?

Southern Star offers a variety of cost-based transportation and storage services under its FERC approved rate schedules, including firm no notice services under Rate Schedules TSS and STS; firm transportation services under Rate Schedules FTS and STS; firm storage service under Rate Schedule FSS; interruptible transportation and storage services under Rate Schedules ITS and ISS; and parking and loan services under Rate Schedule PLS. Southern Star also offers no fee pooling services under Rate Schedule PS and market based rate storage services under Rate Schedules FS1 and IS1.

Information about our services is easy to find on our Informational Postings website. Please go to <https://csi.sscgp.com> and under Informational Postings, select Tariff then select Rate Schedules and you will be able to view, download or print tariff sheets for the different rate schedules.

Q: When do I receive my invoice and what do I do when I do not receive one?

Invoices for all gas received and delivered during each billing period will be prepared on or before the ninth business day after the end of the production month. Communication methods vary based on the preferences your company requested on our website. If you provided us with a valid email address, and you selected to have your invoice emailed, you will receive your invoice instantly when the invoices are sent. It is important you let us know when your email changes by calling our Help Desk at 270-852-5123. Only Invoice Primary and Invoice Secondary contact types are authorized to receive an invoice. Every customer must have one Invoice Primary contact type. The number of Invoice Secondary contacts is optional and varies by the business needs of a particular customer.

Section 4 - System Map

Q: How do I obtain the SSCGP Customer System Map?

The non-confidential Customer System Map can be found on the Informational Postings website. Just click on the following link: <https://csi.sscgp.com>, go to Informational Postings on the left sidebar, select other postings and then System Map. Click on the download button and you can print or view our map, or specific areas based on your business needs.

Section 5 -Tariff

Q: Where can I find information related to SSCGP's FERC Gas Tariff?

Informational Postings provides an online version of our FERC Gas Tariff that is very easy to browse and is divided into several sections for the convenience of its users. Please go to our website: <https://csi.sscgp.com> and click on the Tariff tab under Informational Postings. Since the FERC Gas Tariff is a very lengthy document, we highly recommend using the "Find" feature for quick and easy browsing.

Section 6 - Operations

Q: Why do I have to rank my nominations?

Ranking nominations is very important. It lets our system know which nominations to reduce during capacity cuts and contract balancing. Nominations with the highest rank will be reduced first. If a nomination is entered without selecting a rank then CSI will assign a rank of 500 to that nomination.

Q: Can a shipper nominate from storage to a pooling agreement?

No. Pooling agreements are for physical receipt points on a line segment. Storage is not a physical point on a line segment as specified in the tariff for pooling agreements.

Q: How can I check my Transportation/Storage imbalance totals?

There are several reports in Customer Activities that allow our customers to check their imbalances. Go to <https://csi.sscgp.com> and after logging into CSI, select the Flowing Gas tab under Customer Activities; then select shipper Imbalance and then click Reports. In the dropdown menu you will be able to select reports that best fit your business needs. (FYI: Positive imbalances are owed from the shipper to the pipeline. Negative imbalances are owed from the pipeline to the shipper).

Q: Why is my report not showing up after I run it in CSI?

The predominant reason for your report not running is your pop-up blocker settings need to be adjusted. Please go to your Windows Explorer and select Tools - Pop-Up Blocker and make sure your Pop-Up blocker is turned off. Another option is to go to Tools- Pop-Up Blocker and Settings where you can add the CSI website to the trusted list which will allow the reports to run.