

Listed below are some commonly asked questions and answers that have come up during critical winter weather periods. If additional questions or clarifications are needed, please [Contact Us](#) at any time:

1. Does an OFO apply system-wide?

- a. Each OFO will state whether it applies to multiple or one specific point, line segment, or shipper (as examples), but may state that it applies to the entire system.
- b. Section 10 of Southern Star's FERC Gas Tariff General Terms & Conditions (GT&C) has additional information regarding OFOs.

2. What is a UPR?

- a. UPR is the scheduling cut code for an Underperforming Receipt Location. When a receipt Location is delivering less volume to the pipeline than is scheduled, and after communications are made between the parties, Southern Star will confirm the scheduled quantities to the actual flowing quantity pursuant to GT&C Section 10.5.
- b. A UPR is not the same as an OFO. For clarity, Southern Star will issue separate Underperformance Notices for each gas day; however, for ease of communication, a single Underperformance Notice may cover multiple Locations that are underperforming.

3. I will burn only the gas I have nominated but need to burn it on something greater than a 1/24 rate. Can Southern Star work with me on that?

- a. Southern Star is a daily allocated pipeline. While we intend to provide as much flexibility as possible to our shippers during the gas day, there is no guarantee for flows above a 1/24 rate.

4. My supplier has lost the ability to deliver gas to Southern Star, will my market be kept whole while I find new supply?

- a. Unfortunately, no. During below normal temperatures and high system demand, physical supply must meet or exceed what is scheduled for the appropriate deliveries to be made. Firm storage services can still be utilized, up to their contractual rights, during this time.

5. Where can I source additional supply?

- a. The Capacity Dashboard on CSI, as well as the CSI035 and CSI028 reports, show what available capacity can be scheduled at active Locations and through active constraints on the system.
- b. There is also a [Gas Supplier Listing](#) on CSI that has voluntary information from contacts that do business on Southern Star. If you would like information added or updated to that list, reach out to our team.