



ELECTRONIC RATE ADJUSTMENT REQUEST

The Process



Electronic Rate Adjustment Request Process

- Service Requester submits the Rate Adjustment Request in CSI
- CSI generates the documentation
- Transportation Service Provider reviews the request
- Service Requester electronically executes the agreement
- Transportation Service Provider electronically executes the agreement.
- CSI Files the fully executed document under Contracts in CSI

Learning Objectives



What you will learn:

- How to submit a Rate Adjustment request
- How to retrieve and review submitted requests
- How to reject or correct a service request
- How to execute a service request
 - Electronically
 - Manually
- How to retrieve a filed, executed service agreement

How to submit a Rate Adjustment Request

Under Customer Activities in CSI, navigate to Contracts / Service Request and select Create.
Select Rate Adjustment

The screenshot shows the 'Service Request' form in the CSI system. On the left, the 'Customer Activities' sidebar lists various options, with 'Contracts' highlighted by a red circle. In the top right corner, the 'CREATE' button is circled in red, and its dropdown menu is open, showing three options: 'Service Request', 'Amendment', and 'Rate Adjustment'. The main form area contains several input fields: 'Active Date *' with a date picker set to '07/30/2026', 'Service Requester', 'Contract Prefix' with a dropdown set to 'Contract', 'Service Request ID', 'Service Request Type' with a dropdown, and 'Process Status' with a dropdown. There is also a checkbox labeled 'Only show requests awaiting my action' which is checked. At the bottom, there is a section titled 'Service Requests' with a dropdown arrow.

Rate Adjustment Details

The Rate Adjustment Details page contains several categories. Data fields are dynamic and will be added or removed dependent on the type of service you are requesting.

- Enter the Rate Begin Date, Rate End Date and Contract Prefix / ID
- Select the Svc Req from the dropdown (if multiples are available)

← Rate Adjustment Details

CANCEL

SAVE

DETAILS

Rate Adjustment Details

Rate Begin Date *

07/30/2026

Rate End Date *

07/31/2026

Svc Req *

14702 - Niagara Gas Marketing, LLC - 119274146

Contract Prefix / ID *

TA38236

Page: 5

The following is an example of a request for an adjusted rate for Interruptible Transportation Service. Different fields will appear if a different Rate Schedule is selected based on the information required.

- Select the Rate Adjustment Type (Locations-Delivery in this example)
- The Location Zone will default unless the contract contains both Production and Market, choose the appropriate zone.
- Select the charge type. We are using CMD for the commodity charge type.
- Any fields displayed in shadowed gray, are not required and will auto populate at a later step in the process.
- Identify if the request is available for Electronic signature as well as any other special circumstances shown.
- Grayed out fields are not required and will populate during a later step.
- Identify the Rate Periods and Rate. Use the ADD button to create multiple periods.

Adjustment Details

Adjustment Details

Rate Adjustment Type *
Locations - Delivery

Location Zone *
Production Rate Area

Charge Type *
CMD

Contract Type *
TA

☒ Electronic Signature Acceptable?

☐ Non Standard

☐ Negotiated Rate

☐ Has Incremental Charge

☐ Supersede

Rate Entry *
Rate Period

DOA Approval Level

DOA Value
\$0.00

Rate Periods

ADD

Begin Date	End Date	Rate
07/30/2026	07/31/2026	0.000000



To select the discounted location:

- Use the Search for Location box dropdown box.
- Type in the name or location number to narrow the search.
- Use the ADVANCED SEARCH button to sort by Line Segment, Pooling Area, Type or Direction

Locations - Delivery

Search For Location

Q ADVANCED SEARCH

Del Loc	Line Segment	Pooling Area	Order #	Loc Type
 2008 - Barnsdall	357	OK	12000	Secondary

Rows per page: 25 1-1 of 1

Advanced Location Search

Loc	Line Segment	Pooling Area	Order #	Loc Type	Flow Dir	
4 - EOIT Noble Delivery	400	BE	16800	Secondary	Delivery	<button>SELECT</button>
7 - TIGT Thomas	490	RH	41000	Secondary	Delivery	<button>SELECT</button>
22 - Leann Bowring Pld	335	OK	8000	Secondary	Delivery	<button>SELECT</button>
33 - OGT Mutual	458	CB	7001	Secondary	Delivery	<button>SELECT</button>

Once all data fields are completed you can:

- SAVE the request for future submission
- SUBMIT the request
- Once submitted, you can WITHDRAW the request
- You can also PREVIEW the Standard Rate Agreement document for review.

←

Rate Adjustment Details

CANCEL

SAVE

PREVIEW DOCUMENT

WITHDRAW

SUBMIT

Rate Adjustment Id	Customer		
35662	14702 - Niagara Gas Marketing, LLC - 119274146		
Contract Effective Date	Contract Termination Date	Rate Schedule	DOA Approval Level
06/11/2026	08/01/2026	ITS	CSR

DETAILS

Rate Adjustment Details

^

During the electronic contracting process, you will be asked to review and eventually electronically execute the Rate Adjustment Agreement. This originates from the initial Service Request screen.

- Enter the date
- Select Service Requester
- Select any other narrowing search criteria if desired
- Select RETRIEVE

The Service Requests grid will display all open requests and their current status. To review the request, select the view button.

Retrieving and Reviewing Existing Requests

Service Request

CREATE

RETRIEVE

Active Date *

07/30/2026

Service Requester

14702 - Niagara Gas Marketing, LLC - 119274146

Contract Prefix

Contract

Service Request ID

Service Request Type

Process Status

☒ Only show requests awaiting my action

Service Requests

Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level
Service Request	FTS	9934	Pending Submission	Saved	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146		CSR
Service Request	FTS	9935	Pending Submission	Saved	07/30/2026	08/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146		CSR

When the Rate Adjustment Request process requires your review and approval, the Routing Status will display as “Pending Svc Req Review.”

Approving a Rate Adjustment Request

- View the Request  and review all details
- Select APPROVE to move the request to the next step.
- Select NEEDS CORRECTION if a correction is desired.
 - Make the desired correction then SUBMIT or,
- Select REJECT to reject the request and end the process.

CANCEL

SAVE

PREVIEW

▼

REJECT

NEEDS CORRECTION

APPROVE

Service Requests										
Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level	
	Service Request	FTS	9934	Pending Svc Req Review	Reviewed	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146	CSR	
	Service Request	FTS	9935	Pending Submission	Saved	07/30/2026	08/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146	CSR	

Rows per page: 10 ▼ 1-2 of 2 < < > > |  

When the Rate Adjustment Request process requires your execution the Routing Status will display as “Pending Svc Req Execution. If Electronic signature is acceptable:

- View the Request
- If you wish to see the contract, select PREVIEW
- Select EXECUTE to move the request to the next step.
- Select REJECT to reject the request and end the process.



Electronically Executing an Agreement

Service Request

CREATE

RETRIEVE

Active Date

07/30/2026

Service Requester

14702 - Niagara Gas Marketing, LLC - 119274146

Contract Prefix

Contract

Service Request ID

9934

Service Request Type

Process Status

☐ Only show requests awaiting my action

Service Requests

Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level
Service Request	FTS	9934	Pending Svc Req Execution	Approved	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146	TA38391	CSR

Rows per page: 10 1-1 of 1

CANCEL

SAVE

PREVIEW

REJECT

EXECUTE

When the Rate Adjustment Request process requires your execution the Routing Status will display as “Pending Svc Req Execution. To manually execute an agreement

Manually Executing an Agreement

- View the Request 
- Select PREVIEW to generate the contract.
- Print and manually sign the contract.
- Forward the signed contract to ssconstractadministration@southernstar.com

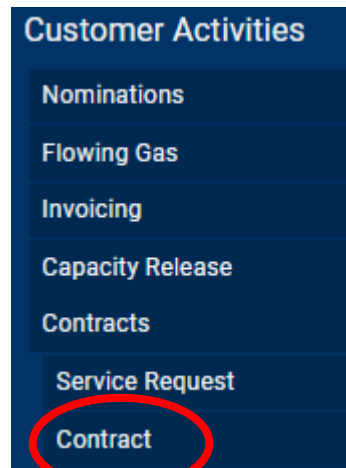
Service Requests										
Svc Req Type	Rate Schedule	ID	Routing Status	Process Status	Effective Date	Termination Date	Service Requester	Contract #	DOA Approval Level	
 Service Request	FTS	9934	Pending Svc Req Execution	Approved	07/30/2026	09/01/2026	14702 - Niagara Gas Marketing, LLC - 119274146	TA38391	CSR	

Rows per page: 10 1-1 of 1 |< < > >|  

CANCELSAVEPREVIEWREJECTEXECUTE

To find electronically filed, executed documents:

- Navigate to Contracts / Contract
- Enter an Active Date
- Identify the Service Requester (if there are multiple)
- Select RETRIEVE
- View the desired contract.
- Select DOCUMENTS tab.
- Download the desired document



Finding Electronically Filed Documents

Svc Req K TA38390 Rate Schedule FTS Svc Req 14702 - Niagara Gas Marketing, LLC - 119274146

Contract Documents

Document * DRAG FILE HERE Document Type *

Type	Version Date
Service Agreement	07/29/2026
Discount Agreement	07/29/2026

Rows per page: 25 1-2 of 2