

Agency Agreements in LINK[®]

Step-by-step instruction for setting up, approving, renewing or terminating agency agreements within LINK[®]

Contents



The following document is divided into three sections based on need. Click on the link that is applicable.

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- What is an Agency?
- How to create an agency agreement between two parties
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- Access options

[Approve an Agency](#)

- How to approve a proposed agency

[Renew or Terminate an Agency](#)

- How to renew an agency
- How to terminate an agency

Note: The following slides are only applicable to Local Security Administrators

Create an Agency

How to create a new agency agreement in LINK®

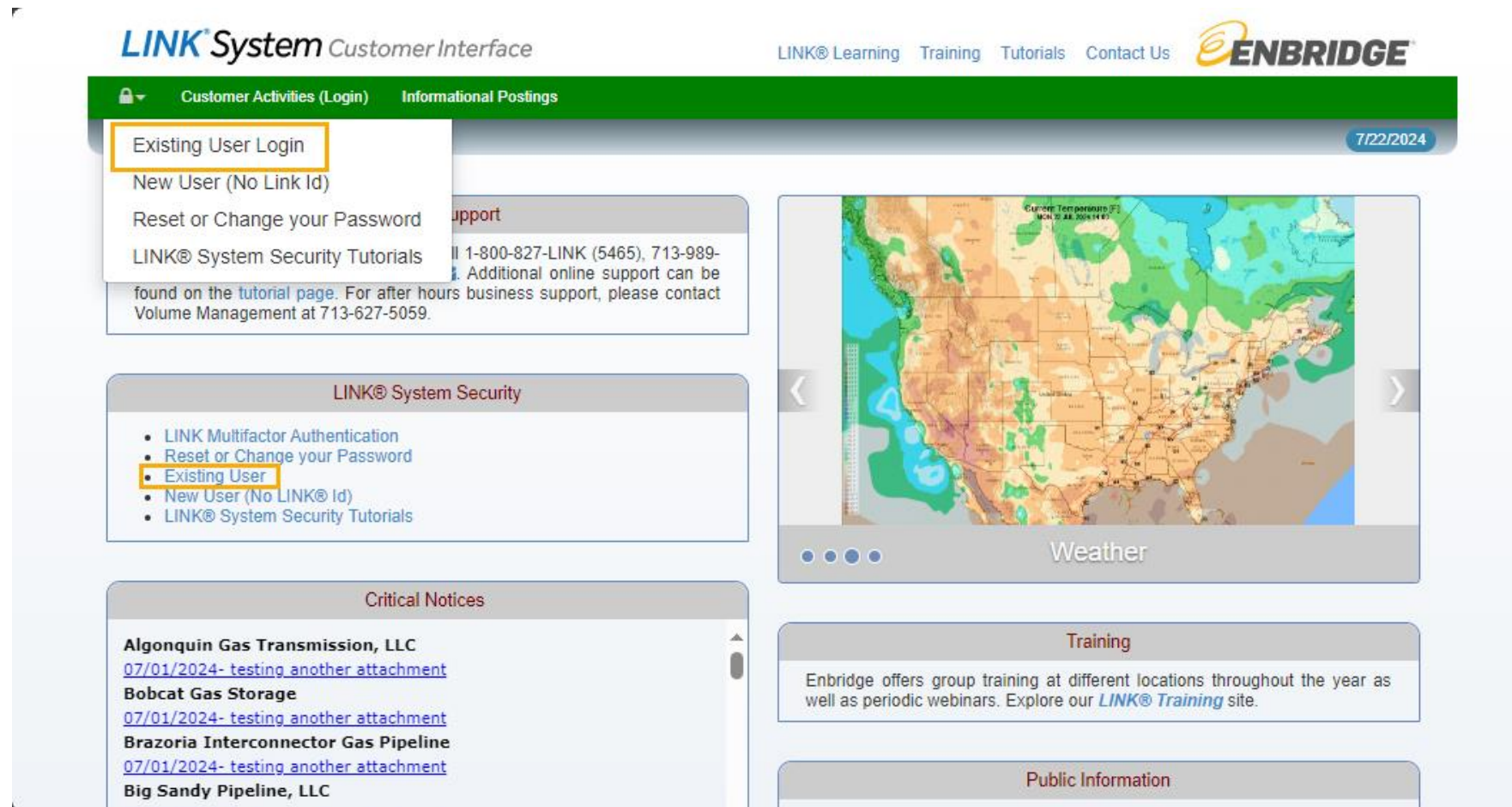
What is an Agency?

- An agency is an agreement between two entities in which a principal will allow another entity to act on their behalf as an agent
- The LINK System allows customers to have agents who perform the following tasks on their behalf:
 - Nominations
 - Confirmations
 - Capacity Releases
 - View and execute Contracts
 - View Invoices
 - View Measurement Data
 - View Gas Quality Data
 - Update Order 689
 - OBA Imbalance information
- Agency agreements are only established between two parties
- Agency agreements have a defined timeline with expiration dates that require renewal for the agency to continue

Create a New Agency

Step 1

Visit <https://link.enbridge.com> and login via “Existing User Login”



Create a New Agency

Step 2

Under the menu tree: Agency → Proposed Agency Detail

The screenshot displays the LINK System Customer Interface. At the top, the header includes the LINK System logo, navigation links for Learning, Training, Tutorials, Contact Us, and Logout, and the ENBRIDGE logo. A green navigation bar contains a menu icon and a lock icon. Below this, a dark blue sidebar menu is open, listing various system access options. The 'Proposed Agency Detail' option is highlighted with a yellow border. The main content area is divided into several sections: Customer Support, LINK System Security, Critical Notices, Weather, and Training. The Weather section features a map of the United States with a temperature scale. The Training section provides information about group training and webinars.

LINK System Customer Interface

LINK Learning Training Tutorials Contact Us Logout **ENBRIDGE**

LINK@ System Access

- Find an activity
- User Security
- Affiliation
- Agency
 - Agency List
 - Agency Detail
 - Proposed Agency List
 - Proposed Agency Detail**
- EDI
- LINK Training
- Reports
- Service Requester Maintenance
- Local Admin Maintenance

Customer Support

For customer support, please call 1-800-827-LINK (5465), 713-989-...
the LINK® Help Desk. Additional online support can be...
page. For after hours business support, please contact...
at 713-627-5059.

LINK® System Security

Change your Password
LINK Id)
Security Tutorials

Critical Notices

Transmission, LLC
07/01/2024- testing another attachment
Bobcat Gas Storage
07/01/2024- testing another attachment
Brazoria Interconnector Gas Pipeline

Weather

Current Temperature [F]
Tue 07 01 2024 12:09

Training

Enbridge offers group training at different locations throughout the year as well as periodic webinars. Explore our [LINK® Training](#) site.

Create a New Agency

Step 3

1. Enter the Principal Entity Name, Agent Entity Name, and the applicable Business Unit (Service Provider)
 - A lookup tool is indicated by * before the data field name. Double click on the data entry field to pull up the lookup tool.
2. Then, under “Proposal” select “New Proposal”

LINK System Customer Interface LINK Learning Training Tutorials Contact Us Logout

SystemTest Build: 8.72.01 Login: TSTGORDON01 Agency Proposed Agency Detail 7/23/2024 2:57:25 PM CDT

Retrieve Clear Accept Reject Proposal Submit

*Pncpl Svc Req Name	OFRAC GAS C	Pncpl Svc Req Entity Name	OFRAC GAS COMPANY	Agcy Eff From Date	07/23/2024	New Proposal Delete Proposal Save Proposal
*Agent Svc Req Name	JMP GAS CO	Agent Svc Req Entity Name	JMP GAS CO	Agcy Eff Thru Date	01/01/2200	
Service Provider	TEXAS EASTERN	Status		Date Initiated	07/23/2024	

Proposal for new agency or modification made to an existing agency on this screen will not be in effect until approved by the Principal and Agent.

Options & Contacts Roles Role Specifics Errors

Create a New Agency



Step 4

Select the applicable date range of the agency agreement

LINK System Customer Interface LINK Learning Training Tutorials Contact Us Logout

SystemTest Build: 8.72.01 Login: TSTGORDON01 Agency Proposed Agency Detail 7/23/2024 3:05:25 PM CDT

*Prncpl Svc Req Name	<input type="text" value="OFRAC GAS C"/>	Prncpl Svc Req Entity Name	<input type="text" value="OFRAC GAS COMPANY"/>	Agcy Eff From Date	<input type="text" value="07/23/2024"/>
*Agent Svc Req Name	<input type="text" value="JMP GAS CO"/>	Agent Svc Req Entity Name	<input type="text" value="JMP GAS CO"/>	Agcy Eff Thru Date	<input type="text" value="07/23/2025"/>
Service Provider	<input type="text" value="TEXAS EASTERN"/>	Status	<input type="text" value="INCOMPLETE"/>	Date Initiated	<input type="text" value="07/23/2024"/>

Proposal for new agency or modification made to an existing agency on this screen will not be in effect until approved by the Principal and Agent.

Create a New Agency

Step 5

Choose which access options you want to allow by flipping each question response to 'Y' or 'N'

- See next slide for details on access options

SystemTest Build: 8.72.01 Login: TSTGORDON01 Agency Proposed Agency Detail 7/23/2024 3:07:08 PM CDT

Retrieve Clear Accept Reject Proposal Submit

*Prncpl Svc Req Name: OFRAC GAS C Prncpl Svc Req Entity Name: OFRAC GAS COMPANY Agcy Eff From Date: 07/23/2024

*Agent Svc Req Name: JMP GAS CO Agent Svc Req Entity Name: JMP GAS CO Agcy Eff Thru Date: 07/23/2025

Service Provider: TEXAS EASTERN Status: INCOMPLETE Date Initiated: 07/23/2024

Proposal for new agency or modification made to an existing agency on this screen will not be in effect until approved by the Principal and Agent.

Options & Contacts Roles Role Specifics Errors

View Existing New Delete

Eff From Date	Eff Thru Date	Authorize Agent to be Local Security Admin?	Allow Agent's Affiliates to Access Principal's data?	Allow Agent to view prior data?	Allow Principal to keep update rights?	Change
07/23/2024	07/23/2025	N	N	N	N	New

1 Rows

Access Options



- Authorize Agent to be Local Security Administrator?
 - Checking “Y” allows the Agent to act as the Local Security Administrator for the Principal.
- Allow Agent’s Affiliates to Access Principal’s data?
 - Checking “Y” allows any security Affiliates of the Agent to have access to the Principal’s data.
 - The Principal should ensure they want to allow this level of pass through access.
- All Agent to view prior data?
 - Allows the Agent to view data prior to the establishment of the Agency.
 - Prior data includes that associated with all functions the Agent has been granted.
- Allow Principal to keep update rights?
 - While assigning certain functions to an agent, checking ‘Y’ allows the Principal to retain the ability to perform certain functions and/or update data.

Create a New Agency

Step 6

- Assign desired access roles to the agency. Agents will only be able to access what permission is given to them via roles.
- To assign access roles, select the checkbox next to the role and then click the “Assign Role” button
 - See next slide for details on each role

The screenshot displays the 'Proposed Agency Detail' page. At the top, there is a navigation bar with 'System Test Build: 8.72.01', 'Login: TSTGORDON01', and 'Agency'. The main header shows 'Proposed Agency Detail' and the date/time '7/23/2024 4:09:22 PM CDT'. Below the header are several input fields for agency details:

- *Pmcpl Svc Req Name: OFRAC GAS C
- Pmcpl Svc Req Entity Name: OFRAC GAS COMPANY
- Agcy Eff From Date: 07/23/2024
- *Agent Svc Req Name: JMP GAS CO
- Agent Svc Req Entity Name: JMP GAS CO
- Agcy Eff Thru Date: 07/23/2025
- Service Provider: TEXAS EASTERN
- Status: INCOMPLETE
- Date Initiated: 07/23/2024

Below these fields is a note: 'Proposal for new agency or modification made to an existing agency on this screen will not be in effect until approved by the Principal and Agent.' There are tabs for 'Options & Contacts', 'Roles', 'Role Specifics', and 'Errors'. The 'Roles' tab is active, showing two tables:

Available Roles		
<input type="checkbox"/>	Role	Access Type
<input type="checkbox"/>	CAPACITY RELEASE	Update & Inquire
<input type="checkbox"/>	CAPACITY RELEASE INQ	Inquire
<input checked="" type="checkbox"/>	CONFIRMATION	Update & Inquire
<input type="checkbox"/>	CONFIRMATION INQUIRY	Inquire
<input type="checkbox"/>	CONTRACT	Update & Inquire
<input type="checkbox"/>	CONTRACT INQUIRY	Inquire
<input type="checkbox"/>	INVOICE EXTERNAL	Inquire
<input type="checkbox"/>	MEASUREMENT ONLY	Inquire

At the bottom of the 'Available Roles' table, it says 'Row 3 of 15' and '1 Selected'. An 'Assign Role >' button is highlighted in orange, pointing to the 'CONFIRMATION' role. Below the 'Available Roles' table is a 'Remove Role' button and a 'View Existing' button.

Assigned Roles						
<input type="checkbox"/>	Role	Eff From Date	Eff Thru Date	Specific	Change	Access Type
<input type="checkbox"/>	CAPACITY RELEASE	07/23/2024	07/23/2025	<input type="checkbox"/>	New	Update & Inquire

At the bottom of the 'Assigned Roles' table, it says '1 Rows'.

Assignable Roles



Role Name	Type	Role Specific	Description
Capacity Release	Update and Inquire	NA	Assign the ability to create offers, bid on capacity and recall/reput capacity on behalf of the Principal.
Capacity Release Inquiry	Inquire only	NA	View Capacity Release related information.
Confirmation	Update and Inquire	Meter	Confirm meters, update PDAs, view allocations and imbalances, execute reports, view measurement, submit PMAs
Confirmation Inquiry	Inquire only	Meter	View confirmation, allocation, imbalance and measurement information.
Contract	Update and Inquire	NA	Request, Amend, Approve and view contracts.
Contract Inquiry	Inquire only	NA	View contract related information.
Invoice External	Inquire only	Contract	View invoices
Measurement Only	Inquire only	Meter	View measurement information in LINK and the Measurement Reporting Portal
Nomination	Update and Inquire	Contract	Nominate on behalf of the Principal, execute associated reports, submit PMAs
Nomination Inquiry	Inquire only	Contract	View nomination related information.
OBA Imbal Verifier	Update and Inquire	Contract	Verify monthly OBA imbalance information.
Third Party Value SC	Update and Inquire	NA	Assign IDA values to PDAs
Update for Order 689	Update and Inquire	Meter	Update Power Plant information resulting from Order 689.
Update/Execute All	Update and Inquire	NA	Provide all functions possessed by the Principal to the Agent.
View Gas Quality	Inquire only	Meter	View Gas Quality information.

Create a New Agency

Step 7

- If you assigned a role that requires role specifics (specific meter or contract access), visit the “Role Specifics” tab
- Select the role, and then assign specific meters or contracts that you desire the agent to have access to
 - Agents will only have access to meters or contracts that you explicitly give them access to
 - The Update/Execute all role, automatically gives the agent access to all contracts and meters

Proposal for new agency or modification made to an existing agency on this screen will not be in effect until approved by the Principal and Agent.

Options & Contacts Roles **Role Specifics** Errors

Role: **NOMINATION** Access Type: Update & Inquire Role Eff From Date: 07/24/2024 Role Eff Thru Date: 07/24/2025

Available Specifics

<input type="checkbox"/>	Contract/Meter	Eff From Date	Eff Thru Date
<input type="checkbox"/>	700524	07/24/2024	01/01/2200
<input checked="" type="checkbox"/>	B00524	07/24/2024	01/01/2200
<input type="checkbox"/>	600517	07/24/2024	01/01/2200
<input type="checkbox"/>	910212	07/24/2024	01/01/2200

Assigned Specifics

<input type="checkbox"/>	Contract/Meter	Eff From Date	Eff Thru Date	Change
<input type="checkbox"/>	900185	07/24/2024	07/24/2025	New
<input type="checkbox"/>	910231	07/24/2024	07/24/2025	New
<input type="checkbox"/>	910209	07/24/2024	07/24/2025	New

Assign Specifics >
< Remove Specifics
View Existing

Row 2 of 4
1 Selected

3 Rows

Create a New Agency



Step 8

- If all information looks correct, hit the “Submit” button. The proposal will then be ready for approval by the other party
- **Note: Agencies cannot be edited once they are approved by both parties. They can only be terminated and re-proposed. Please ensure the agency is configured correctly before submitting.**

LINK System Customer Interface Internal Access Request LINK Learning Training Tutorials Contact Us

SystemTest Nightly Login: GORDONE1 Agency Proposed Agency Detail 7/24/2024 9:41:54 AM CDT

PROPOSED AGENCY HAS BEEN SUBMITTED

Retrieve Clear Accept Reject Proposal **Submit**

*Prncpl Svc Req Name: OFRAC GAS C Prncpl Svc Req Entity Name: OFRAC GAS COMPANY Agcy Eff From Date: 07/24/2024
*Agent Svc Req Name: JMP GAS CO Agent Svc Req Entity Name: JMP GAS CO Agcy Eff Thru Date: 07/24/2025
Service Provider: TEXAS EASTERN Status: PENDING APPROVAL Date Initiated: 07/24/2024

Proposal for new agency or modification made to an existing agency on this screen will not be in effect until approved by the Principal and Agent.

Options & Contacts Roles Role Specifics Errors

View Existing New Delete

Access Options						
Eff From Date	Eff Thru Date	Authorize Agent to be Local Security Admin?	Allow Agent's Affiliates to Access Principal's data?	Allow Agent to view prior data?	Allow Principal to keep update rights?	Change
07/24/2024	07/24/2025	Y	N	Y	Y	New

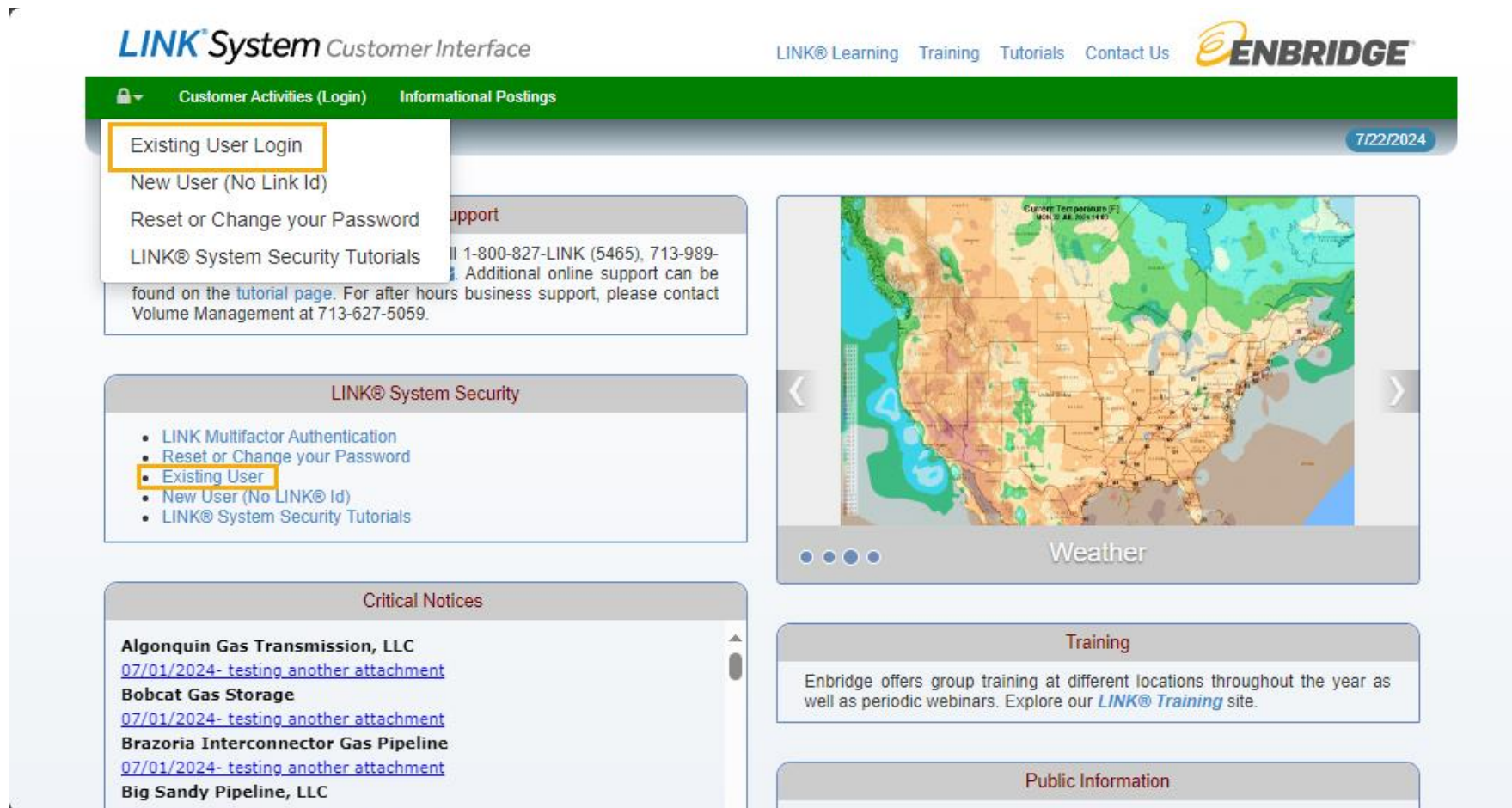
Approve an Agency

How to approve a proposed agency in LINK®

Approve an Agency

Step 1

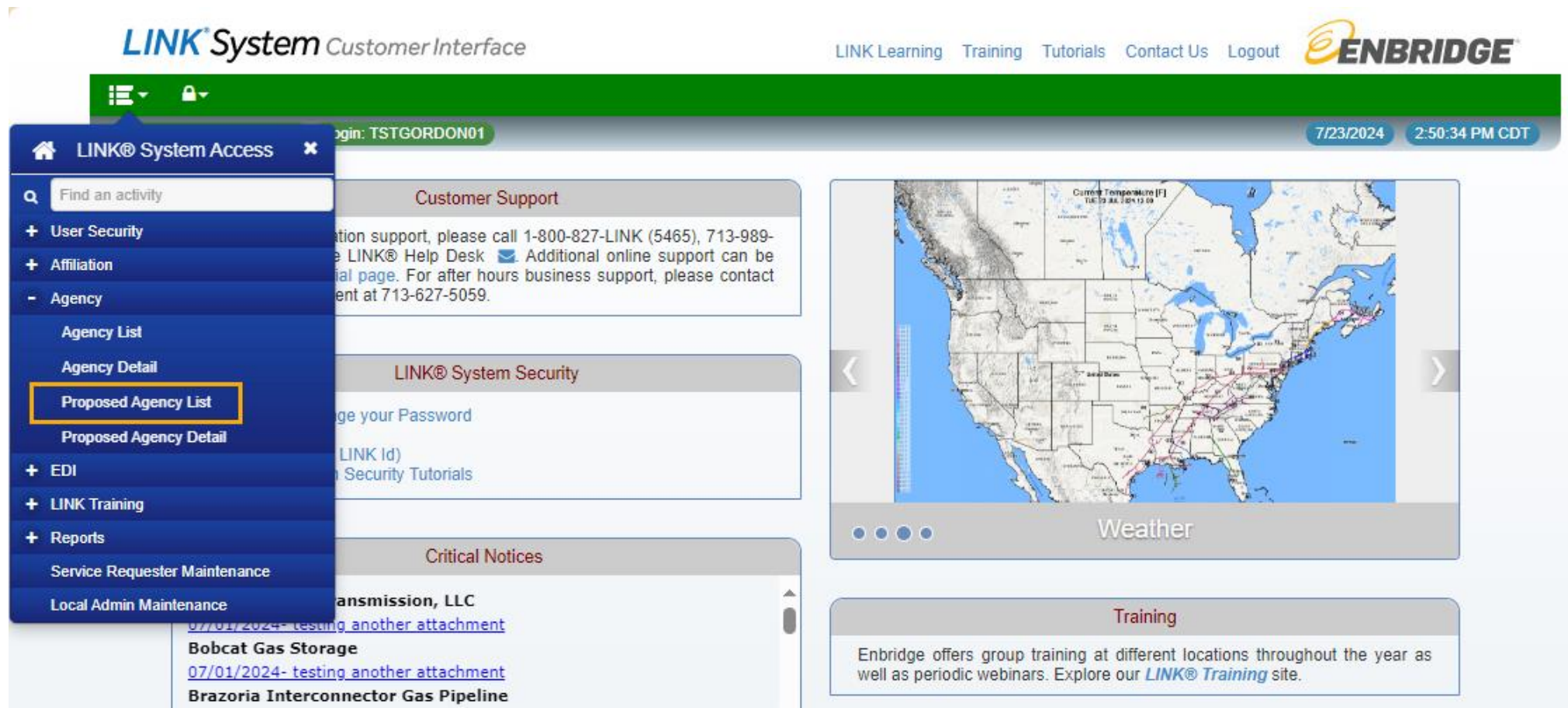
Visit <https://link.enbridge.com> and login via “Existing User Login”



Approve an Agency


Step 2

Under the menu tree: Agency → Proposed Agency List



Approve an Agency

Step 3

- Ensure the agency is configured correctly. A preview of the assigned roles is displayed in the second grid.
- To see more details click on the related screens button  and visit the “Proposed Agency Detail” screen.

LINK System Customer Interface Internal Access Request LINK Learning Training Tutorials Contact Us

SystemTest Nightly Login: GORDONE1 Agency Proposed Agency List 7/24/2024 10:15:16 AM CDT

Retrieve Clear Accept Reject

*Pncpl Svc Req Name *Agent Svc Req Name Service Provider [ALL] Status [ALL]

Agency	Pncpl Svc Req Name	Agent Svc Req Name	Service Provider	Eff From Date	Eff Thru Date	Status	Pncpl Appr TS	Agent Appr TS
<input checked="" type="checkbox"/>	ELLIOT CO	OFRAC GAS C	TEXAS EASTERN	07/24/2024	08/01/2024	AGENT ACCEPTED	01/01/0001 00:00:00.000	07/24/2024 10:07:53.070

Row 1 of 1 All Selected

Agency Roles							Specific Meters/Contracts
Pncpl Svc Req Name	Agent Svc Req Name	Service Provider	Role	Eff From Date	Eff Thru Date	Specific	
ELLIOT CO	OFRAC GAS C	TEXAS EASTERN	UPDATE\EXECUTE ALL	07/24/2024	08/01/2024	<input type="checkbox"/>	

Approve an Agency



Step 5

If approved successfully, the status of the agency will update to “AGENT ACCEPTED” or “PRNCPL ACCEPTED”

LINK System Customer Interface LINK Learning Training Tutorials Contact Us Logout

SystemTest Build: 8.72.01 Login: TSTGORDON01 Agency Proposed Agency List 7/24/2024 10:08:09 AM CDT

*Pncpl Svc Req Name *Agent Svc Req Name Service Provider [ALL] Status [ALL]

Agency									
<input type="checkbox"/>	Pncpl Svc Req Name	Agent Svc Req Name	Service Provider	Eff From Date	Eff Thru Date	Status	Pncpl Appr TS	Agent Appr TS	
<input type="checkbox"/>	OFRAC GAS C	JMP GAS CO	TEXAS EASTERN	07/24/2024	07/24/2025	PRNCPL ACCEPTED	07/24/2024 10:07:21.095	01/01/0001 00:00:00.000	
<input type="checkbox"/>	ELLIOT CO	OFRAC GAS C	TEXAS EASTERN	07/24/2024	08/01/2024	AGENT ACCEPTED	01/01/0001 00:00:00.000	07/24/2024 10:07:53.070	

Row 1 of 2
0 Selected

Agency Roles							
Pncpl Svc Req Name	Agent Svc Req Name	Service Provider	Role	Eff From Date	Eff Thru Date	Specific	Specific Meters/Contracts
OFRAC GAS C	JMP GAS CO	TEXAS EASTERN	UPDATE\EXECUTE ALL	07/24/2024	07/24/2025	<input type="checkbox"/>	

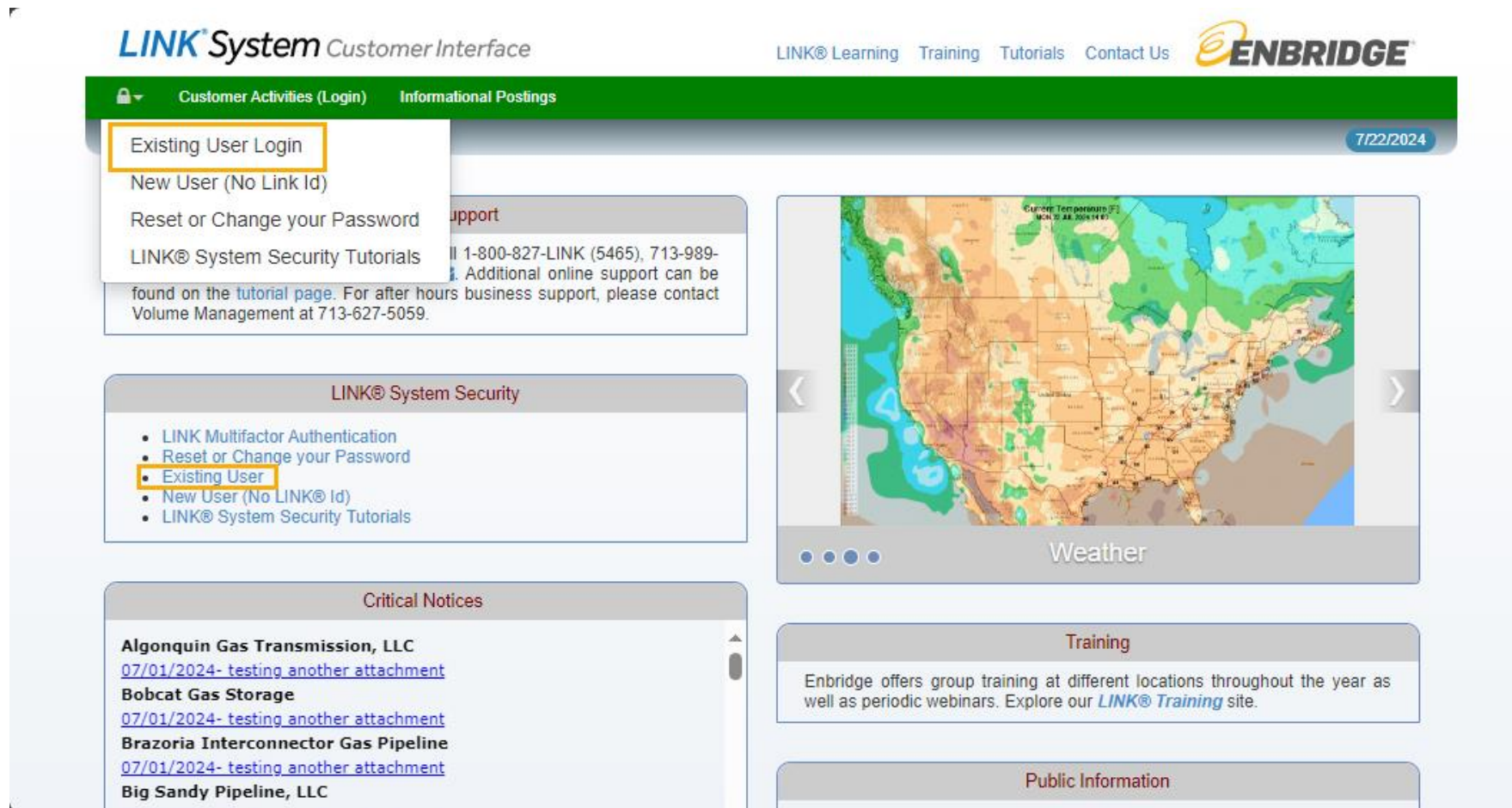
Renew or Terminate an Agency

How to renew or terminate an agency agreement in LINK®

Renew or Terminate an Agency

Step 1

Visit <https://link.enbridge.com> and login via “Existing User Login”



Renew or Terminate an Agency

Step 2

Under the menu tree: Agency → Agency List

The screenshot displays the LINK System Customer Interface. At the top, the title "LINK System Customer Interface" is on the left, and navigation links "LINK Learning", "Training", "Tutorials", "Contact Us", and "Logout" are on the right. The ENBRIDGE logo is in the top right corner. A green header bar contains a home icon, a menu icon, and a lock icon. Below this, a status bar shows the user's login as "TSTGORDON01" on the left, and the date "7/23/2024" and time "2:50:34 PM CDT" on the right. A dark blue sidebar menu is open, listing various system access options. The "Agency List" option is highlighted with a yellow border. Other menu items include "User Security", "Affiliation", "Agency", "Agency Detail", "Proposed Agency List", "Proposed Agency Detail", "EDI", "LINK Training", "Reports", "Service Requester Maintenance", and "Local Admin Maintenance". The main content area is divided into several sections: "Customer Support" with contact information, "LINK System Security" with a "Change your Password" link and "Security Tutorials", "Critical Notices" with a list of notices including "Bobcat Gas Storage" and "Brazoria Interconnector Gas Pipeline", a "Weather" widget showing a map of the United States, and a "Training" section with text about group training and webinars.

Renew or Terminate an Agency



Step 3

- Select the checkbox next to the agency
- Hit the “Renew” or “Terminate” button, confirm the action via the pop-up that appears

LINK System Customer Interface Internal Access Request LINK Learning Training Tutorials Contact Us Logout

SystemTest Build: 8.72.01 Login: TSTELLIOT01 Agency Agency List 7/24/2024 10:33:28 AM CDT

Retrieve Clear **Renew** Terminate

*Prncpl Svc Req Name *Agent Svc Req Name Service Provider [ALL] Effective Date 07/24/2024 Status [ALL]

Agency	Prncpl Svc Req Name	Agent Svc Req Name	Service Provider	Eff From Date	Eff Thru Date	Next Renewal Date	Status	Prncpl Appr TS	Agent Appr TS
<input checked="" type="checkbox"/>	ELLIOT CO	OFRAC GAS C	TEXAS EASTERN	07/24/2024	08/01/2024	08/01/2024	ACCEPTED	07/24/2024 10:33:05.301	07/24/2024 10:07:53.070

Row 1 of 1
All Selected

Questions?

Email link-help@enbridge.com or call [1-800-827-5465](tel:1-800-827-5465) for LINK® System application support

