

# Getting Started with Union Gas S&T

## A Resource Tool

A step-by-step guide to setting up your S&T account as quickly and easily as possible.

“Welcome to Union Gas!  
Our goal is to be your Storage & Transportation service provider of choice. We value your business and look forward to working with you for years to come.”

Julie Dill  
President, Union Gas



This document was developed to guide you in setting up a Union Gas Storage and Transportation (S&T) account. Our goal is to make the process as seamless as possible.

By following this simple checklist, you will be ready to contract for Union Gas' S&T services.

## Checklist

Apply for a HUB	Read about and complete online application form
Proof of legal name	Required documents
Establish Credit	Credit process overview and requirements
The HUB Contract Process	Process review
Access to Unionline	Process overview and access review form
Nominating	Training module
S&T Invoicing	Process and training resources
Doing Business in Canada	Resource guide
Other Services	Other available services
Open Seasons	View current and past Open Seasons

## Checklist

Apply for a HUB Contract

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Establish Credit

The HUB Contract Process

Access to Unionline

Nominating

S&T Invoicing

## Apply for a HUB Contract

The HUB contract is our standard Interruptible service contract. There is no cost to setting up a HUB contract and no demand charge. You will only pay for the services that you use. All Shippers need to have a HUB contract in place before we can provide any services. With a HUB contract in place, you will have access to the following services:

- ❖ Transportation
- ❖ Exchanges
- ❖ HUB Balancing (Park and Loans)
- ❖ Name Changes

To learn more about the HUB contract follow the link to our [HUB section](#). To request service on Union's system please complete the online [HUB Application Form](#).

## Proof of Legal Name

Union Gas requires written validation of your company's Legal Name for contracting, credit and invoicing purposes. To complete the [HUB Application Form](#), you are required to provide one of the following documents: Articles of Incorporation, Articles of Amalgamation, Articles of Amendment, or audited financial statements.

*To request service on Union's system please complete the online HUB Application Form.*

## Establishing Credit

All Union Gas customers are required to establish credit before they can transact. The amount of credit required will depend on the value and term of transactions that you enter into. Our Credit Department will review and analyze your financial position to determine your creditworthiness.

To help in the credit evaluation process, we will ask you to provide your most recent year-end audited financial statements as an attachment to the [HUB Application Form](#). Please see the detailed [Credit Process Overview](#) for more information.

## The HUB Contract Process

Once your application has been processed and a credit limit established, two (2) copies of the [HUB contract](#) will be issued to you for signature. Once the contract has been signed and returned to Union, we will execute the contract and you will be one-step away from transacting.

## Access to Unionline

Unionline is a web-based, online transaction service for Union Gas customers. Access to Unionline will enable you to nominate your Union Gas services and view your contracts and invoices online. When signing up for Unionline, you will have the option to select from a [list of roles](#). Each of these roles gives the user access to different parts of the application. Each user at your company can be given access to all roles, some roles, or just a single role.

Please complete the [Access Request Form](#) for each employee or agent who requires access to Unionline.

## Nominating

You will be able to use the web-based Unionline system to handle all of your gas scheduling requirements. To help you learn how to create and submit your nominations online please view the [nominations training module](#). If you have any questions regarding the nomination process please contact Gas Management Services at 519-436-4545.

## S&T Invoicing

By the 10th business day of each month, your S&T invoice will be available for viewing and printing. Please see the [invoice training page](#) for an example of an S&T Invoice. For information on how to pay your invoice, please see our [S&T Invoice Payment Process](#).

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## Doing Business in Canada

If you are a US company, we have put together a document that will help you understand more about import/export requirements. Please see our [Doing Business in Canada](#) section for more information.

## Other Services

Union Gas offers much more than the simple Interruptible services that are available using a HUB contract. Once you have a HUB contract in place, you will be able to contract for other firm and/or interruptible services. You will find descriptions and contracting options in the [Services](#) section of our website. Additional services include Storage, Transportation, Loans, Balancing, Exchanges, and many more.

## Open Seasons

From time to time, Union will hold open seasons for Storage or Transportation offerings. You can view our current [Open Season Notices](#) as well as past Open Seasons on our website. If you would like to be informed by email when an Open Season is announced please complete the [Email Notification Form](#). You can also subscribe to our [RSS Feed](#) to receive real-time updates on what has been posted to our website.

# You are now ready to do S&T Business with Union Gas!

We value the opportunity to discuss how our Storage & Transportation service can help meet your needs.

Please contact one of our Account Managers to discuss any of the information contained in this document.

## Account Managers

Jacquie Montgomery (519) 436-5452

Michael Cadotte (519) 436-5311

Paolo Mastronardi (519) 436-5264

Carol Cameron (519) 436-5258

Wayne Passmore (519) 436-5356

Glen Priestley (519) 436-5248



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