

# TransGas

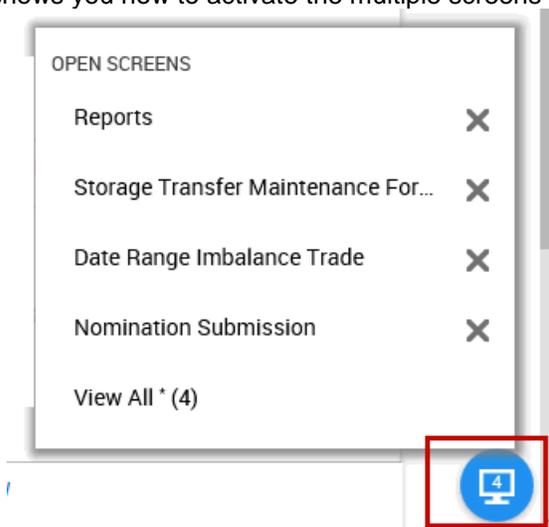
September 5, 2018

## New Build Launch

TransGas is pleased to announce that an upgraded version of My TransGas will be available to customers on Wednesday, September 5, 2018. The upgrades to the web application were implemented based on customer feedback and will improve customer experience with improved functionality and usability on multiple screens. To facilitate this upgrade, **My TransGas will be unavailable to customers from 3:00 PM Tuesday, September 4, to 6:00 AM Wednesday September 5, 2018 CST.** An interruption in online services and functionality is not expected outside of the hours noted.

When you first log in, you may notice minor changes to the appearance with some of the screens. We are pleased to highlight a few of the key improvements/ changes to the application below:

- I. The Date Range Trades will now have the most recent trades shown at the top of the screen.
- II. Improved web response time and compatibility with Chrome Version 56 Browser.
- III. The web application main page will show fewer alerts and error messaging due to widgets.
- IV. Easier to read user interface and grid on the nominations submission screen
- V. The upgrade now allows multiple screens to be open simultaneously. The screen shot below shows you how to activate the multiple screens



Thank you for your patience with us as we implement the improved web application. TransGas has also updated the training documents on the web and in My TransGas to align with the build. These training documents will be available on Wednesday, September 5. An email will also be sent out with the link to these documents. We welcome your feedback throughout the process and will be sending out a customer survey in a few months for feedback on the improvements/changes that have been made, and what further improvements could be made in the future.

If you have any questions or concerns, please contact TransGas Customer Services at (306)777-9900.