# Service Requester Maintenance

How to make adjustments to your company's profile on the LINK® System

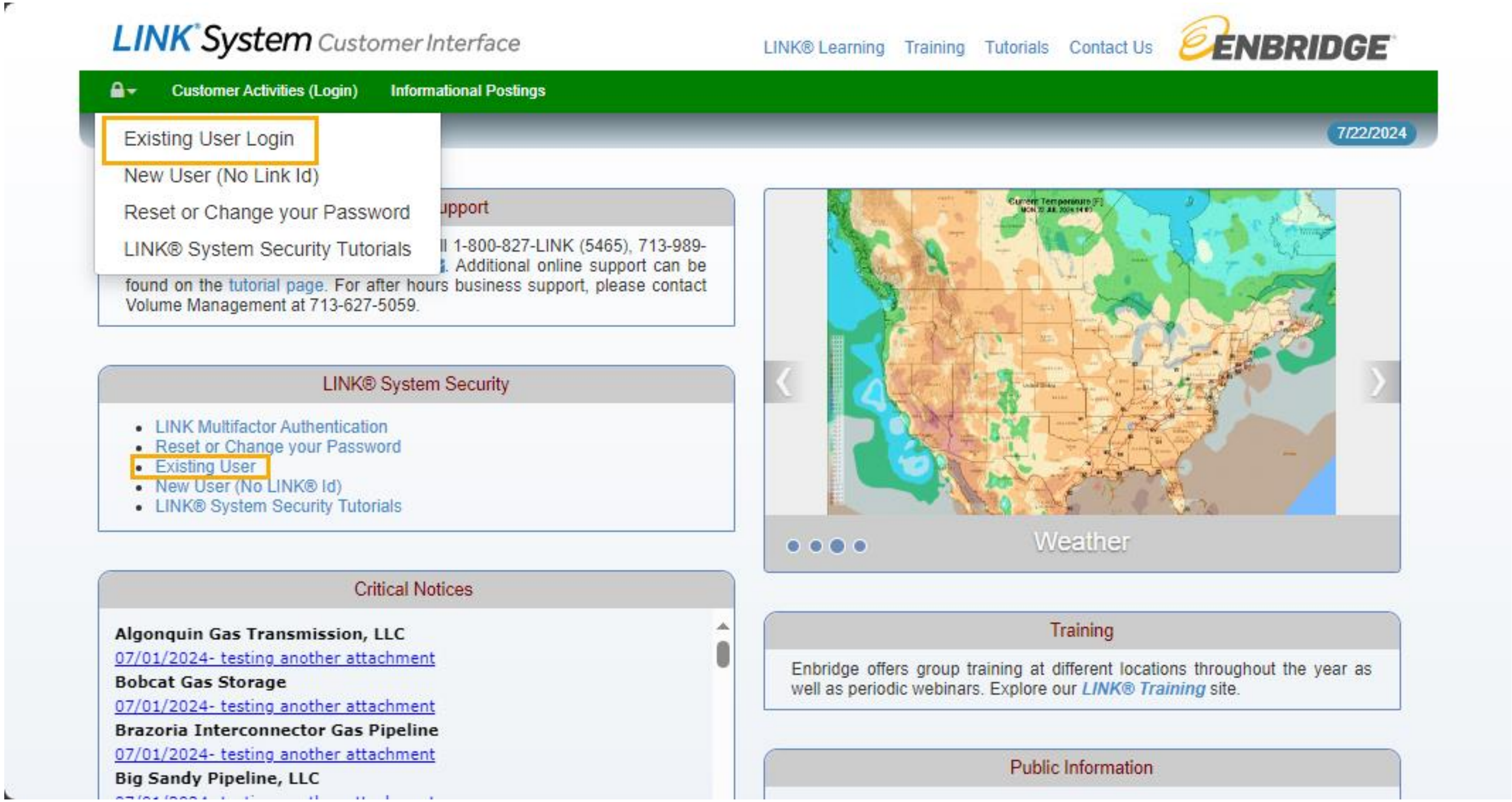
ENBRIDGE®

# Service Requester Maintenance

ENBRIDGE

## Step 1

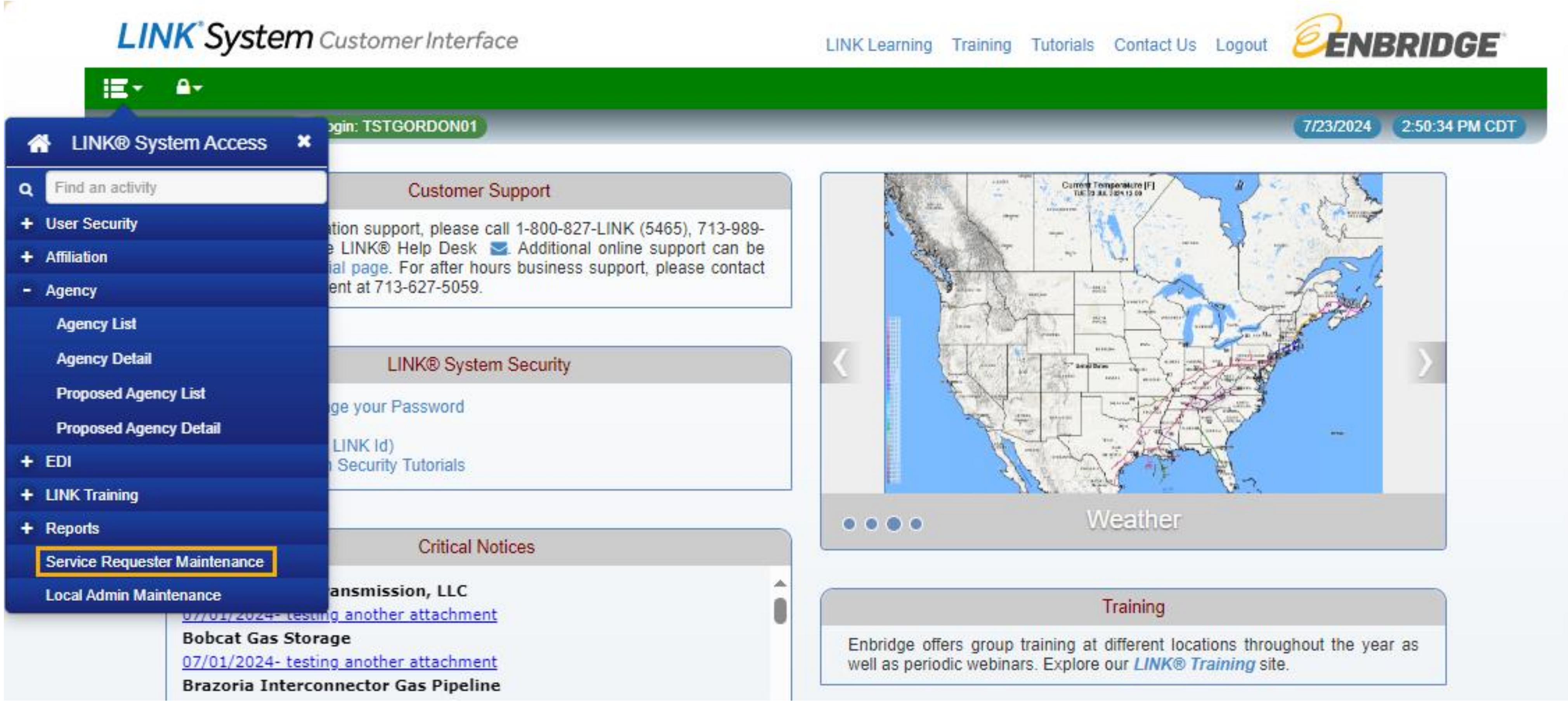
Visit https://link.enbridge.com and login via “Existing User Login”



# Service Requester Maintenance

## Step 2

Under the menu tree: Service Requester Maintenance



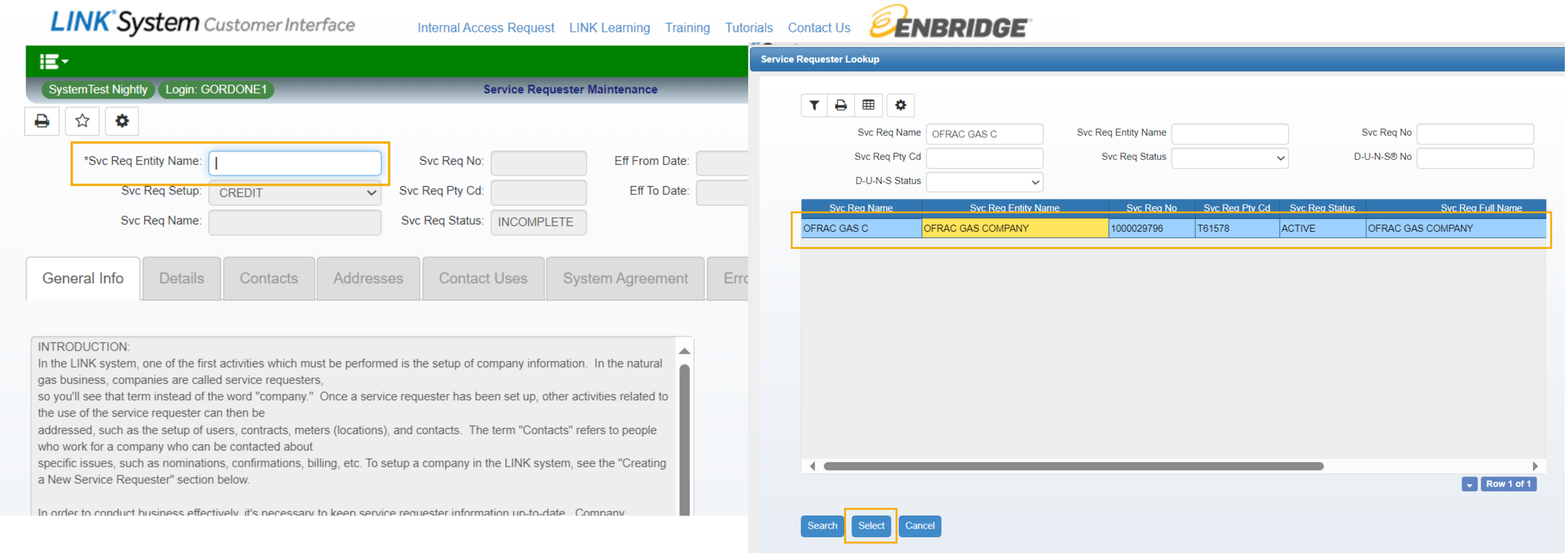
# Service Requester Maintenance

ENBRIDGE

## Step 3

Enter the name of your company in the data field “Svc Req Entity Name”

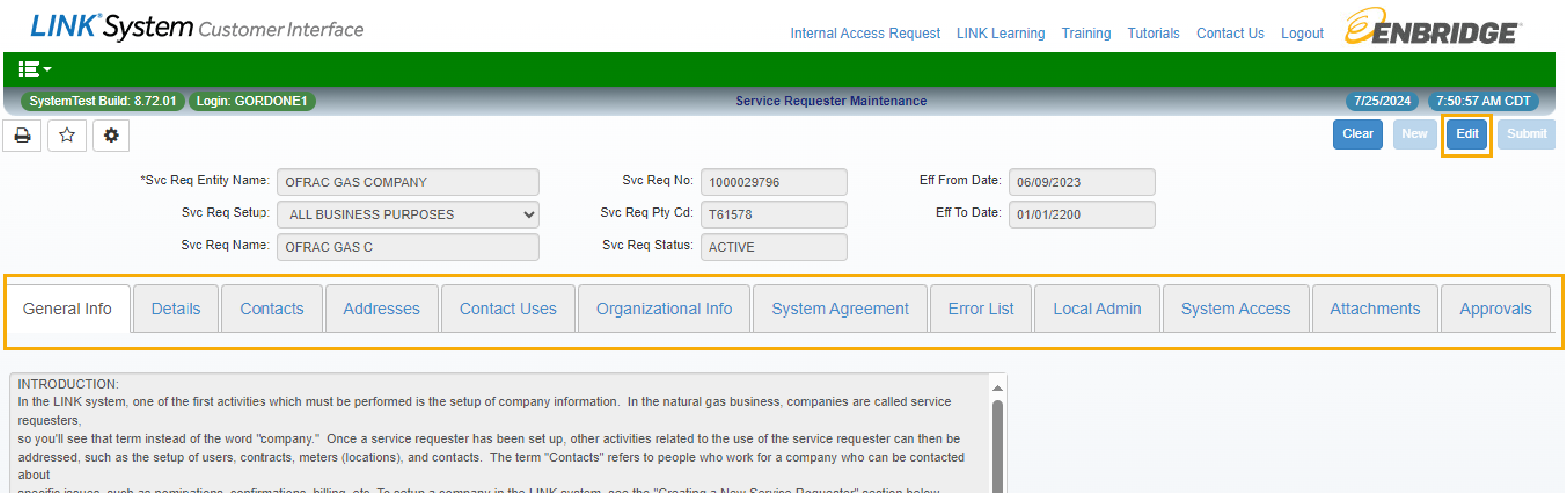
– Double click into the text box to reveal a lookup tool to find the specific name of your company. Click on the appropriate row item and hit the ”Select” button



# Service Requester Maintenance

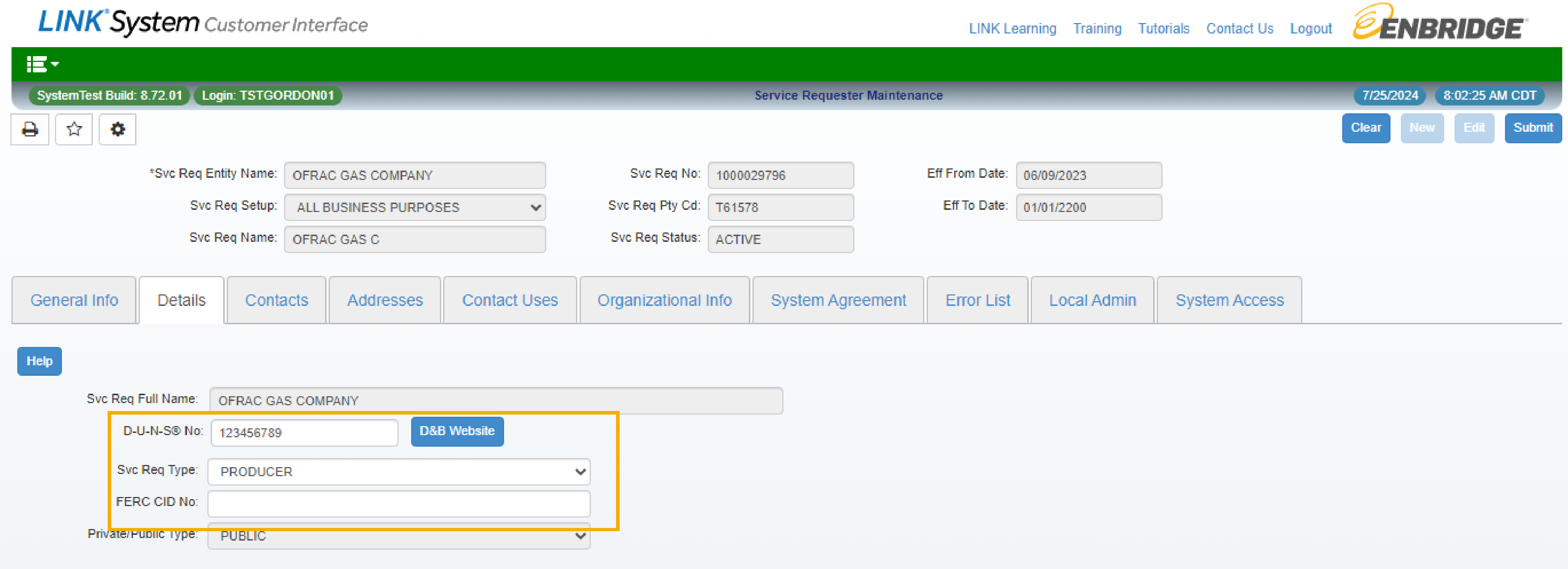
## Step 4

Click on the desired tab to view information relevant to your company. To change any information, click the "Edit" button in the top right. Be sure to hit the "Submit" button to save any changes.



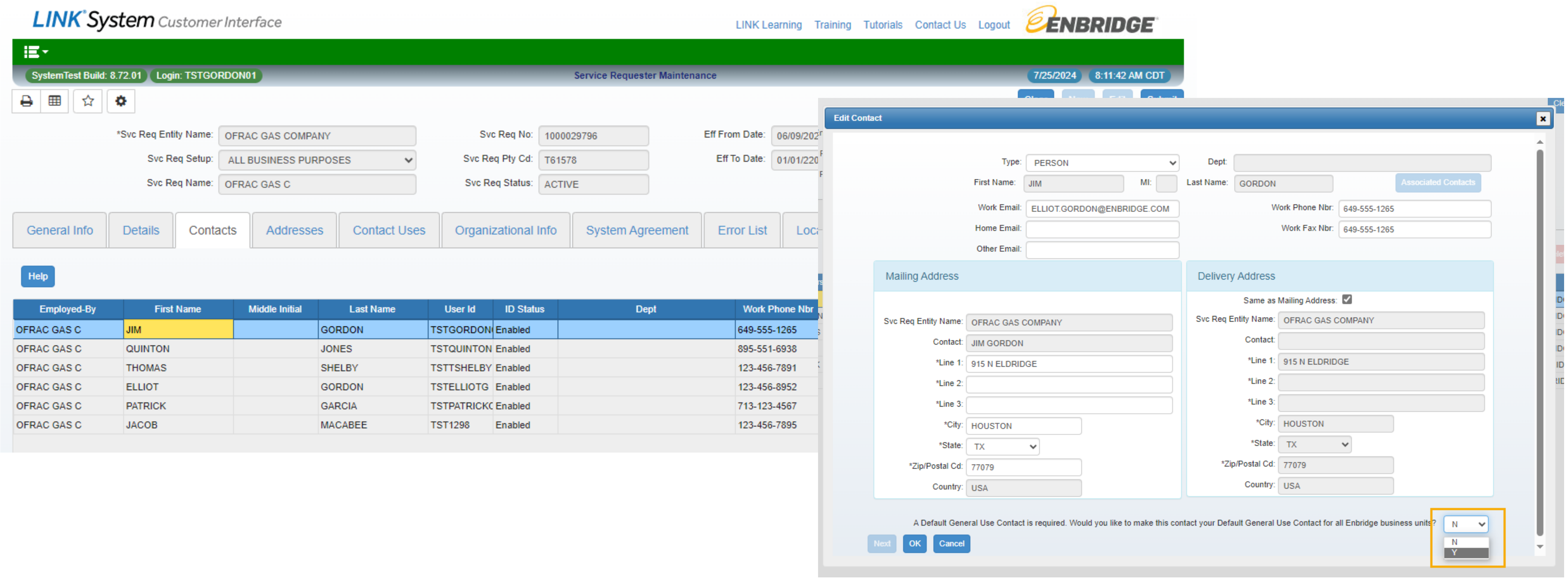
# Details

- Users can update their D-U-N-S® Number, service requester type and their FERC CID Number.



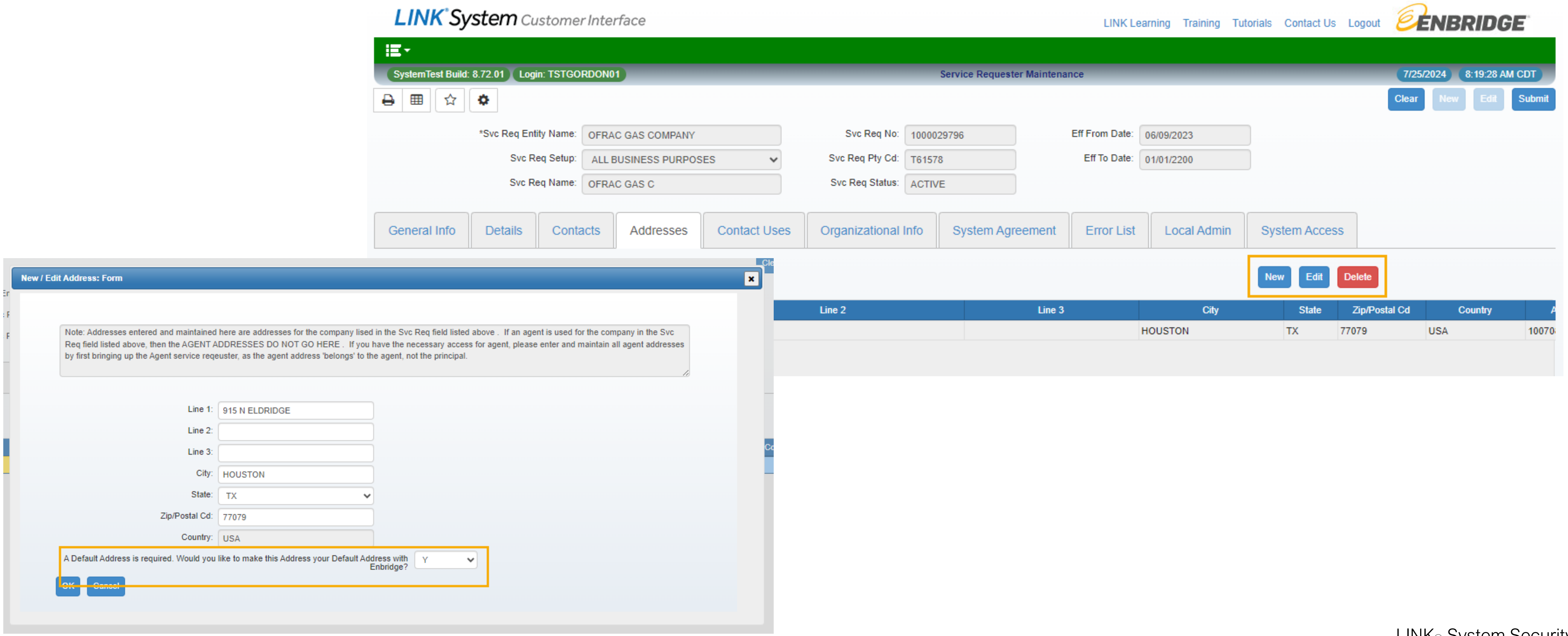
# Contacts

- Users can create new contacts, edit existing contacts or view contact information.
- A contact can be assigned as the “General Use” contact for all communications by flipping the ‘Y/N’ switch while creating/editing a contact.



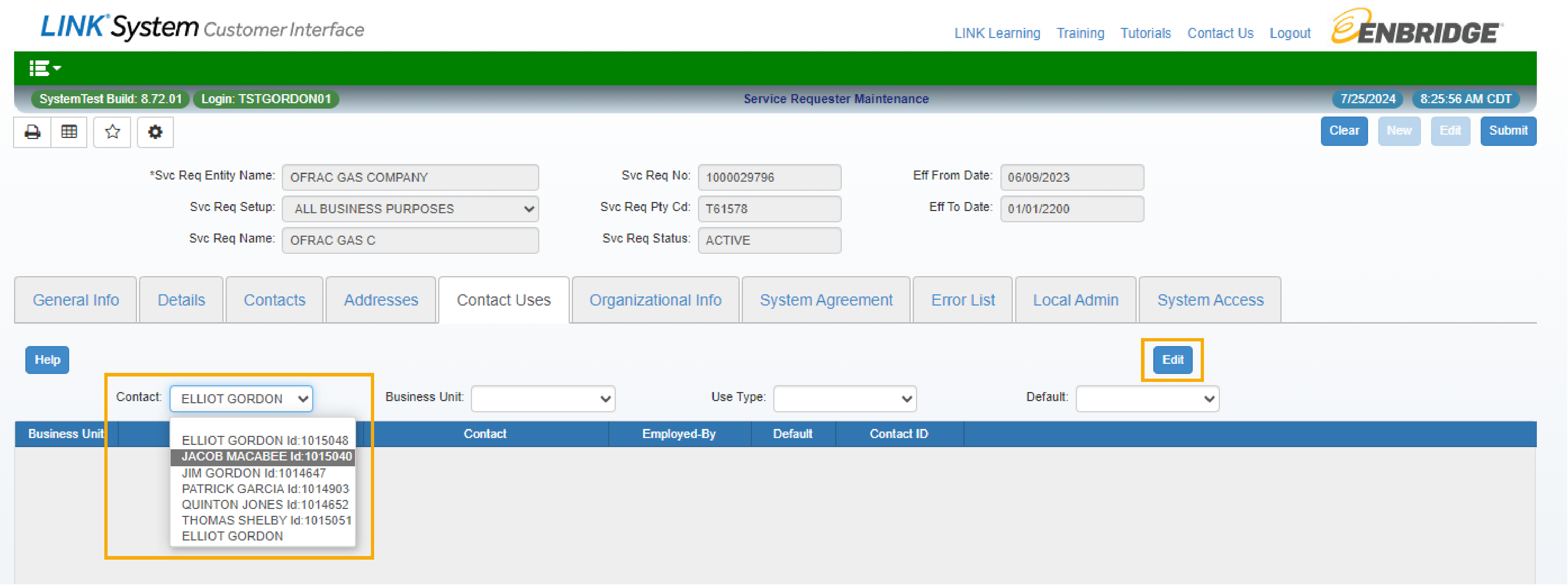
# Addresses

- Users can edit or add new physical addresses for their business.
- If a business has multiple addresses, designate which address is the default that will be used on documentation by flipping the check box to ‘Y’ or ‘N’.



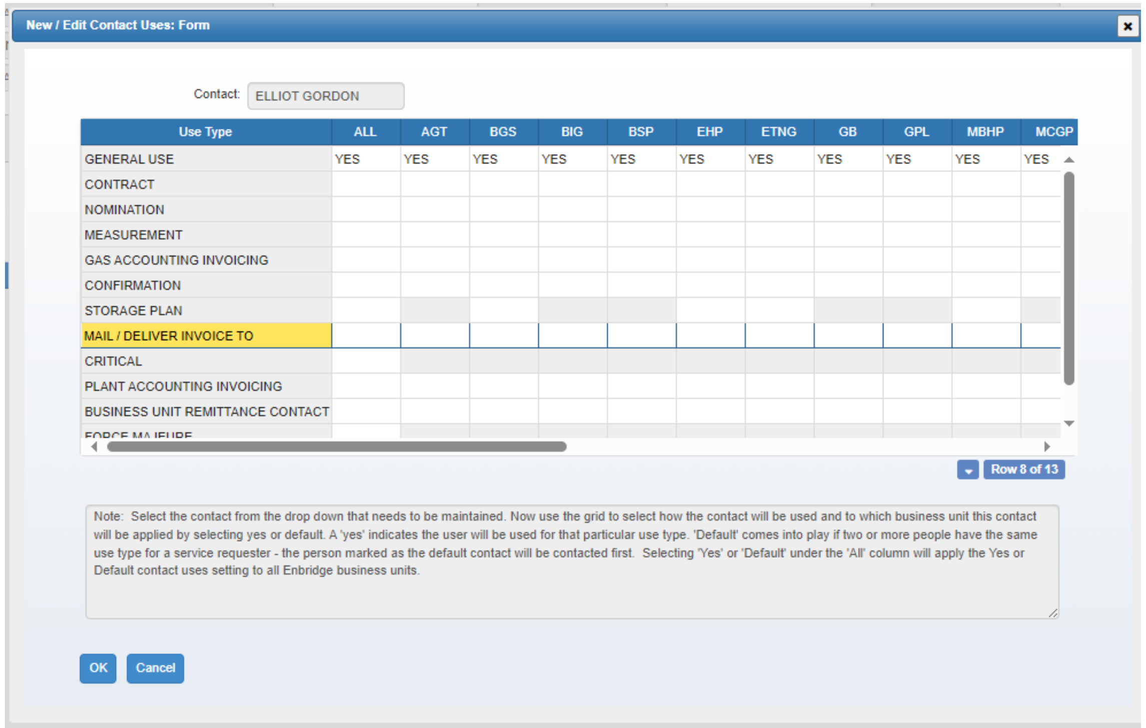
# Contact Uses

- LINK requires a contact be assigned for various business communication needs.
- Contact uses are business unit specific
- To assign a contact use, select the contact and hit the “Edit” button



# Contact Uses

- A popup will appear that will allow you to assign various contact uses for each business unit
  - Users can also assign the contact use for “all” and it will default the contact use to all business units
- The “General Use” option automatically makes the selected user the default for all contact uses



New / Edit Contact Uses: Form

Contact: ELLIOT GORDON

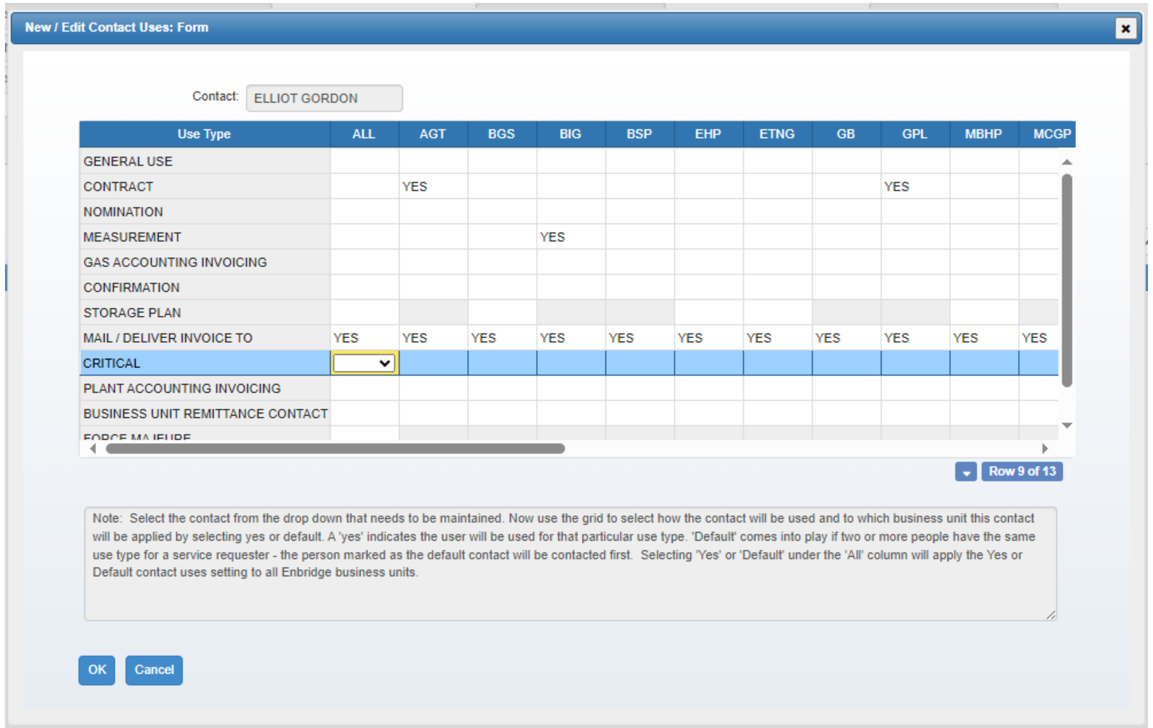
| Use Type | ALL | AGT | BGS | BIG | BSP | EHP | ETNG | GB | GPL | MBHP | MCGP |
|---|---|---|---|---|---|---|---|---|---|---|---|
| GENERAL USE | YES | YES | YES | YES | YES | YES | YES | YES | YES | YES | YES |
| CONTRACT | | | | | | | | | | | |
| NOMINATION | | | | | | | | | | | |
| MEASUREMENT | | | | | | | | | | | |
| GAS ACCOUNTING INVOICING | | | | | | | | | | | |
| CONFIRMATION | | | | | | | | | | | |
| STORAGE PLAN | | | | | | | | | | | |
| MAIL / DELIVER INVOICE TO | | | | | | | | | | | |
| CRITICAL | | | | | | | | | | | |
| PLANT ACCOUNTING INVOICING | | | | | | | | | | | |
| BUSINESS UNIT REMITTANCE CONTACT | | | | | | | | | | | |

Row 8 of 13

Note: Select the contact from the drop down that needs to be maintained. Now use the grid to select how the contact will be used and to which business unit this contact will be applied by selecting yes or default. A 'yes' indicates the user will be used for that particular use type. 'Default' comes into play if two or more people have the same use type for a service requester - the person marked as the default contact will be contacted first. Selecting 'Yes' or 'Default' under the 'All' column will apply the Yes or Default contact uses setting to all Enbridge business units.

OK Cancel

Set ‘General Use’ for all Business Units



New / Edit Contact Uses: Form

Contact: ELLIOT GORDON

| Use Type | ALL | AGT | BGS | BIG | BSP | EHP | ETNG | GB | GPL | MBHP | MCGP |
|---|---|---|---|---|---|---|---|---|---|---|---|
| GENERAL USE | | | | | | | | | | | |
| CONTRACT | | YES | | | | | | | YES | | |
| NOMINATION | | | | | | | | | | | |
| MEASUREMENT | | | | YES | | | | | | | |
| GAS ACCOUNTING INVOICING | | | | | | | | | | | |
| CONFIRMATION | | | | | | | | | | | |
| STORAGE PLAN | | | | | | | | | | | |
| MAIL / DELIVER INVOICE TO | YES | YES | YES | YES | YES | YES | YES | YES | YES | YES | YES |
| CRITICAL | | | | | | | | | | | |
| PLANT ACCOUNTING INVOICING | | | | | | | | | | | |
| BUSINESS UNIT REMITTANCE CONTACT | | | | | | | | | | | |

Row 9 of 13

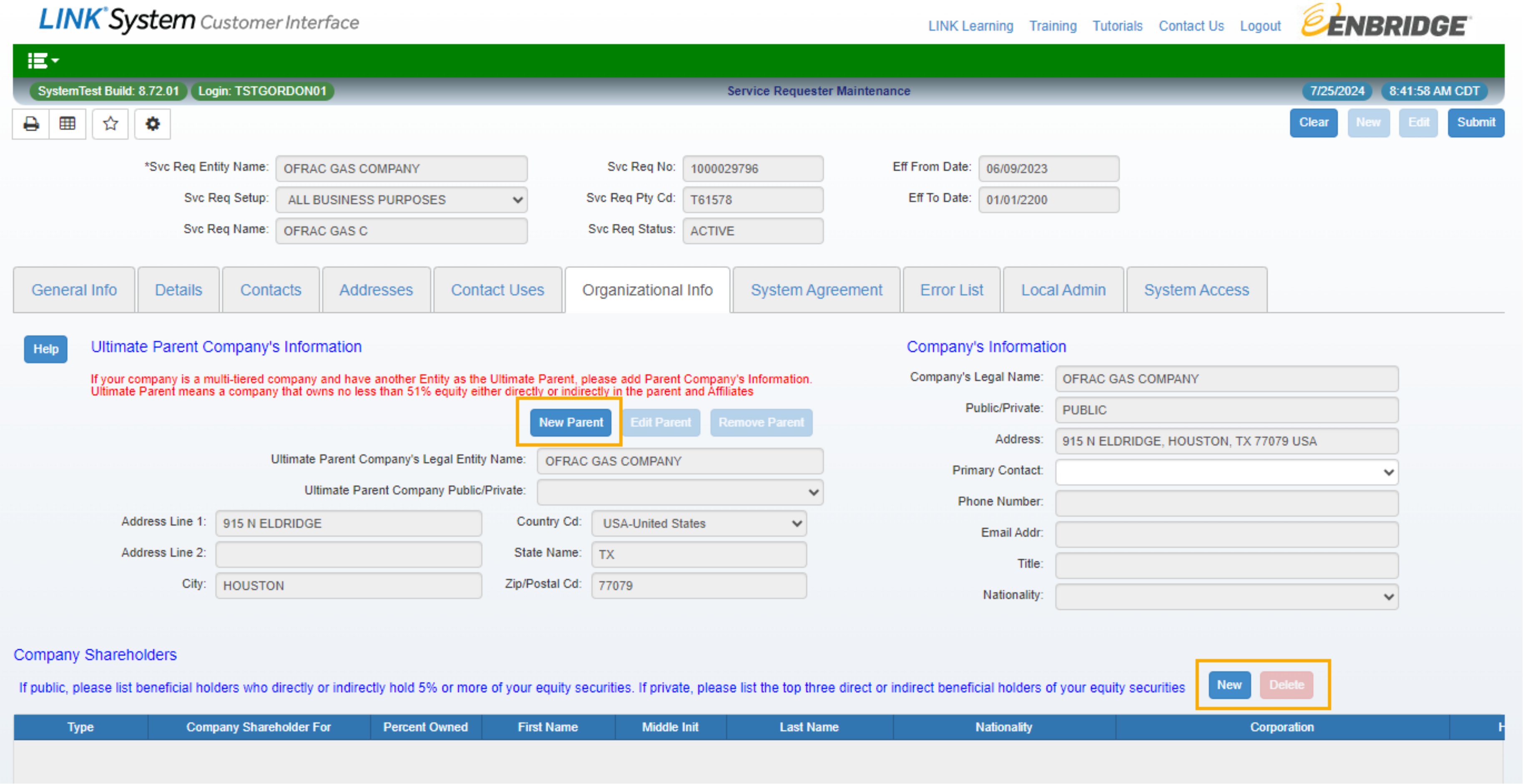
Note: Select the contact from the drop down that needs to be maintained. Now use the grid to select how the contact will be used and to which business unit this contact will be applied by selecting yes or default. A 'yes' indicates the user will be used for that particular use type. 'Default' comes into play if two or more people have the same use type for a service requester - the person marked as the default contact will be contacted first. Selecting 'Yes' or 'Default' under the 'All' column will apply the Yes or Default contact uses setting to all Enbridge business units.

OK Cancel

Customize contact use assignments

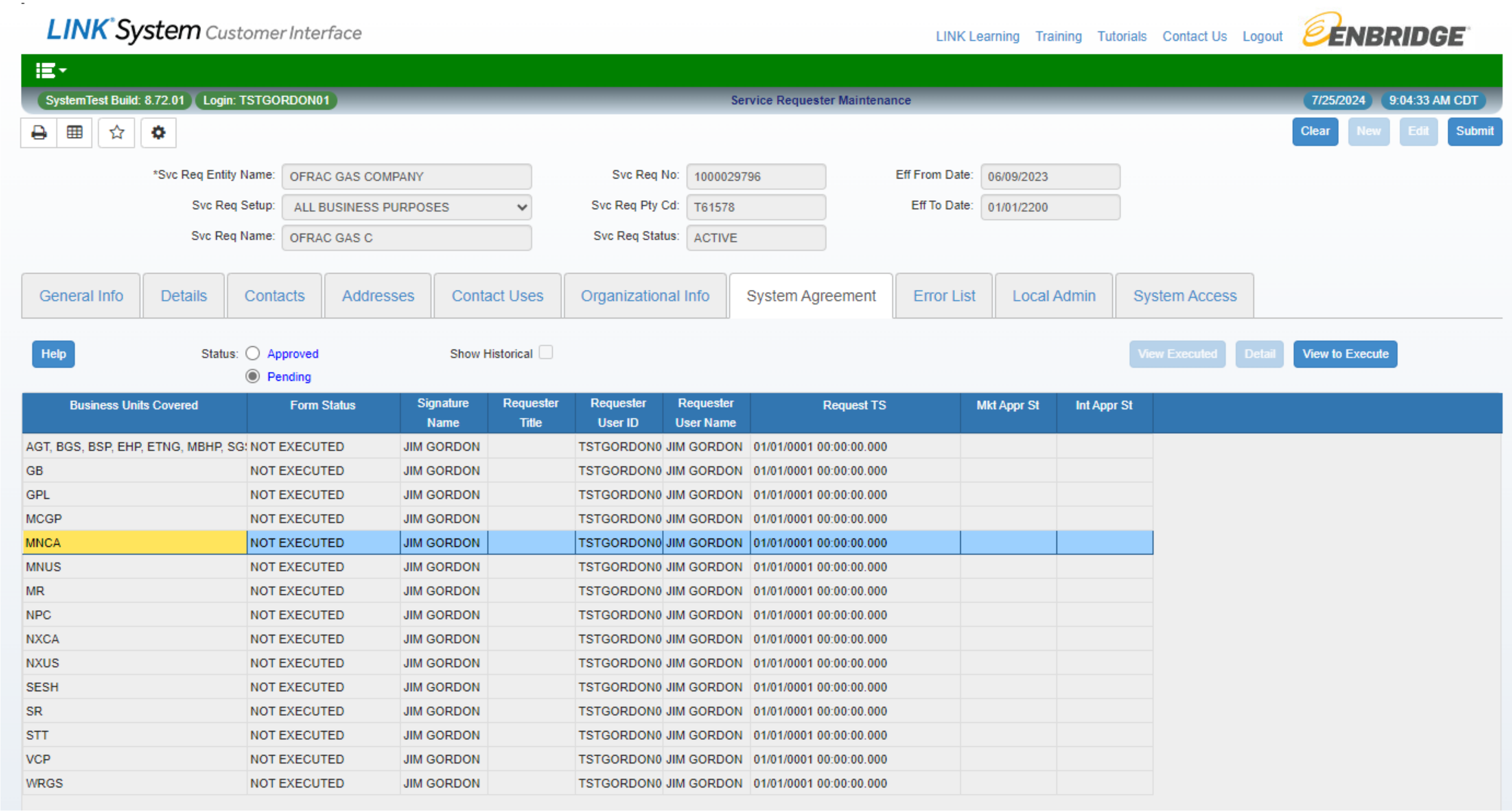
# Organizational Information

- Users can edit or add new parent companies or company shareholders (5% or more)



# System Agreements

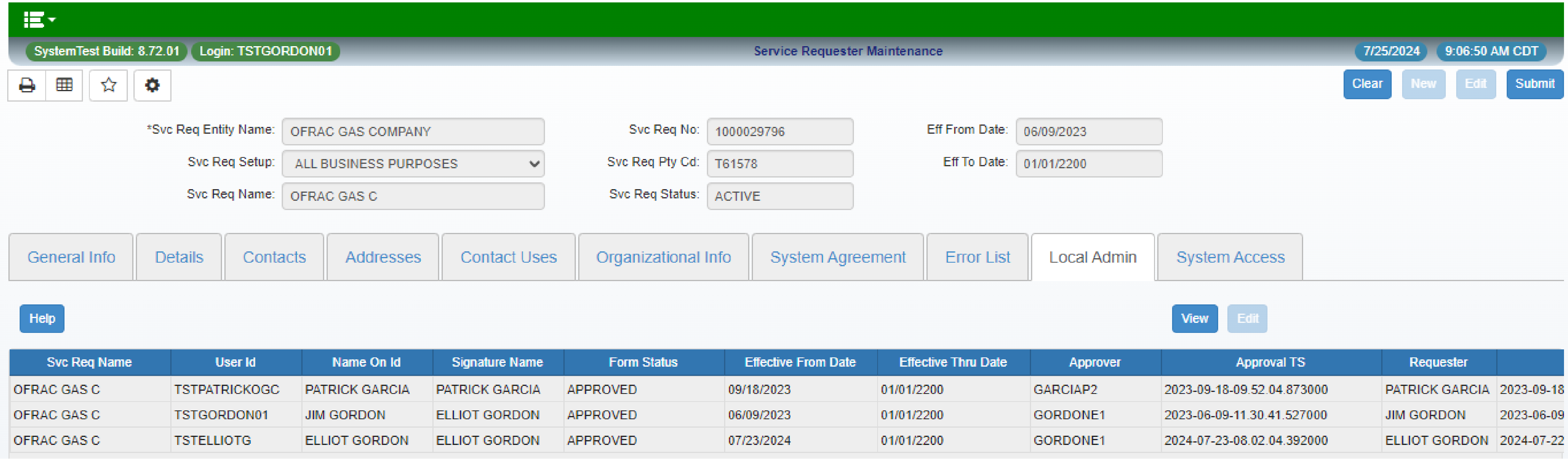
- System Agreements are required to be signed and filed by Local Security Administrators (LSAs) prior to accessing a business unit
- Users can toggle between agreements that have been “approved” or “pending”
- For more details on how to execute a System Agreement, see our tutorial titled “System Agreement Execution”




| Business Units Covered | Form Status | Signature Name | Requester Title | Requester User ID | Requester User Name | Request TS | Mkt Appr St | Int Appr St |
|---|---|---|---|---|---|---|---|---|
| AGT, BGS, BSP, EHP, ETNG, MBHP, SG: | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| GB | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| GPL | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| MCGP | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| MNCA | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| MNUS | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| MR | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| NPC | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| NXCA | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| NXUS | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| SESH | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| SR | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| STT | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| VCP | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |
| WRGS | NOT EXECUTED | JIM GORDON | | TSTGORDON0 | JIM GORDON | 01/01/0001 00:00:00.000 | | |

# Local Admin

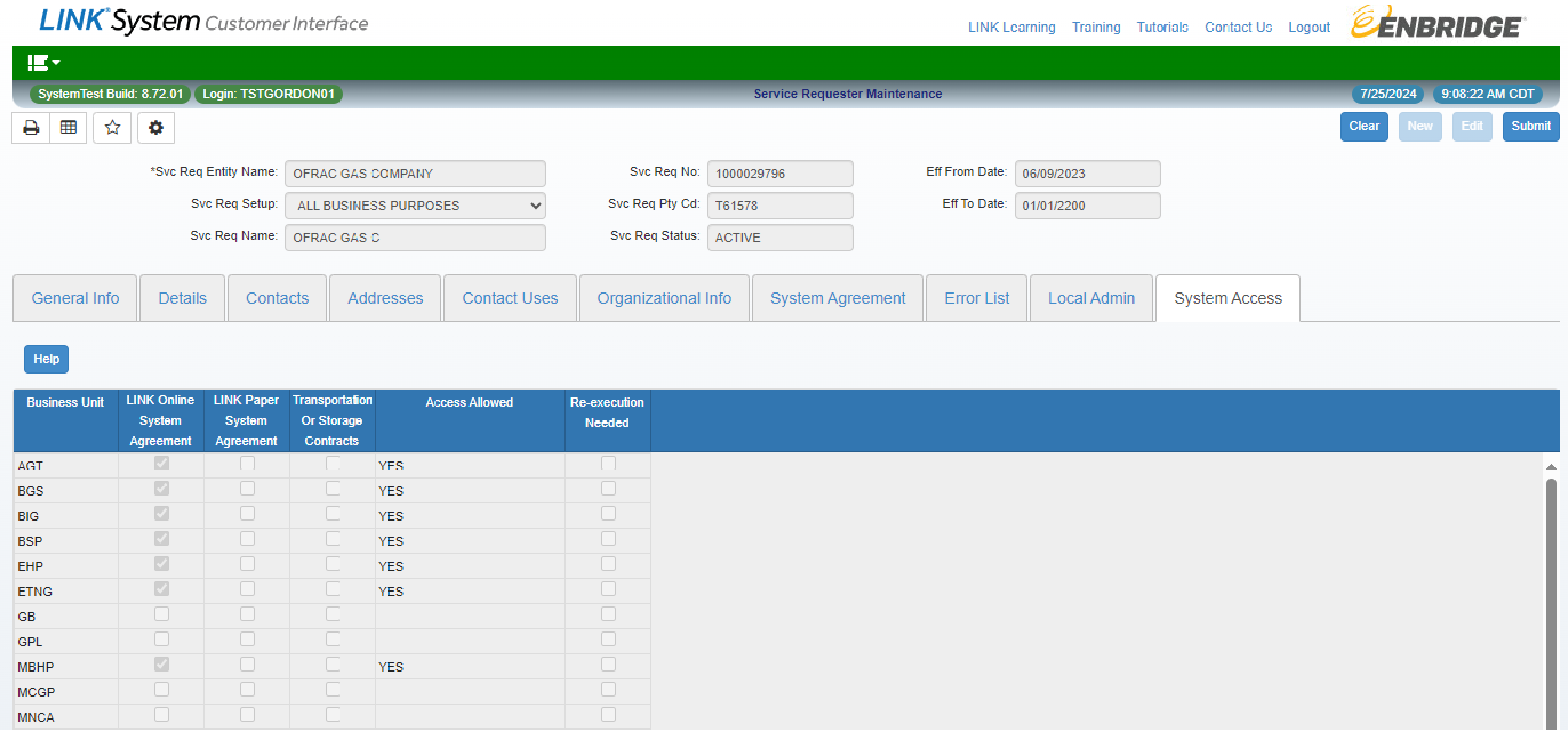
- The Local Admin tab will show a list of all Local Security Administrators (LSAs).
  - LSAs are designated employees at a customer company that acts as an administrative authority for their employer
  - Responsibilities include:
    - Creating and disabling LINK IDs
    - Adding and updating access rights to users
    - Creating, approving, and renewing agency agreements
    - Creating affiliation agreements
    - EDI setup
- **For details on how to become an LSA see our tutorial titled "How to become a Local Security Administrator"**




| Svc Req Name | User Id | Name On Id | Signature Name | Form Status | Effective From Date | Effective Thru Date | Approver | Approval TS | Requester | |
|---|---|---|---|---|---|---|---|---|---|---|
| OFRAC GAS C | TSTPATRICKOGC | PATRICK GARCIA | PATRICK GARCIA | APPROVED | 09/18/2023 | 01/01/2200 | GARCIAP2 | 2023-09-18-09.52.04.873000 | PATRICK GARCIA | 2023-09-18 |
| OFRAC GAS C | TSTGORDON01 | JIM GORDON | ELLIOT GORDON | APPROVED | 06/09/2023 | 01/01/2200 | GORDONE1 | 2023-06-09-11.30.41.527000 | JIM GORDON | 2023-06-09 |
| OFRAC GAS C | TSTELLIOTG | ELLIOT GORDON | ELLIOT GORDON | APPROVED | 07/23/2024 | 01/01/2200 | GORDONE1 | 2024-07-23-08.02.04.392000 | ELLIOT GORDON | 2024-07-22 |

# System Access

- The system access screen will show a list of business units that your entity currently has access to, and if the business unit has contracts




| Business Unit | LINK Online System Agreement | LINK Paper System Agreement | Transportation Or Storage Contracts | Access Allowed | Re-execution Needed |
|---|---|---|---|---|---|
| AGT | ✓ | | | YES | |
| BGS | ✓ | | | YES | |
| BIG | ✓ | | | YES | |
| BSP | ✓ | | | YES | |
| EHP | ✓ | | | YES | |
| ETNG | ✓ | | | YES | |
| GB | | | | | |
| GPL | | | | | |
| MBHP | ✓ | | | YES | |
| MCGP | | | | | |
| MNCA | | | | | |

# Questions?

Email link-help@enbridge.com or call 1-800-827-5465 for LINK® System application support