

Quality Pooling Frequently Asked Questions

Q. Will Shipper Balances be held at each terminal for pools?

A. Shipper Balances will be the same as today. Multiple location pools in one Shipper Balance statement will be issued for each feeder receipt commodity, with a stream blend to a single pooled commodity Shipper Balance statement. All deliveries, transfers, Automatic Balancing, in-transit batches, and Retention Stock activity will be provided on the single-pooled commodity Shipper Balance statement.

Q. Where can we obtain a copy of what commodities are in which pools and their respective specifications?

A. Reference information has been updated, including an overview of each crude commodity transport method, as well as an overview of each pool and its respective commodities and specifications. This information can be found on the Enbridge website, <https://www.enbridge.com/projects-and-infrastructure/for-shippers/crude-oil-characteristics> under Crude Oil Commodity Map. The information in these documents is subject to change.

Q. If a crude commodity is identified as moving “segregated”, does that mean it will not be commingled with other commodities?

A. Segregated commodities are managed through Enbridge mainline facilities as separate from other commodities and will be commingled as per “Table 5 – Tank Utilization” which can be found on the Enbridge website, <https://www.enbridge.com/projects-and-infrastructure/for-shippers/crude-oil-characteristics> under Table 5: Tank Utilization

Q. Will Shippers be able to perform a non-reported trade for batches between locations?

A. Trades between locations must be reported as a trade (buy / sell).

Q. Will Enbridge be sharing the ongoing specifications of the actual pools (i.e. data)?

A. The Quality Pool Sample & Test results will continue to be made available at:
SWIFTLINK (swiftlink.enbridge.com) at Reports>Reports and References>General>Quality Pooling Reference

Q. How frequently will Quality Pool Sample & Test reports be produced?

A. The reports will continue to be made available on a monthly basis.

Q. How will tanks be allocated? (i.e. what pool for what tank)?

A. Enbridge will apply the same tank allocation methodology used presently.

Q. Will the process of apportionment and allocation of volume change?

A. No, the process of apportionment and allocation of volume will be the same as today.



COMMUNICATION AND IMPORTANT CONTACTS

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Customer Service (Nominations planning, scheduling, supply)		cs.upstream.scheduling@enbridge.com cs.downstream.scheduling@enbridge.com Commodity/Geographic specific email addresses listed in SWIFTLINK (References>Contacts)
Pipeline emergency number	1-877-420-8800	Not applicable
Enbridge business development	1-403-231-3900	Not applicable
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