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1 Understanding Daily Operations

ENVOY constantly gathers pipeline operations data from the entire SoCalGas system. This includes data related to gas received from pipelines and gas producers at receipt points, data related to underground storage injections and withdrawals, and data related to customer deliveries.

This data is summarized in five reports that are accessible via the Pipeline Operations widget located in the Quick Links widget section.

Daily Operations is located in the Daily Operations widget within your Workspace widgets or in the Pipeline Operations widget located in your Quick Links. Either click on Daily Operations widget or in the Daily Operations hyperlink located within the Pipeline Operations widget, and it will launch the corresponding screen.

*Note: If you do not see Daily Operations, click on button on the top right side of your landing page, then add the Daily Operations widget in your Workspace and/or the Pipeline Operations widget located in Quick Links widgets.
Daily Operations

Daily Operations displays the current and forecasted quantities for Receipts, Deliveries, and Storage. Daily Operations displays quantities for five dates:

- **Actual** - the most recent date for which data is available based on the estimated date selected.
- **Estimate** - default of today's date that can be changed to view historical information. (See example of report below)
- **Forecast** - three consecutive forecast days beginning after the Estimate Date.

By changing the estimated date the customer can view historical information. All quantities are displayed in dekatherms.

An [Archive](#) link is available for historical reports.
Receipts

Receipts Points - Lists gas receipts for each pipeline at the respective receipt point.

Deliveries

- **System Sendout** - Lists amount of gas needed to maintain system reliability and integrity (i.e., demand).
- **Net Injection/Withdrawals** - Lists the volume difference between receipts vs deliveries, injected or withdrawn, required to balance the system.
- **Total Daily Customer Imbalance** - Lists the total system imbalance caused by the customer over and under deliveries into the SoCalGas System.
- **Cumulative Customer Imbalance** - Lists the running imbalance commenced since the implementation of the regulatory requirement which includes imbalance trades.
• **Transmission Fuel Use** – Lists the In Kind Gas (not including adjustment) related to the receipts per day.
• **Composite Weighted Average Temperature** - Lists temperatures monitored throughout the Southern California basin.

### Deliveries

<table>
<thead>
<tr>
<th></th>
<th>System Sendout</th>
<th>2,516,000</th>
<th>2,430,000</th>
<th>2,368,000</th>
<th>2,275,000</th>
<th>2,378,000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Deliveries</strong></td>
<td></td>
<td>2,516,000</td>
<td>2,430,000</td>
<td>2,368,000</td>
<td>2,275,000</td>
<td>2,378,000</td>
</tr>
<tr>
<td>Net Injections(\text{Withdrawals}))</td>
<td>(123,000)</td>
<td>(28,757)</td>
<td>33,243</td>
<td>126,243</td>
<td>23,243</td>
<td></td>
</tr>
<tr>
<td>Injection Capacity</td>
<td></td>
<td>118,000</td>
<td>201,000</td>
<td>201,000</td>
<td>201,000</td>
<td>201,000</td>
</tr>
<tr>
<td>Withdrawal Capacity</td>
<td></td>
<td>475,000</td>
<td>1,194,000</td>
<td>1,194,000</td>
<td>1,194,000</td>
<td></td>
</tr>
<tr>
<td><strong>Ending Storage Balance (MCF)</strong></td>
<td>78,882,000</td>
<td>78,833,243</td>
<td>78,866,486</td>
<td>78,992,729</td>
<td>79,015,972</td>
<td></td>
</tr>
</tbody>
</table>

### Balancing

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Daily Customer Imbalance</td>
<td></td>
<td>9,240</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cumulative Customer Imbalance</td>
<td>2,362,442</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Storage Injection for Customer Balancing(\text{Withdrawal}))</td>
<td>9,240</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmission Fuel Use</td>
<td>4,154</td>
<td>4,168</td>
<td>4,168</td>
<td>4,168</td>
<td>4,168</td>
<td></td>
</tr>
<tr>
<td>Composite Weighted Average Temperature (°F)</td>
<td>64</td>
<td>63</td>
<td>61</td>
<td>62</td>
<td>61</td>
<td></td>
</tr>
</tbody>
</table>

Figures shown are from daily field checks, pipeline pack and draft, and other estimates

You can also access this report from the public site (https://scgenvoy.sempra.com) without login to the Envoy system. Go to Home, select *Operations* under *Informational Postings*, then *Daily Operations*. 
2 Understanding Hourly Operations

ENVYOY constantly gathers pipeline operations data from the entire SoCalGas system. This includes data related to gas received from pipelines and gas producers at receipt points and data related to underground storage injections and withdrawals.

This data is summarized in the following reports that are accessible in the Navigation Menu.

Hourly Operations is located in the Pipeline Operations widget in your Quick Links widgets. Click on Hourly Operations hyperlink, and it will launch the corresponding screen.
*Note:* If you do not see Hourly Operations, click on the *button on the top right side of your landing page, then add the Pipeline Operations widget located in Quick Links widgets.
The Hourly Operations report is based on data gathered from each receipt point for every hour of the day. A time stamp at the top of the report lets you know exactly when the report was last updated.

This report identifies the amount of gas that has been received at each receipt point from each pipeline or gas producer.

You can also access this report from the outside Home page (https://scgenvoy.sempra.com) without login to the Envoy system. Go to Home, select Operations under Informational Postings, then Hourly Operations.
3 Understanding Capacity Utilization

The Capacity Utilization Report displays the calculation of available capacity by receipt point, storage injection, storage withdrawal and total net system capacity. The customer can find this report useful in analyzing the system on a cycle basis. Customer can determine at which receipt point, area zone, sub-zone or zone available capacity exists. Customers can compare confirmed or scheduled receipts per cycle, with capacity at that location.

3.1 Navigating Capacity Utilization

Capacity Utilization is located in the Capacity Utilization widget within your workspace widgets or in the Pipeline Operations widget in your Quick Links widgets. Either click on the top of the Capacity Utilization widget or in the Capacity Utilization hyperlink located within the Pipeline Operations widget, and it will launch the corresponding screen.
*Note: If you do not see Capacity Utilization, click on button on the top right side of your landing page, then add the Capacity Utilization widget in your Workspace and/or the Pipeline Operations widget located in Quick Links widgets.

- **Cycle Status** - Status of a cycle can be open, closed, confirmed or approved.  
  - If open, then customer can still submit nominations in the Transaction Ledger screen.  
  - If closed or confirmed, then cycle will no longer allow nominations to be submitted until the next cycle for the selected day.  
  - If approved, then cycle has been scheduled and customer can view scheduled on-system and off-system nominations.

- **Balancing Status** - Balancing requirement(s) applicable for this day and cycle. Balancing requirements can be Monthly, High OFO, Low OFO and/or EFO.  (Note: Refer to SoCalGas’ tariff G-IMB and Rule 30 for further details on these balancing rules.)

- **Capacity Status** - Posts the time stamp of when the capacity for the selected day and cycle was approved.

- **Query filters for Date and Cycle** - You can change the date to view historic information by typing over the Flow Date or selecting a date from the calendar icon.
A couple of definitions to help you understand the Capacity Utilization screen are as follows (more detail of these definitions are found on the actual report if you hover over the label headings, or click on Description of Operating Capacity):

- **Latest Scheduled On-System** - Nominations scheduled on-system per last allocated cycle.
- **Latest Scheduled Off-System** - Nominations scheduled to go off-system per last allocated cycle.
- **Minimum Flow Requirement** - Applies only to Southern Zone and Blythe Sub-zone, and it is the minimum flow of gas required per cycle per day for necessary operational conditions.
- **On-System Operating Capacity** - Available capacity for receipt of gas from Pipelines or California Producers. Each Day, Receipt Point, Sub-Zone, Area Zone and Transmission Zone On-System capacities are set at their physical operating maximums under the operating conditions (operational constraints considered such as scheduled maintenance or upstream delivery pressures).
- **On-System Gross Operating Capacity** - Maximum Capacity that can be scheduled on-system; this capacity considers the quarterly published BTS In-Kind percentage.
- **Off-System Operating Capacity** - Available Capacity for delivery of gas to Pipelines. There is no OffSystem available at the California Production Zone and Receipt points, and at Elk Hills-Gosford. SoCalGas reserves the right to reduce the amount of capacity offered for Off-System Delivery (OSD) service at one or more of its OSD points at its sole discretions for operational purposes.
- **Confirmed On-System/Off-System** - Total confirmed nominations per cycle for receipt and delivery of gas. SoCalGas will limit the confirmed nominations based on priority rights to the total maximum operating capacity of that individual Receipt Point, Sub-zone, Area Zone or Transmission Zone.
- **Scheduled On-System/Off-System** - Total scheduled nominations per cycle for receipt and delivery of gas.

<table>
<thead>
<tr>
<th>Receipt Point</th>
<th>Latest Scheduled (Dth)</th>
<th>Minimum Flow Requirement</th>
<th>Operating Capacity</th>
<th>Gross Operating Capacity</th>
<th>Operating Capacity</th>
<th>Confirmed (Dth)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On-System</td>
<td>Off-System</td>
<td>330,000</td>
<td>330,433</td>
<td></td>
<td>96,440</td>
</tr>
<tr>
<td>Total California Production</td>
<td>97,138</td>
<td>66,087</td>
<td>66,000</td>
<td>66,087</td>
<td></td>
<td>66,087</td>
</tr>
<tr>
<td>Nt coastal</td>
<td>10,407</td>
<td>165,000</td>
<td>165,216</td>
<td></td>
<td></td>
<td>10,407</td>
</tr>
</tbody>
</table>
It is important to understand that the Transmission Zone can be divided into, Area Zone, Sub-Zone and Receipt Points. Here is a definition breakdown of this:

- **Transmission Zone** – When two or more interconnecting pipeline or supply sources deliver/receive into a common Transmission system.

- **Area Zone** – When two or more interconnecting pipeline or supply sources deliver Sub-zone into a common Area system.

- **Sub-Zone** - When two or more interconnecting pipelines or supply sources delivery into Receipt/Delivery Point.

- **Receipt Points** - The physical or logical location where the quantity will be scheduled for receipt by SoCalGas.
The report also displays Cycle specific information for:

- **Forecasted Send Out**: The predicted amount of gas being used by end use customers.

- **Total Net System Capacity**: Max capacity allowed into our system. On a non-OFO day, Envoy will hold to the Total Net System Capacity on cycle 5 only. On an OFO day, Envoy will hold to the Net System Capacity on cycle 3, 4 and 5. When holding to the Total Net System Capacity, Envoy will reduce nominations pro-rata to maintain system operational integrity.

- **Total Off-System Capacity**: Max capacity allowed to be delivered to pipelines. Envoy will hold to the Total Off-System Capacity and reduce nominations to maintain system operational integrity.

- **Withdrawal Capacity**: Capacity available for storage withdrawal.  o **Interruptible Withdrawal**: Total interruptible nominations confirmed and scheduled.
  - **Firm Withdrawal**: Total firm nominations confirmed and scheduled.

- **Net Withdrawal Capacity**: Withdrawal Capacity minus capacity reserved for customer balancing portion. This is the volume available to be confirmed and scheduled.

- **Storage Injection Capacity**: Total volume of gas that can be physically injected into storage.

- **Net Storage Injection Capacity**: Storage Injection Capacity minus the reserved capacity for customer balancing.
  - **Interruptible Injection**: Total interruptible nominations confirmed and scheduled.
  - **Firm Injection**: Total firm nominations confirmed and scheduled.
This report can also be viewed from the external Home page (https://scgenvoy.sempra.com) without having to log into the Envoy system. Go to Home, select **Operations** under **Informational Postings**, then **Capacity Utilization**. Refer to print screen above.
4 Understanding High and Low OFO Calculation

An Operational Flow Order (OFO) occurs when the anticipated deliveries into SoCalGas' system are greater than the maximum or less the minimum forecasted capacity of the system for a given day.

4.1 High OFO Calculation

The OFO calculations are completed prior to each confirmation cycle. A High Operational Flow Order (OFO) occurs when the Forecasted Storage Injection for Balancing is greater than the Storage Injection Available for Balancing. A High OFO can only be declared on Cycle 2 and Cycle 3 once a High OFO Condition is determined. Once declared the OFO will remain for the complete gas flow day. A notice is then posted in Envoy as required in SoCalGas Tariff, Rule 30.

Calculation Timeline

The High OFO status is calculated prior to each cycle as follows:

<table>
<thead>
<tr>
<th>Cycle</th>
<th>High OFO Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely</td>
<td>9:00 am one day prior to flow date *</td>
</tr>
<tr>
<td>Evening</td>
<td>3:00 pm one day prior to flow date</td>
</tr>
<tr>
<td>Intraday 1</td>
<td>8:00 pm one day prior to flow date</td>
</tr>
<tr>
<td>Intraday 2</td>
<td>11:30 am on the gas flow date *</td>
</tr>
<tr>
<td>Intraday 3</td>
<td>4:00 pm on the gas flow date *</td>
</tr>
</tbody>
</table>

*Note:* Nominations will be reduced to the Net System Capacity on a pro-rata basis and in accordance to BTS priorities on the Intraday 1, Intraday 2, Intraday 3 cycles on days where a High OFO has been declared.

4.1.1 Navigating High OFO Calculation Ledger

The High OFO Calculation can be located via the Pipeline Operations Quick Links widget. Click on High OFO Calculation. If you don't see the Pipeline Operations widget, click on Add Widgets at the top right of the screen to add it to your landing page.
During a High OFO event, customers are required to schedule equal to or below the maximum percentage tolerance of the amount of gas they burn on that day (0% to 25%). Non-compliant customers will be charged a volumetric charge set by the stage. Customers keep the gas with no cash-out.

### 4.1.2 Calculating High OFO Condition

1. **Forecasted Storage Injection For Balancing** =
   
   1a. If Injections > Withdrawals, then:
   
   \[
   \text{Forecasted Receipts} - \text{Calculated Forecasted Send Out} - \text{Forecasted Net Injections (Withdrawals)}
   \]
   
   OR
   
   1b. If Injections < Withdrawals, then:
   
   \[
   \text{Forecasted Receipts} - \text{Calculated Forecasted Send Out} + \text{Absolute Value (Withdrawals - Injections)}
   \]

2. **Storage Injection For Balancing** =

   356,000 Dth Balancing Capacity or lower due to less Physical Injection Capacity

3. **Excess Storage Injection For Balancing** =

   3a. If Forecasted Storage Injection for Balancing > Storage Injection Available for Balancing, then:

   \[
   \text{Storage Injection Available for Balancing} - \text{Forecasted Storage Injection for Balancing}
   \]

   **High OFO Declared**

   OR

   3b. If Forecasted Storage Injection for Balancing ≤ Storage Injection Available for Balancing, then:

   **Total Excess Storage Injection for Balancing = 0**, therefore:

   **No OFO Declared**
**Example:** Evening High OFO Declared

Storage Injection Available For Balancing – Forecasted Storage Injection For Balancing = Excess Storage Injection For Balancing

\[392,982 - 356,000 = (36,982)\]

A Stage 3 High OFO is declared with a +5% Tolerance, customers are required to schedule equal to 105% or less than their expected total burn to avoid a $5.00/Dth Non-Compliance Charge.

### 4.1.3 Links

**Details:** Values of High OFO Calculations (Cycle 2 and 3 only).
Forecasted Receipts = .97 * Latest Net Receipts (On-System minus Off-System)

Forecasted Send Out = Projected by Gas Control

Calculated Forecasted Send Out = .98 * Forecasted Send Out

Forecasted Net Injections (Withdrawals) Determined by one of the two conditions:

- If Latest Scheduled Storage Injections > Latest Scheduled Storage Withdrawals, then
  - Forecasted Net Injections = .27 * (Latest Scheduled Storage Injections – Latest Scheduled Storage Withdrawals)
- If Latest Scheduled Storage Injections < Latest Scheduled Storage Withdrawals, then
  - Forecasted Net Injections = Latest Scheduled Storage Injections – Latest Scheduled Storage Withdrawals
  (Note: This will be a negative number)

Forecasted Storage Injection for Balancing = Forecasted Receipts – Calculated Forecasted Send Out – Forecasted Net Injections (Withdrawals)

Storage Injection Available for Balancing = 345,000 Balancing Capacity or lower due to less Physical Injection Capacity

Excess Storage Injection for Balancing = Determined by one of the two conditions:

- If Forecasted Storage Injection for Balancing > Capacity Available for Balancing, then
  - Total Excess Storage for Balancing = Capacity Available for Balancing – (Forecasted Receipts – Calculated Forecasted Send Out – Forecasted Net Injections Withdrawals)
- If Forecasted Storage Injection for Balancing ≤ Capacity Available for Balancing, then
  - Total Excess Storage Injection for Balancing = 0
**Description of High OFO Calculation:** Applicable Stage, Daily Imbalance Tolerance and Non-Compliance Charge

### Effective June 1 - September 30

<table>
<thead>
<tr>
<th>Stage</th>
<th>Daily Imbalance Tolerance *</th>
<th>None compliance Charge ($/therm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to +/-25%</td>
<td>0.025</td>
</tr>
<tr>
<td>2</td>
<td>Up to +/-20%</td>
<td>0.10</td>
</tr>
<tr>
<td>3</td>
<td>Up to +/-15%</td>
<td>0.50</td>
</tr>
<tr>
<td>4</td>
<td>Up to +/-5%</td>
<td>0.50</td>
</tr>
<tr>
<td>5</td>
<td>Up to +/-5%</td>
<td>0.5</td>
</tr>
</tbody>
</table>

### Effective October 1 - May 31

<table>
<thead>
<tr>
<th>Stage</th>
<th>Daily Imbalance Tolerance *</th>
<th>None compliance Charge ($/therm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to +/-25%</td>
<td>0.025</td>
</tr>
<tr>
<td>2</td>
<td>Up to +/-20%</td>
<td>0.10</td>
</tr>
<tr>
<td>3</td>
<td>Up to +/-15%</td>
<td>0.50</td>
</tr>
<tr>
<td>3.1</td>
<td>Up to +/-15%</td>
<td>1.00</td>
</tr>
<tr>
<td>3.2</td>
<td>Up to +/-15%</td>
<td>1.50</td>
</tr>
<tr>
<td>3.3</td>
<td>Up to +/-15%</td>
<td>2.00</td>
</tr>
<tr>
<td>4</td>
<td>Up to +/-10%</td>
<td>2.50</td>
</tr>
<tr>
<td>5</td>
<td>Up to +/-5%</td>
<td>2.50</td>
</tr>
</tbody>
</table>

**Archive:** By Month/Year

**High OFO Event History:** By Year, Month, Day, Stage and Daily Imbalance Tolerance.

For more information refer to:
- Rule 41 (Ctrl+Click to follow link)

For a complete list of Tariffs refer to:
- Tariffs – Gas Rate Schedules & Associated Rules (Ctrl+Click to follow link)
### 4.2 Low OFO Calculation

A Low Operational Flow Order (OFO) occurs when the **Forecasted Total Daily Customer Imbalance** is greater than the **Storage Withdrawal Limit For Balancing** resulting in **Excess Storage Withdrawal For Balancing**. A calculation is completed prior to Cycle 2 and Cycle 3 to determine if there is a Low OFO condition. Once declared, the OFO will remain for the complete gas flow day. An Emergency Flow Order (EFO) can be declared any time. A notice is then posted in Envoy as required in SoCalGas Tariff, Rule 30.

**Calculation Timeline**

The Low OFO status is calculated prior to each nomination cycle deadline, as follows:

<table>
<thead>
<tr>
<th>Cycle</th>
<th>Low OFO Calculation Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely</td>
<td>9:00 am Pacific Time one day prior to flow date</td>
</tr>
<tr>
<td>Evening</td>
<td>3:00 pm one day prior to flow date *</td>
</tr>
<tr>
<td>Intraday 1</td>
<td>8:00 pm one day prior to flow date *</td>
</tr>
<tr>
<td>Intraday 2</td>
<td>11:30 am on the flow date</td>
</tr>
<tr>
<td>Intraday 3</td>
<td>4:00 pm on the flow date</td>
</tr>
</tbody>
</table>

**Note:**

* Low OFO can only be declared on Cycle 2 and Cycle 3.

An EFO (Emergency Flow Order) can be declared at any time under emergency conditions.
4.2.1 Navigating Low OFO Calculation Ledger

The Low OFO Calculation can be located via the Pipeline Operations Quick Links widget or Click on Low OFO Calculation. If you don’t see the Pipeline Operations widget, click on Add Widgets at the top right of the screen to add it to your landing page.

During a Low OFO event, customers are required schedule above the minimum percentage tolerance of the amount of gas their expected total burns/usage on that day (-25% to 0%). Non-compliant customers will be charged a volumetric charge set by the stage. If a Stage 5 Low OFO or an EFO is declared, there are Daily Balancing Stand-by Rate charges in addition to Non-compliance Charges.

**Example:** Intraday 1 Cycle Low OFO Declared

A Stage 1 Low OFO is declared with a -5% Tolerance, customers are required to schedule equal to or greater than 95% of their expected total burns/usage to avoid a $0.25/Dth Non-Compliance Charge.
4.2.2 Calculating Low OFO Condition

4. **Forecasted Total Daily Customer Imbalance** =

   1a. If Withdrawals > Injections, then:
   
   Calculated Forecasted Send Out – Forecasted Receipts – Forecasted Net Withdrawals (Injections)
   OR
   
   1b. If Withdrawals < Injections, then:
   
   Calculated Forecasted Send Out – Forecasted Receipts + Absolute Value (Withdrawals - Injections)

5. **Storage Withdrawal Limit For Balancing** =

   20% of Withdrawal Capacity

6. **Excess Storage Withdrawal For Balancing** =

   3a. If Forecasted Storage Withdrawal for Balancing > Storage Withdrawal Limit for Balancing, then:

   Storage Withdrawal Limit for Balancing – Forecasted Storage Withdrawal for Balancing, therefore:

   **Low OFO Declared**
   OR

   3b. If Forecasted Storage Withdrawal for Balancing < Storage Withdrawal Available for Balancing, then:

   Excess Storage Withdrawal for Balancing = 0, therefore:

   **No OFO Declared**
Details: Specifics of Low OFO Calculation for Cycle 2 and Cycle 3.

Description of Low OFO Calculation: Stage, Daily Imbalance Tolerance and Noncompliance Charge.

<table>
<thead>
<tr>
<th>Stage</th>
<th>Daily Imbalance Tolerance (%)</th>
<th>Noncompliance Charge ($/Dth)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to +/-25%</td>
<td>0.025</td>
</tr>
<tr>
<td>2</td>
<td>Up to +/-20%</td>
<td>0.10</td>
</tr>
<tr>
<td>3</td>
<td>Up to +/-15%</td>
<td>0.50</td>
</tr>
<tr>
<td>4</td>
<td>Up to +/-5%</td>
<td>0.30</td>
</tr>
<tr>
<td>5</td>
<td>Up to +/-5%</td>
<td>0.30 plus Rate Schedule G-IMB daily balancing standby rate</td>
</tr>
<tr>
<td>EFO</td>
<td>Zero</td>
<td>5.00 plus Rate Schedule G-IMB daily balancing standby rate</td>
</tr>
</tbody>
</table>

- **Stage**: Based on market conditions, the Tolerance/Charges necessary to incentivize market compliance.
- **Daily Imbalance Tolerance**: Allowable Percentage of Metered Usage required to avoid penalties.
- **Non Compliance Charge ($/Dth)**: Penalty rate per Dekatherm for scheduled quantities below tolerance.
Archive (Select Month/Year):

Low OFO Archive

Low OFO/EFO Event History (Date, Stage, Tolerance):

For more information refer to:
- Rule 41 (Ctrl+Click to follow link)

For a complete list of Tariffs refer to:
- Tariffs – Gas Rate Schedules & Associated Rules (Ctrl+Click to follow link)