



# **USER GUIDE**

## **Citizens Energy Link Portal External - Gas Supplier**

**Date: 6/1/20**

**Version: 1.03**

## Contents

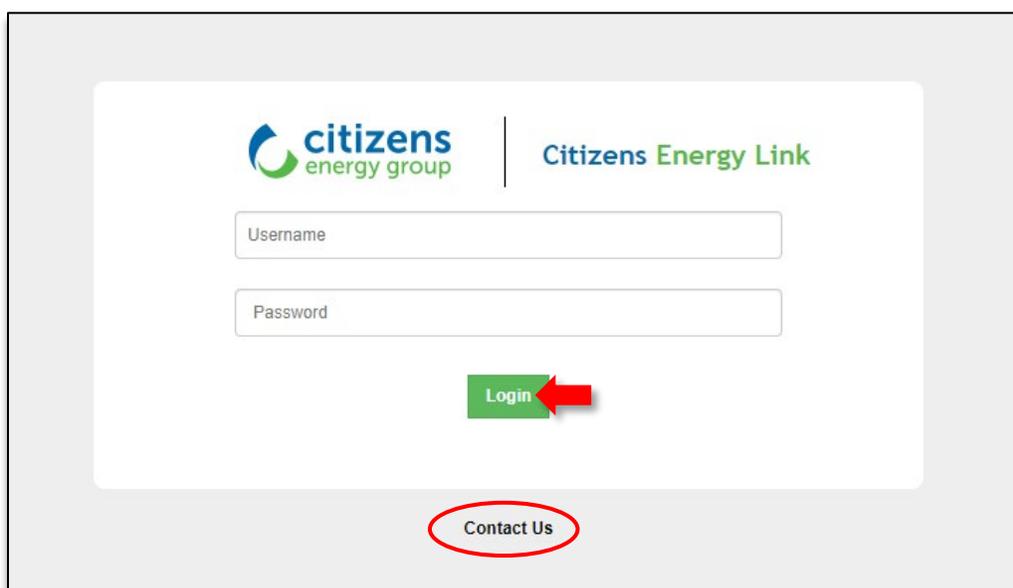
Login.....	2
Home Page.....	3
Account Summary.....	5
Bill Detail .....	6
Bill Details and View Imbalance for Supplier Groups.....	7
Meter Detail.....	9
Group Consumption.....	10
Nomination Entry.....	11
Nomination Summary.....	18
Contact Us Form .....	19

## Login

Follow the link sent by email or copy and paste the URL [www.CitizensEnergyLink.com](http://www.CitizensEnergyLink.com) into your browser to launch the landing page for the portal. The Citizens Energy Link portal is designed to be compatible with all modern browsers.

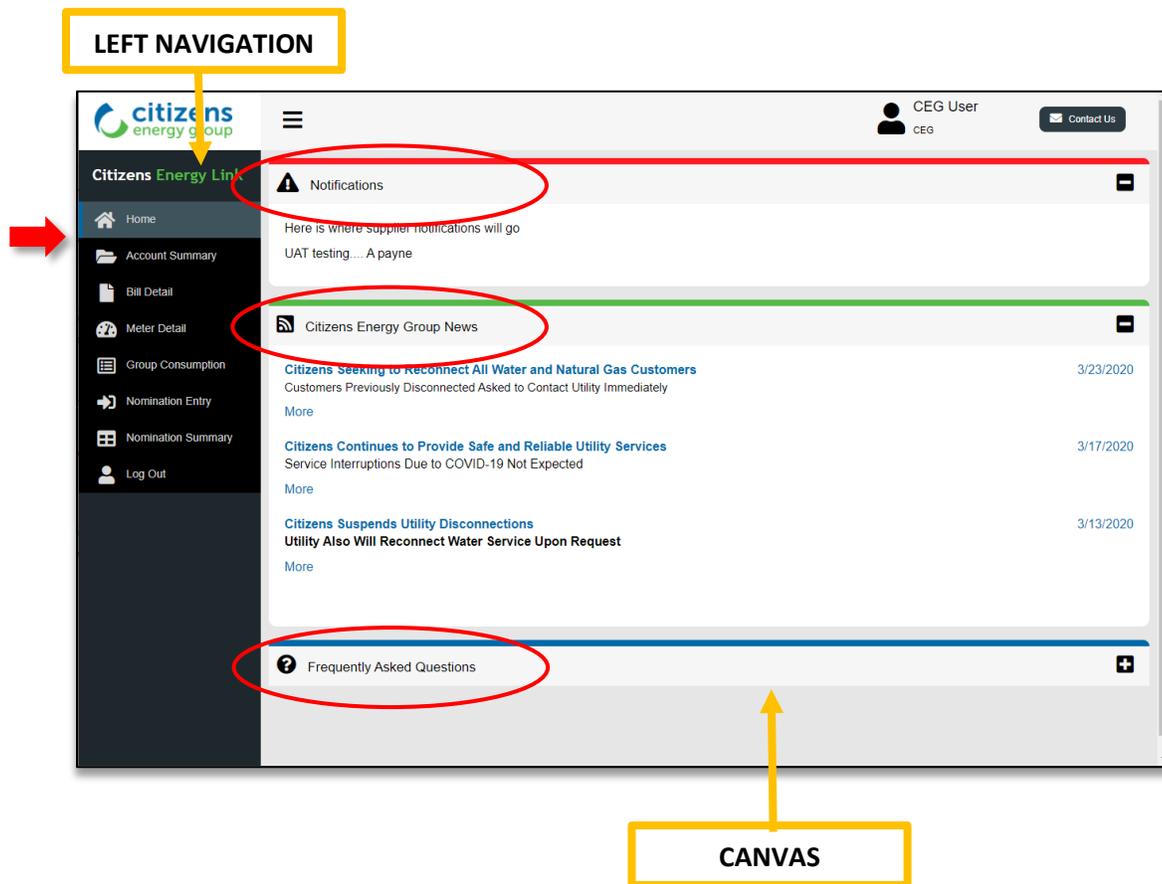
Apply your **Username** and **Password** that were provided by the Citizens Energy Link (CEL) administrator. Click the **Login** button. If you encounter any difficulties, click the **Contact Us** link.

If you have a supplier group both in Citizens and Westfield territory, you will be provided 2 separate logins to access each group.



## Home Page

The **Home** page opens every time you log in. The layout of the portal is divided into two sections. The **Left Navigation** contains the main functions of CEL. The larger **Canvas** area to the right is where you can view and input changes to the information. In the **Canvas** of the **Home** page you can find updates in the **Notifications** section, the latest news from **Citizens Energy Group**, and resources specific to the portal in the **Frequently Asked Questions** section.



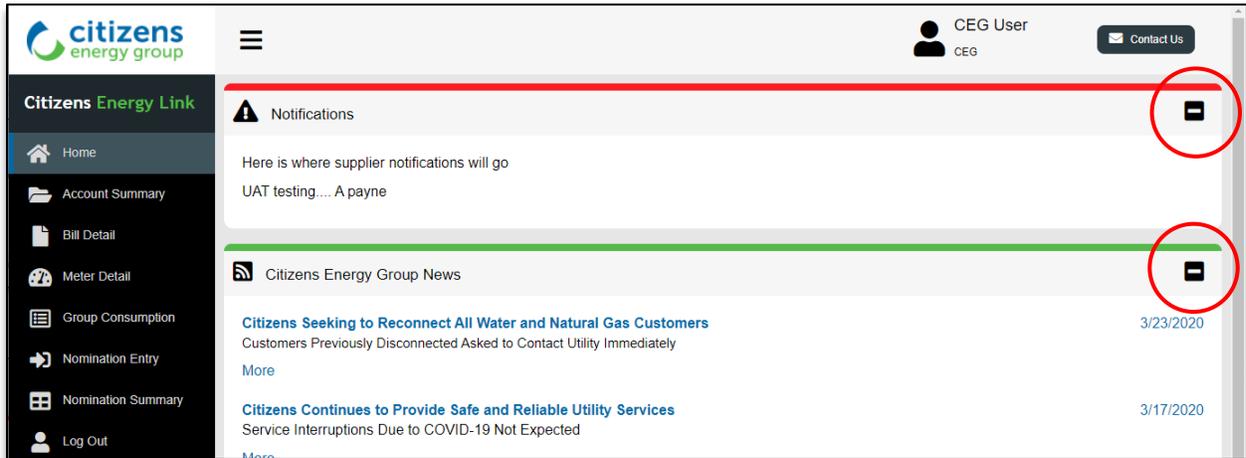
The **Canvas** area of the **Home** page in the portal has three sections.

The **Notifications** section will contain timely information about the portal and items relevant to your services in the portal. Please take a moment to review this section every time you log in for important updates.

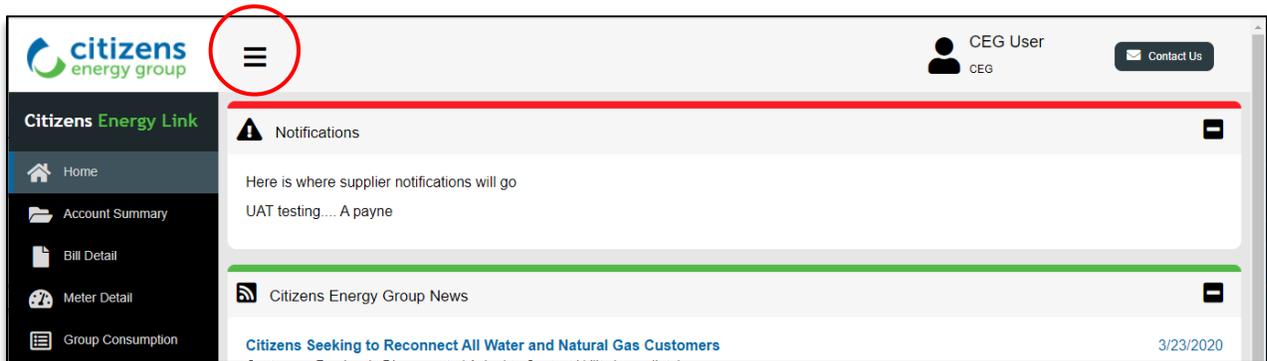
The middle section, **Citizens Energy Group News** contains general news about significant events at Citizens.

The lower section, **Frequently Asked Questions (FAQs)** is a collection of reference materials to help you navigate and use the portal. You can find this **User Guide** there.

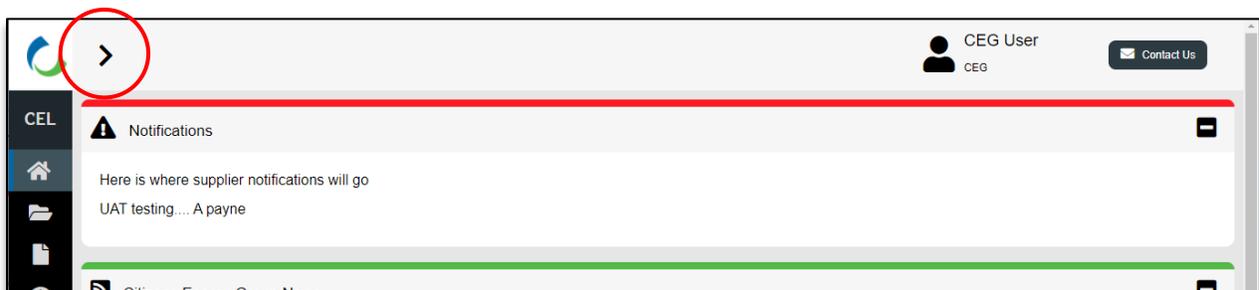
Each section of the **Home** page can be expanded or collapsed with the plus and minus icons at the right.



The **Menu Icon** (3 bars) at the top (next to the Citizens logo) allows you to minimize the left navigation.



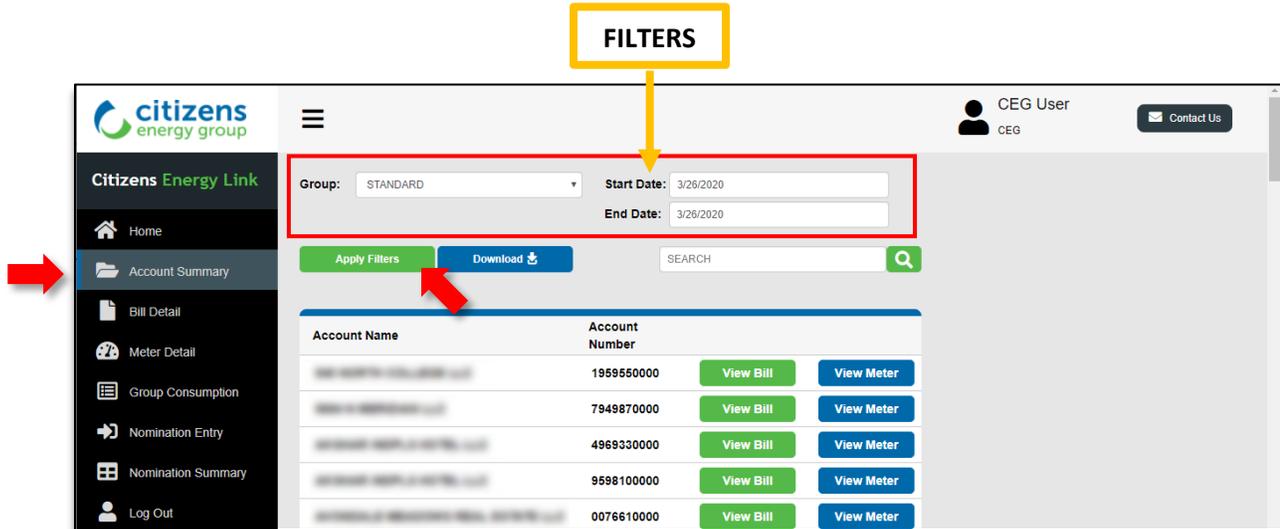
Then maximize the left navigation with the **Arrowhead Icon**.



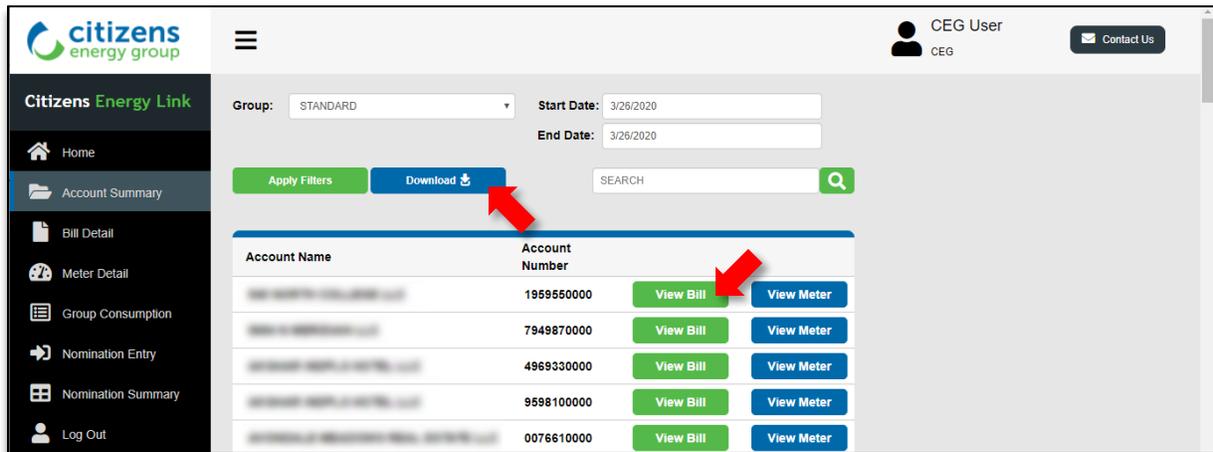
## Account Summary

The **Account Summary** page is a summary of account information of accounts in your supplier groups, including account name and number. Here you can filter, sort, and view the account(s). Once the filter selections are made, click the green **Apply Filters** button to display the accounts in the table.

Note – It is important to select the 1<sup>st</sup> of the month as Start Date if searching month period



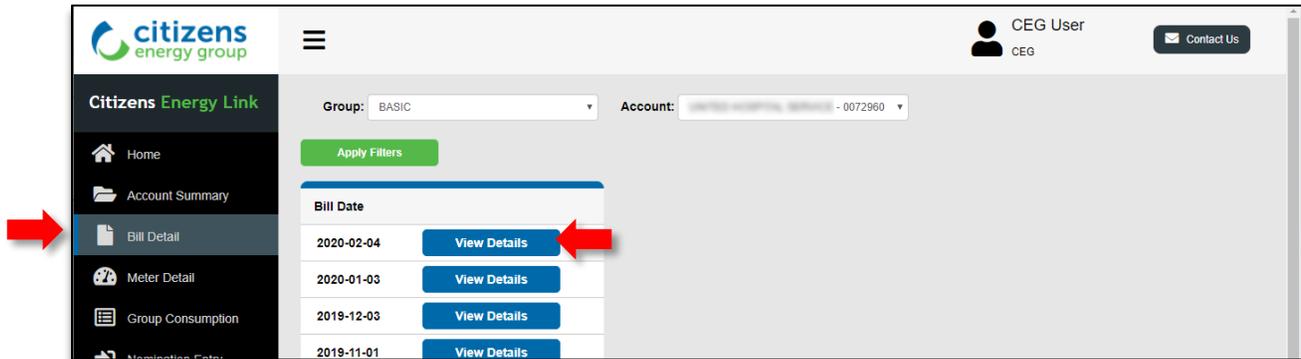
The table includes buttons to view details of the bill or meter. The blue **Download** button allows you to download the accounts based on your filter selections as a .csv file. The blue **View Bill** button inside the table opens a list of bills for that **Account Name**.



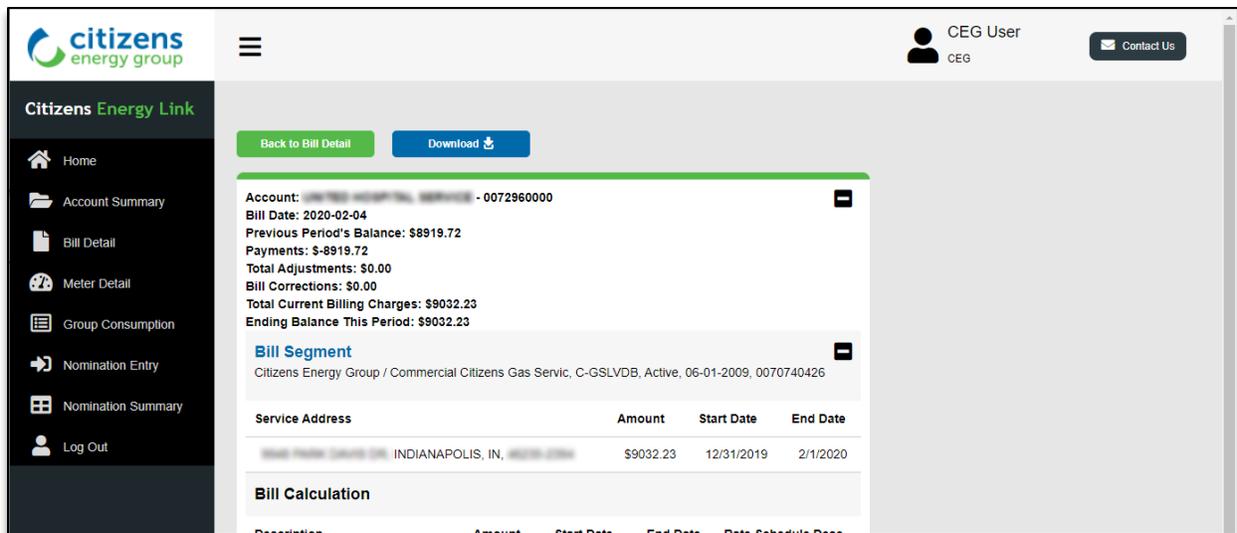
## Bill Detail

Bills can also be accessed with the left navigation tab for **Bill Detail**.

Note – You will have access to historical data once the customer is added to your group. Once the customer is removed from group no historical data will be available.

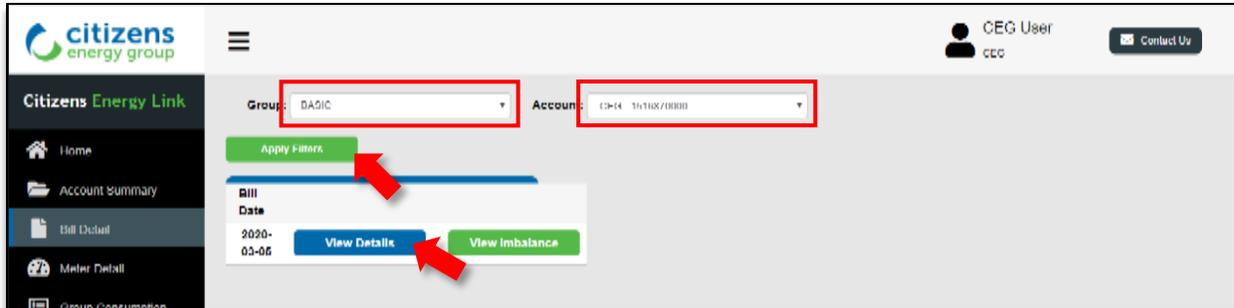


The **View Details** button shows an expanded page of details for the selected bill.

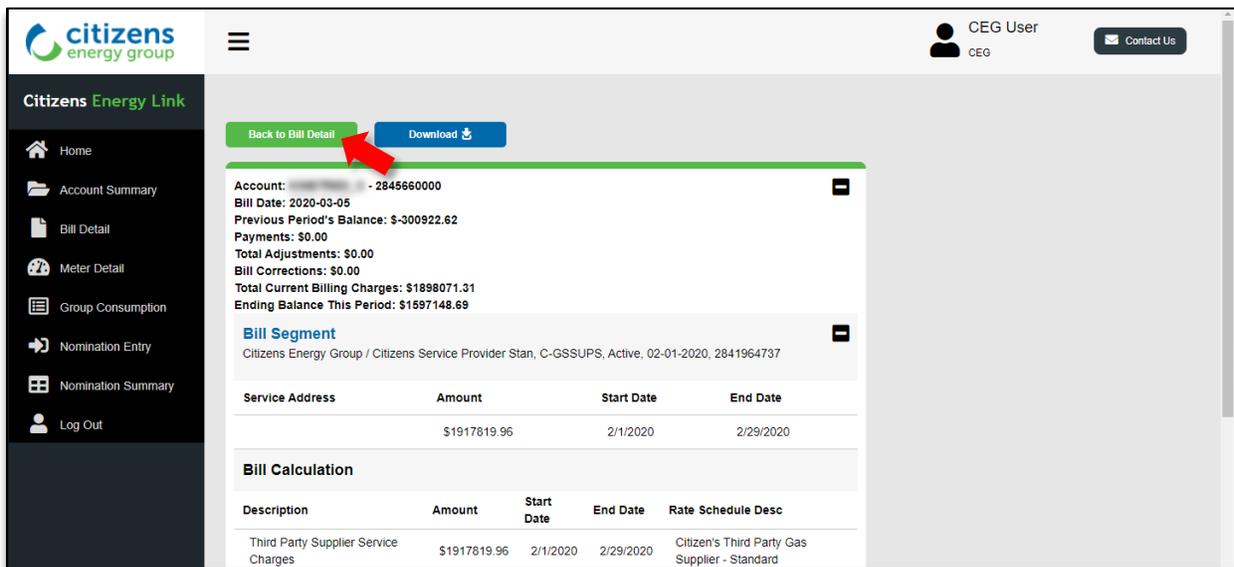


## Bill Details and View Imbalance for Supplier Groups

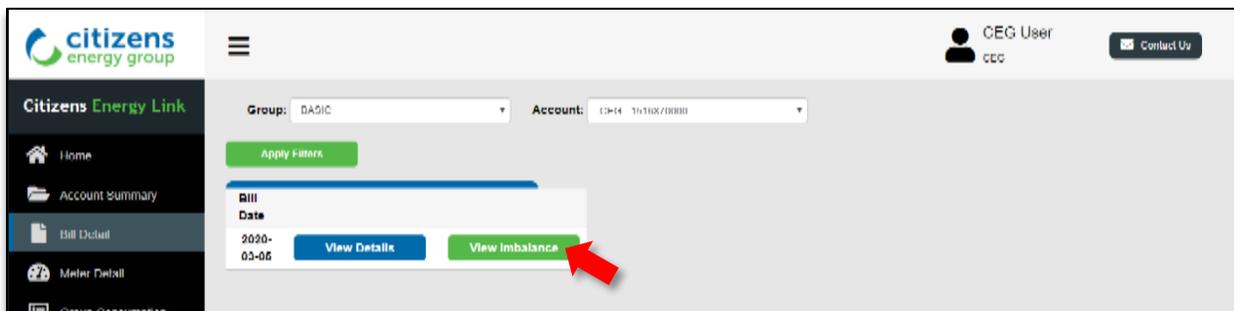
To view the Supplier group bill details, set the filters for the correct group and the supplier account. Click **Apply Filters**. Then click on **View Details**.



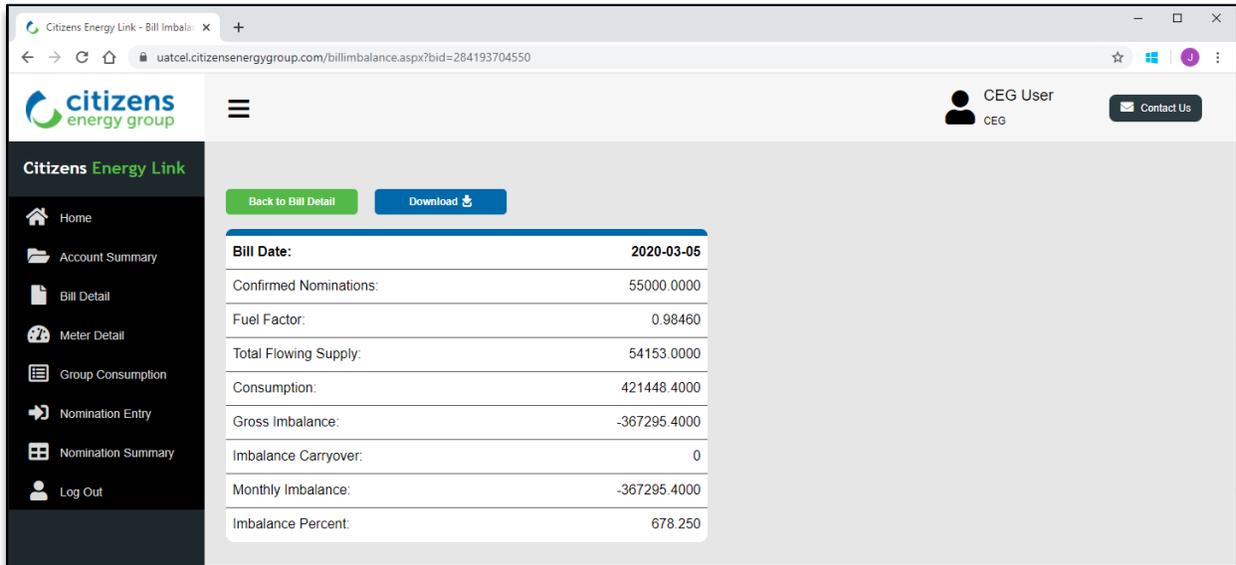
Scroll down to view the full set of details. Then click on **Back to Bill Detail**.



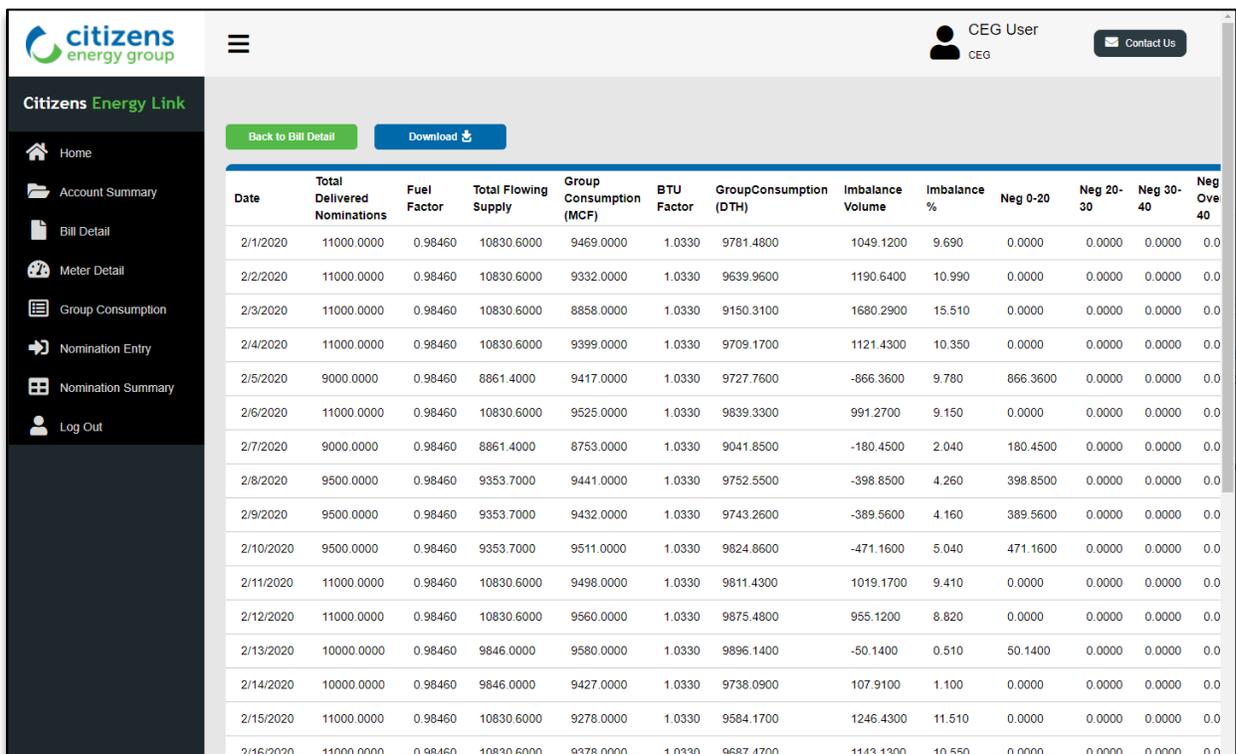
Then click **View Imbalance**.



Depending on supplier group type, Standard or Basic, you will have two different displays of imbalance detail. Here is an example of Standard imbalance details.



And an example of Basic Imbalance details. You will likely need to scroll-right and scroll-down to view the imbalance table.



## Meter Detail

The **Meter Detail** page allows you to view interval data depending on the meter type available per your filter selections. You have the option to view data in 60 min., or Daily intervals. The **Download** button creates a .csv file of the filtered table. Please note, in the example below, the 11:00AM hour interval is representative of data recorded in the hour 10:00AM -11:00AM

Note – You will have access to historical data once the customer is added to your group. Once the customer is removed from group no historical data will be available.

**citizens energy group**

CEG User  
CEG

Group: BASIC Service/Meter: Gas Meter Start Date: 02/02/2020  
 Account: -2662920000 Measure: CCF DTH End Date: 02/09/2020  
 Interval: 60 mins

Apply Filters Download

Note, values may reflect preliminary and not final data. Date selected for gas meters reflects gas day.

Total: 166.81		Max.: 0.87	
Date	Time	CCF	Estimated
02/02/2020	11:00 AM	0.87	N
02/02/2020	12:00 PM	0.87	N
02/02/2020	1:00 PM	0.87	N

Note – All group customer accounts will be available to select from on this page, but only accounts with AMR-interval data will have data to view, otherwise you will get error message ‘No interval device found’

Note – Total and Max will be displayed in table header for filter period. If you want to see Total and Max for one day, the Start and End Date must be filtered for 1 day

These details are also accessible with the **View Meter** button on the **Account Summary** page.

**citizens energy group**

CEG User  
CEG

Group: STANDARD Start Date: 3/26/2020  
 End Date: 3/26/2020

Apply Filters Download

SEARCH

Account Name	Account Number	View Bill	View Meter
	1959550000	View Bill	View Meter
	7949870000	View Bill	View Meter

## Group Consumption

The **Group Consumption** page includes a quick glance at the supplier group consumption data for AMR-interval data accounts in your group. The **Totals Bar** will include selected filter data of **Nomination**, **Consumption** and **Imbalance** across the top of the page.

**TOTALS BAR**

**TOTAL OF ALL ACCOUNTS** Nomination: 0.00 Consumption: 45.84 Imbalance: -45.84

Group: BASIC Start Gas Day: 02/02/2020 End Gas Day: 02/09/2020

Apply Filters Download

Note, values may reflect preliminary and not final data.

Account Name	Account Number	Consumption (DTH)	Date
[REDACTED]	2662920000	2.16	2/2/2020
[REDACTED]	2662920000	2.16	2/3/2020
[REDACTED]	2662920000	2.16	2/4/2020
[REDACTED]	2662920000	2.16	2/5/2020

## Nomination Entry

The **Nomination Entry** page (for gas suppliers and administrators only) allows users to enter gas nomination details, see the confirmation status, and click to view the history of the nomination.

The **Cycle** and **Gas Day** are displayed per the filter selections. An existing nomination can be edited or deleted with the buttons in the **Nominations** table. **Contract** numbers can be entered with a combination of numbers and letters.

Next to the larger **Nominations** table, you will find two tables for viewing the summary data of **Fuel Calculations** and **Pipeline Totals**. These calculations and totals are updated as you enter the new **Nominations**. Fuel calculation will be visible after one nomination line has been submitted.

The screenshot displays the 'Nomination Entry' page. The sidebar on the left includes links for Home, Account Summary, Bill Detail, Meter Detail, Group Consumption, **Nomination Entry** (highlighted with a red arrow), Nomination Summary, and Log Out. The main content area features a 'Group' dropdown set to 'STANDARD' and a 'Gas Day' input field set to '03/26/2020'. Below these are 'Apply Filters' and 'Submit Changes' buttons. A 'Nominations' table lists entries for 'Panhandle' and 'Texas' pipelines, each with a 'Contract' number of 123456 and a 'Nomination DTH' of 20. The 'Confirmed' status is 'No' for both, and 'View' buttons are present. The 'Edit' and 'Delete' buttons for each row are circled in red. To the right of the table are two summary tables: 'Fuel Calculations' and 'Pipeline Totals', both also circled in red. The 'Fuel Calculations' table shows 'Total Nominations DTH: 40.00', 'Fuel Percentage: 1.55%', 'Fuel DTH: 0.62', and 'Nominations Less Fuel DTH: 39.38'. The 'Pipeline Totals' table shows 'Total: 40' DTH and '100%'.

The **Edit** function opens up the nomination for changes in fillable fields below the table.

Note, a **Contract** number cannot be edited for an existing nomination, you must delete and re-enter it as a new nomination with a revised contract number. The **Nomination** entry will only allow 1 line item with the same contract # and pipeline combination; make an edit to the nomination line if the volume changes.

When the nomination edit has been entered, click the green **Save** button to add the edited nomination to the tables.

The screenshot displays the 'Edit Nomination' interface. At the top, there are filters for 'Group: STANDARD' and 'Gas Day: 03/26/2020'. Below this is a table of nominations:

Pipeline	Contract	Nomination DTH	Confirmed	History	Edit	Delete
Panhandle	123456	20	No	<a href="#">View</a>		
Texas	123456	20	No	<a href="#">View</a>		

Below the table, there is a 'Submit Changes' button and a 'Roll Forward' toggle. The 'End Date' is set to 03/26/2020. A note states: 'Changes must be submitted in order to be finalized.' There is an 'Add Nomination' button and an 'Edit Nomination' section with the following fields:

**Pipeline:** Texas (dropdown)  
**Contract:** 123456 (text input)  
**Nomination DTH:** 20 (text input)

At the bottom, there are 'Save' and 'Cancel' buttons. A red arrow points to the 'Save' button. To the right of the main form, there are two summary tables:

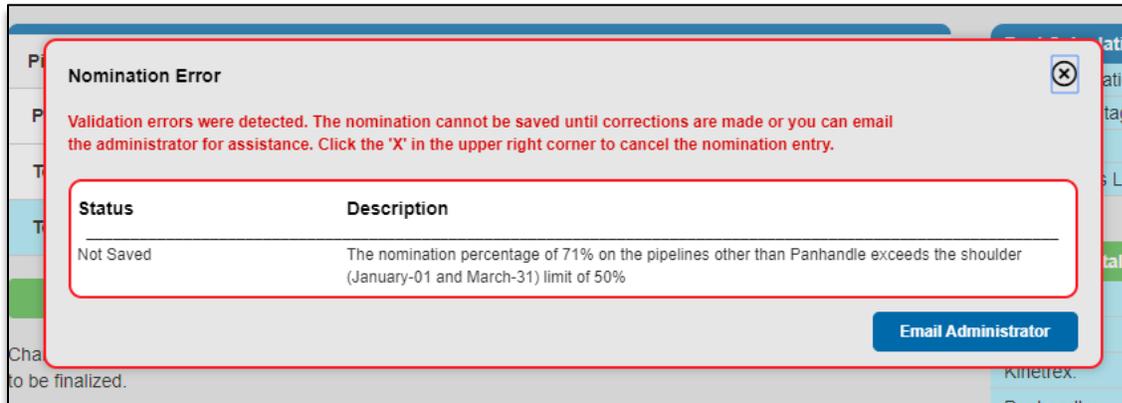
**Fuel Calculations**

Total Nominations DTH:	40.00
Fuel Percentage:	1.55 %
Fuel DTH:	0.62
Nominations Less Fuel DTH:	39.38

**Pipeline Totals**

Pipeline	DTH	%
Citizens:	0	0%
Midwestern:	0	0%
Kinetrex:	0	0%
Panhandle:	20	50%
Rockies:	0	0%
Texas:	20	50%
<b>Total:</b>	<b>40</b>	<b>100%</b>

If the pipeline seasonal requirement validation is active for a supplier group and the nomination entered is outside of tolerance, an error message will appear with an option to email the administrator.



The edited nomination is highlighted in all the tables until you click the green **Submit Changes** button.

**Group:** STANDARD **Gas Day:** 03/26/2020

**Apply Filters**

**Nominations**  
**Cycle:** Intraday  
**Gas Day:** 3/26/2020, 10:00 AM EST

Pipeline	Contract	Nomination DTH	Confirmed	History	Edit	Delete
Panhandle	123456	20	No	<a href="#">View</a>		
Texas	123456	20	No	<a href="#">View</a>		
Texas	123457	30	No	<a href="#">View</a>		

**Submit Changes**  Roll Forward **End Date:** 03/26/2020

Changes must be submitted in order to be finalized.

**Add Nomination**

**Add Nomination**

**Pipeline:** Texas **Contract:**  **Nomination DTH:**

Additions and edits to nominations must be saved before they can be submitted.

**Save** **Cancel**

**Fuel Calculations**

Total Nominations DTH:	70.00
Fuel Percentage:	1.55%
Fuel DTH:	1.09
Nominations Less Fuel DTH:	68.92

**Pipeline Totals**

Pipeline	DTH	%
Citizens:	0	0%
Midwestern:	0	0%
Kinetrex:	0	0%
Panhandle:	20	29%
Rockies:	0	0%
Texas:	50	71%
<b>Total:</b>	<b>70</b>	<b>100%</b>

The **Roll Forward** toggle allows you to set your existing nominations to rollover to a specific end date. If you prefer to manage nominations on a daily basis, leave the **Roll Forward** toggle off (default).

The screenshot displays the 'Nominations' interface in the Citizens Energy Link portal. At the top, the user is identified as 'CEG User' with a 'Contact Us' button. The main content area shows a 'Nominations' section with a 'Cycle: Intraday' and 'Gas Day: 3/26/2020, 10:00 AM EST'. A table lists two nominations: Panhandle and Texas, both with a nomination DTH of 20 and confirmed status of 'No'. Below the table, a 'Submit Changes' button is visible, along with a 'Roll Forward' toggle (currently off) and an 'End Date' field set to 03/26/2020. To the right, there are 'Fuel Calculations' and 'Pipeline Totals' sections. The 'Pipeline Totals' table shows a total DTH of 40 and 100%.

Pipeline	Contract	Nomination DTH	Confirmed	History	Edit	Delete
Panhandle	123456	20	No	<a href="#">View</a>		
Texas	123456	20	No	<a href="#">View</a>		

Pipeline Totals	DTH	%
Citizens:	0	0%
Midwestern:	0	0%
Kinetrex:	0	0%
Panhandle:	20	50%
Rockies:	0	0%
Texas:	20	50%
<b>Total:</b>	<b>40</b>	<b>100%</b>

The blue **Add Nomination** button opens entry fields for a new nomination. Just like a nomination edit, the changes must be saved then submitted. The affected areas in the tables will be highlighted in blue when saved.

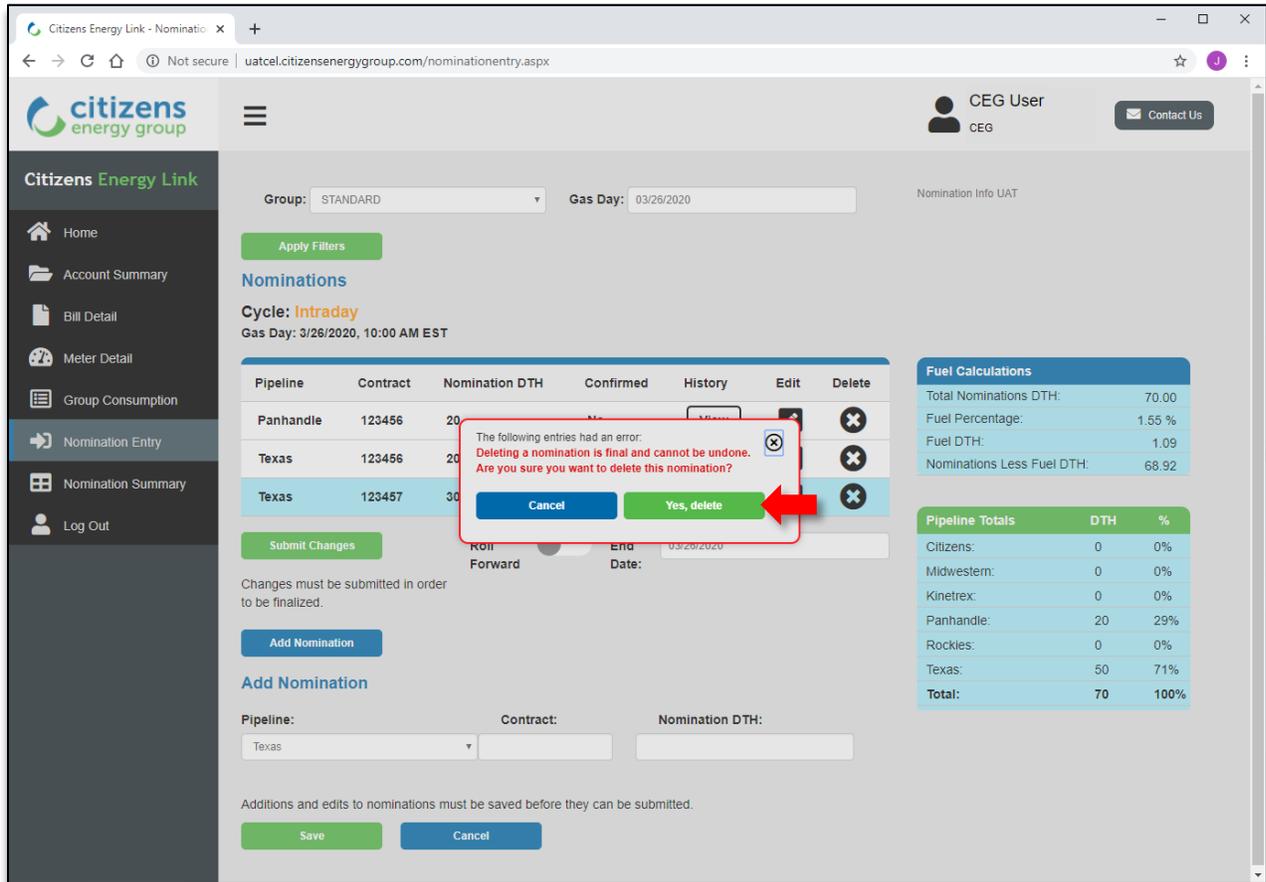
The screenshot displays the 'Citizens Energy Link' portal interface. On the left is a navigation sidebar with options like Home, Account Summary, Bill Detail, Meter Detail, Group Consumption, Nomination Entry, Nomination Summary, and Log Out. The main content area shows a 'Nominations' section with a table of existing nominations. Below the table is an 'Add Nomination' form with fields for Pipeline, Contract, and Nomination DTH. A red box highlights this form, and a red arrow points to the 'Add Nomination' button. Another red arrow points to the 'Save' button at the bottom of the form. To the right of the main content are two summary tables: 'Fuel Calculations' and 'Pipeline Totals'.

Pipeline	Contract	Nomination DTH	Confirmed	History	Edit	Delete
Panhandle	123456	20	No	<a href="#">View</a>		
Texas	123456	20	No	<a href="#">View</a>		
Texas	123457	30	No	<a href="#">View</a>		

Fuel Calculations	
Total Nominations DTH:	70.00
Fuel Percentage:	1.55 %
Fuel DTH:	1.09
Nominations Less Fuel DTH:	68.92

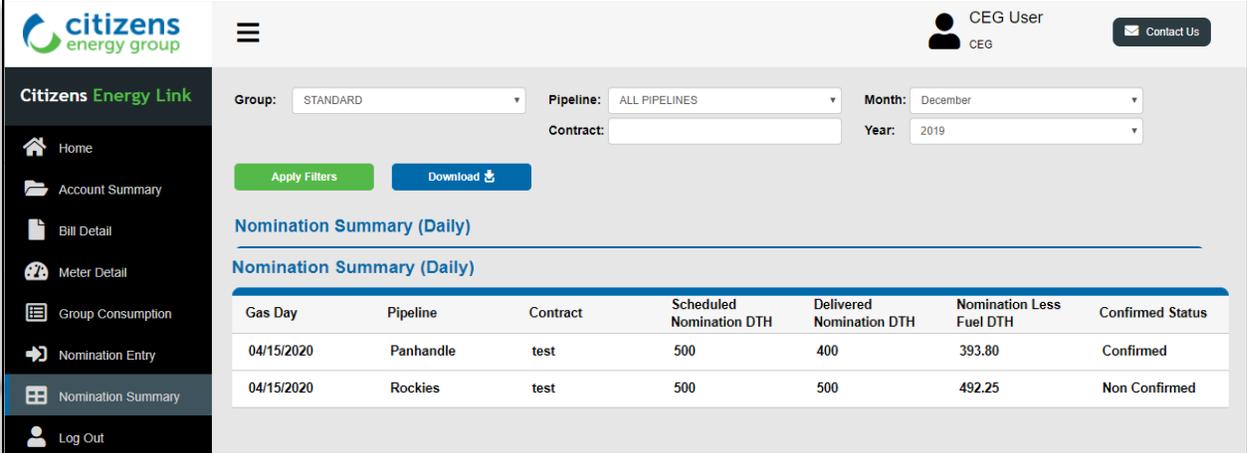
Pipeline Totals		
	DTH	%
Citizens:	0	0%
Midwestern:	0	0%
Kinetrex:	0	0%
Panhandle:	20	29%
Rockies:	0	0%
Texas:	50	71%
<b>Total:</b>	<b>70</b>	<b>100%</b>

From the **Nominations** table, you can delete a nomination. When you click the circle-X icon, a pop-up appears to ask you to confirm or cancel the change.



## Nomination Summary

The **Nomination Summary** page provides a filtered table of all your monthly nominations with supporting details. The difference between scheduled nomination and delivered nomination would show any nomination cuts during the nomination process.



The screenshot displays the Citizens Energy Link portal interface. The top navigation bar includes the logo, a hamburger menu, the user name 'CEG User', and a 'Contact Us' button. The main content area features a filter section with dropdowns for 'Group' (STANDARD), 'Pipeline' (ALL PIPELINES), 'Month' (December), and 'Year' (2019). Below the filters are 'Apply Filters' and 'Download' buttons. The page title is 'Nomination Summary (Daily)'. A table displays nomination data for two days: 04/15/2020 for Panhandle and Rockies pipelines. A red arrow points to the 'Nomination Summary' menu item in the left sidebar.

Gas Day	Pipeline	Contract	Scheduled Nomination DTH	Delivered Nomination DTH	Nomination Less Fuel DTH	Confirmed Status
04/15/2020	Panhandle	test	500	400	393.80	Confirmed
04/15/2020	Rockies	test	500	500	492.25	Non Confirmed

## Contact Us Form

If you have technical difficulties or questions, please use the **Contact Us** button at the top right to submit a form with your question.

The screenshot displays the 'Contact Us' form in the Citizens Energy Link portal. The form is titled 'Contact Us' and is located in the main content area. It features several input fields: \*Name, \*Account Number, \*Email, \*Confirmed Email, Phone (Optional), and Username (Optional). There are also radio buttons for \*Customer or Supplier (choose one), a dropdown for Service (set to Gas), and a dropdown for Reason (set to Billing Inquiry). A text area for 'Your message, question, or comment:' is provided, along with a green Submit button. To the right of the form, there are sections for Phone Numbers and Hours. The Phone Numbers section lists: Emergency or Leak (317) 924-3311, Customer Service (317) 924-3311, Business Contact Center (317) 927-4328, Crisis Hotline (317) 027-4798, Toll Free (800) 427-4217, and Call Before You Dig 811. The Hours section lists: Business Contact Center (Monday - Friday 8:00am - 5:00pm, Customer Service Monday - Friday 7:00am - 7:00pm, Saturday 9:00am - 1:00pm). A navigation menu on the left includes Home, Account Summary, Bill Detail, Meter Detail, Group Consumption, Nomination Entry, Nomination Summary, and Log Out. A Contact Us button is located in the top right corner. Red arrows point to the Contact Us button, the Log Out button, and the Submit button.

For the best security of your data, select the **Log Out** button (bottom, left navigation) and close your browser.

The screenshot displays the login form in the Citizens Energy Link portal. The form is titled 'Citizens Energy Link' and is located in the main content area. It features two input fields: Username and Password. Below the fields is a green Login button. Below the Login button is a message that says 'You are now logged out.' At the bottom of the form is a Contact Us button.