Issue No. 11
Cancels Issue No. 10

TRANS MOUNTAIN PIPELINE ULC

Service Standards

Regarding the
Transportation of Petroleum

GENERAL APPLICATION
The Service Standards contained herein apply to
the Trans Mountain Pipeline System.

Issued: August 30, 2024 **Effective**: December 1, 2024

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Introduction

These Service Standards[1] provide general information regarding Trans Mountain Pipeline ULC, as general partner of Trans Mountain Pipeline L.P. ("**Trans Mountain**" or "**Carrier**"), pipeline system operation and service levels that are applicable for Deliveries through Trans Mountain's Mainline System and Deliveries through the Trans Mountain Pipeline (Puget Sound) LLC ("**Puget**") system. System operations and service levels may vary as throughput and Petroleum types vary. Actual system operations and service levels will conform to the Carrier's obligations under the *Canadian Energy Regulator Act*, and where required, the Carrier's affiliate will conform to its obligations under the Federal Energy Regulatory Commission ("**FERC**").

Carrier is obligated to provide transportation services on the Mainline System pursuant to the terms and conditions specified in the Rules and Regulations on file with the Regulator and in the case of the Puget system, the Rules and Regulations under the Puget Local Tariff on file with the FERC. These Service Standards are not intended to amend either the Trans Mountain or Puget Rules and Regulations.

These Service Standards are divided into six sections:

For the Petroleum transported, these Service Standards generally describe normal routing and batching, ratability, predicted transit times, tank utilization, batch sizes, line fill, quality and interface management practices.

Capitalized terms used in these Service Standards but not defined herein shall have the meanings set out in the Rules and Regulations.

[1] All referenced procedures in this Service Standards can be found on Carrier's website: https://www.transmountain.com/tolls-tariffs.

1.0 PIPELINE OPERATIONS

1.1 Description of System

The Trans Mountain Mainline System receives Crude Petroleum and Refined Petroleum at Receipt Points in Edmonton, Alberta (Edmonton Terminal) and Kamloops, British Columbia and transports Crude Petroleum and Refined Petroleum to Delivery Points in Edmonton, Alberta, Kamloops (Refined Petroleum only), Sumas and Burnaby, British Columbia.

Puget, connected to Trans Mountain at the international boundary located just south of Sumas Station, transports Crude Petroleum from Sumas, British Columbia to the refineries at Cherry Point, Ferndale, and Anacortes in Washington State.

Trans Mountain provides a batch transportation service whereby Light Crude Petroleum, Heavy Crude Petroleum, Refined Petroleum, or any other Petroleum is transported, or batched, through the Mainline System. These Petroleum products are sequenced to minimize quality impacts and interface handling and the batch configuration generally follows established limits. Trans Mountain is committed to providing safe and reliable transportation service while maximizing throughput in the Mainline System. Under normal operating conditions, Carrier allocates Light Crude Petroleum and Refined Petroleum on Line 1 and Heavy Crude Petroleum on Line 2, however either line is capable of transporting both Light and Heavy Crude Petroleum.

Injecting Heavy Crude Petroleum onto Line 1 can negatively impact overall capacity, as such Carrier will take the into consideration the overall impact to apportionment when accepting Heavy Crude Petroleum onto Line 1.

1.2 Edmonton Batch Accumulation

The sole purpose of Trans Mountain Edmonton Terminal tanks, excluding Contract Tanks, is to accumulate pooled Crude Petroleum and Refined Petroleum for the continuous supply of pipeline batches. Edmonton tankage is allocated for such pooled Crude Petroleum and Refined Petroleum to meet monthly Nomination requirements. Tanks are allocated to permit both ratable injections into the Mainline System and receipts from Edmonton feeder pipelines. Where Monthly Nominations of a Petroleum or pool are insufficient for the allocation of a tank for an entire Nomination month, or may otherwise adversely impact the Carrier's ability to meet these Service Standards or the Rules and Regulations, the Carrier may require Shipper(s) to unratably deliver to Edmonton and/or receive at the Delivery Point.

1.3 Edmonton Terminal Crude Petroleum Blending

Trans Mountain's Edmonton Terminal can blend up to four different Crude Petroleum types for simultaneous injection into the Mainline System.

1.4 Pooling

To maximize tank utilization, Trans Mountain accumulates certain Crude Petroleum grades into pools at Receipt Points and Delivery Points. For pooled Crude Petroleum injected from third party direct inject facilities, the Carrier requires a ratable supply from such third party to ensure a consistent pooled quality at the Burnaby Terminal. Shippers may request segregated injections from third party direct inject facilities through the Commodity Approval Process. Trans Mountain will evaluate such segregation requests and any impacts to existing procedures, other Shippers and Trans Mountain facilities.

Each pool is defined by measured density, sulphur, total acid number (TAN), micro carbon residue (MCR), vapour pressure ($VPCR_4$(37.8°C)), and any additional characteristics as updated from time to time by Carrier ("**Pool Criteria**"). Most approved Crude Petroleum types are assigned to

a pool and all new Crude Petroleum shall be reviewed against Pool Criteria for possible inclusion. Where Crude Petroleum has been assigned to a pool, Trans Mountain will monitor receipts to ensure compliance with the Pool Criteria and Shippers will ensure Crude Petroleum delivered to Trans Mountain meets the Pool Criteria. If the Pool Criteria are not met, the Crude Petroleum may be reclassified into another pool if eligible, or subject to the restrictions of Segregated Crude. Segregation is required for certain Crude Petroleum ("**Segregated Crude**") with characteristic(s) unsuitable for pooling or that require special handling. Under normal operating conditions, Segregated Crudes will be supplied from third party direct inject facilities; however, if operating conditions permit and at the Carrier's sole discretion the Carrier may elect to provide tankage for Segregated Crude.

Trans Mountain may limit pools to six (6): Pacific Blend ("**PB**"), Synbit ("**SYB**"), Pacific Cold Lake ("**PCL**"), Mixed Sweet ("**MSW**"), Mixed Sour ("**MSR**"), and Synthetic ("**SYN**"). Refined Petroleum will be segregated.

Shippers can view the anticipated composition for each pool through Carrier's online Shipper Portal which will provide aggregated Nominated volumes of each Petroleum for such pool. Details will be available shortly after the Monthly Nomination Date and are subject to changes throughout the Month as Nominations are updated. The actual pool injection percentages may vary from such aggregated Nomination composition percentages (e.g., due to supply availability, operational constraints, etc.).

Crude Petroleum Pool Criteria

Pool		Density (kg/m3)		Sulphur (wt%)		TAN (mg KOH/g)	MCR (wt%)	VPCR$_4$ (37.8°C) (kPa)
Pool Name	**Code**	**Min.**	**Max.**	**Min.**	**Max.**			
Synthetic[1]	SYN	800	< 880	-	0.25	-	< 0.25	≤85 / 95[5]
Mixed Sweet	MSW	800	< 880	-	0.5	-	< 4.0	≤85 / 95[5]
Mixed Sour	MSR	800	< 880	> 0.5	3	-	< 4.5	≤85 / 95[5]
Pacific Blend[2]	PB	904	< 940	-	5	>1.1	>8.0	≤70 / 76[4]
Pacific Cold Lake[2]	PCL	904	< 940	-	5	≤1.1	>8.0	≤70 / 76[4]
Synbit[3]	SYB	904	< 940	-	5		<9.0	≤70 / 76[4]

[1] Sourced from upgrader.
[2] Bitumen diluted with crude <800 kg/m^3.
[3] Bitumen diluted with crude ≥800 kg/m^3.
[4] Vapour pressure specification of ≤70 kPa is applicable from May 1st through November 30th, ≤76 kPa is applicable from December 1st through April 30th.
[5] Vapour pressure specification of ≤85 kPa is applicable from May 1st through October 31st, ≤95 kPa is applicable from November 1st through April 30th.

1.5 Third Party Edmonton Supply

Shippers may Nominate volume from a third party connected facility which may by-pass Trans Mountain's receipt meters, manifold, or booster pumps (or a combination of the three) allowing additional blending or accumulation flexibility further to Trans Mountain's capabilities. Segregated Crudes will normally be Nominated from third party connected facilities.

Generally, Trans Mountain can accept third party supply of a batch from 100% to 15% of the batch volume, limited by Trans Mountain's and the third party's facility capabilities or other factors. Trans Mountain may require i) the supplied volume to be uniformly blended with other batch components supplied by Trans Mountain's tankage or other third party facilities or ii) the supplied volume to be provided as a standalone batch, all at the discretion of the Carrier. At its discretion, Trans Mountain may blend from a maximum of four facilities.

Approved requests for segregated Crude Petroleum intended for Westridge Marine Terminal must be supplied as directed by Trans Mountain.

1.6 Kamloops Deliveries

Refined Petroleum is Delivered into Suncor's distribution terminal.

Kamloops tankage can be used to accommodate Crude Petroleum for Carrier's maintenance, integrity or to accommodate service disruptions. At Carrier's discretion, Carrier may require Petroleum received at Kamloops to be i) injected into a passing batch or ii) pumped as a distinct batch during Refined Petroleum Deliveries.

1.7 Sumas Deliveries

Crude Petroleum batches are staged through Sumas tankage for eventual transfer to the Puget system for Delivery to Washington State refineries. During times of high demand, and to ensure maximum capacity for Washington State refineries, the Carrier may use a bleeding operation at the Sumas Tank Farm where a batch is simultaneously received to a Sumas tank and injected to the Puget system. This may result in blending of sequential batches of a Shipper, making segregation of multiple blends or commodities for a single shipper difficult and detrimental to capacity.

1.8 Puget Operations

The Puget system operates at a lower throughput than the Mainline System. The upstream segment (Sumas to Laurel) can operate at a higher throughput than either of the downstream segments (Laurel to Cherry Point and Ferndale or Laurel to Anacortes). During times of high demand, and to ensure maximum capacity for Washington State refineries, the Carrier may use a bleeding operation utilizing Laurel break out tanks. Batches in the Sumas to Laurel segment are simultaneously delivered to the scheduled downstream segment and to a Laurel tank to accommodate the rate differential between the upstream and downstream segments. Once the complete batch is past Laurel, any batch volume directed into a Laurel tank is immediately re-injected into the downstream segment keeping the entire batch volume intact. While improving overall capacity on the Puget system, bleeding can result in more tank bottom rotations for Shippers.

1.9 Burnaby Deliveries

Deliveries are made to either the Parkland refinery via Burnaby tankage or the Suncor products terminal. Refined Petroleum batches destined for the Suncor Terminal do not enter tankage at Burnaby Terminal. Volumes for subsequent export via the Westridge Marine Terminal are also aggregated in the Burnaby tanks.

2.0 MARINE OPERATIONS

2.1 Marine Movements

When fully utilized, the majority of volume transported on Trans Mountain will be Delivered to Vessels at the Westridge Marine Terminal. To accommodate Vessel Deliveries and ensure efficient pipeline operations, Trans Mountain will assign each Shipper a Load Window per the *Load Window Procedure* attached as Appendix B to these Service Standards and posted on the Carrier's website. Due to the time required to accumulate receipts and transit the Mainline System, Load Windows for a Nomination Month will commonly start between the 12th to 14th of the current Month and end on the 11th to 13th of the following Month.

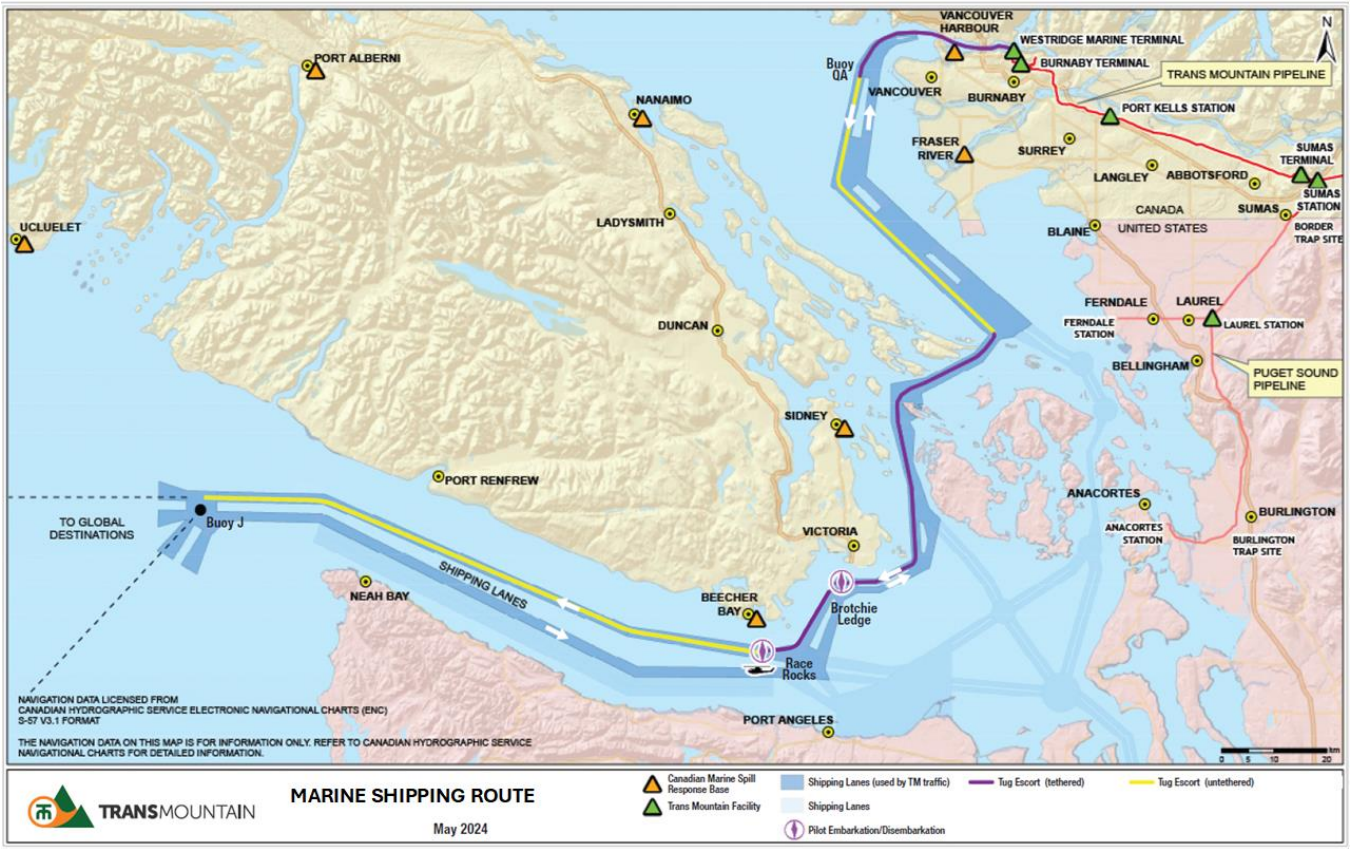
Shippers have the responsibility to ensure their Lifting Vessels have the capability of lifting the Nominated quantity of Crude Petroleum and meet requirements of Trans Mountain's Vessel Acceptance Standard (VAS). Trans Mountain reserves the right to deny product transfer privileges to any Vessel that does not meet criteria of the VAS and will pre-screen all nominated vessels accordingly.

Trans Mountain has published the *Westridge Marine Terminal Regulations and Operating Guide,* which provides guidance to Vessels about conducting safe and efficient operations at the Westridge Marine Terminal. Information about the terminal, navigation, terminal regulations, procedures, and emergency response are provided. During the pre-screen process, Vessels are asked to provide prior agreement to comply with the guidance provided in this document.

In addition, Trans Mountain reserves the right to deny berth access or transfer privileges to any Vessel, which may include suspending operations or demanding the removal of any Vessel from Westridge Marine Terminal, because of non-compliance with requirements in the VAS.

A Shipper must notify Carrier as soon as possible if its Lifting Vessel is arriving late or is not able to lift the Nominated quantity of Crude Petroleum within the Load Window.

To ensure adequate time to transit the Second Narrows Traffic Controlled Zone 2 (TCZ2), Vessels should plan to arrive at the designated offshore waiting area, which lies approximately 50 nautical miles from Buoy J, between 18 to 24 hours prior to the commencement of their Load Window.



2.2 Operational Tolerances for Lifting Vessels

In accordance with the Rules and Regulations, Carrier shall Deliver, and Shippers shall receive, as close as possible the entire volume of Tendered Petroleum for a Lifting Vessel; provided however subject to the Rules and Regulations and Carrier's acceptance, the Shipper may request, prior to berthing, a final load quantity that is within +/-5% of the Shipper's Tendered volume by submitting a Nomination in accordance with Rule 6.7 of the Rules and Regulations for the Mainline System.

3.0 QUALITY

All Trans Mountain Petroleum segregation is subject to normal operating impacts and is undertaken on a reasonable effort basis.

3.1 Buffers and Flushing

Certain Crude Petroleum may have characteristics considered detrimental to other Shippers' Petroleum for which Trans Mountain has determined certain measures must be taken during transportation or storage, referred to as "special handling". Special handling may require batches to be buffered, flushed or both, and may include other measures. Any buffer or flush required is included in a Shipper's capacity allocation for such Month.

Trans Mountain transports a range of Crude Petroleum and Refined Petroleum. To reduce quality degradation between Light and Heavy batches, Shippers with Heavy Crude Petroleum batches injecting into Line 1 will be required to provide a Light Crude Petroleum buffer, quantity to be determined by Carrier, to protect other Light Crude Petroleum and Refined Petroleum. No buffer is required for Heavy Crude Petroleum batches injecting into Line 2 unless deemed to contain detrimental characteristics.

Shippers Nominating Olefinic Petroleum will be required to provide adequate Crude Petroleum flush volume to inject separately. General volume requirement is three times the tank bottom volume of each tank the Olefinic Crude Petroleum utilizes. Flushing of both Edmonton and either Sumas or Burnaby tanks is required. The same flush material may be used for two tank farms (Edmonton and Sumas or Edmonton and Burnaby) per Vessel loading.

3.2 Commodity Approval Process

Carrier requires all new Petroleum or inactive Petroleum for which a Shipper is requesting system access to undergo an approval process. The Commodity Approval Process provides orderly system preparation for handling the new or reactivated Petroleum including: analysis of required facilities, system impact, special handling requirements, pool and tankage assignments and quality implications. The Commodity Approval Process is available on the Carrier's website and any application should be submitted to Carrier at minimum thirteen (13) weeks prior to the first Nomination of the new or reactivated Petroleum.

Petroleum that has not been received at a Receipt Point for twelve (12) consecutive months shall become deactivated and will require Carrier approval pursuant to a new Commodity Approval application before being reactivated. Carrier shall post on its website an updated list of approved Petroleum quarterly.

3.3 Petroleum Segregation

Segregation is achieved through tank allocations and batch management and is subject to normal operating impacts. Carrier will use reasonable efforts to ensure that compatible Petroleum uses the same tank. When blended Petroleum is received at downstream tank farms, segregation requirements will be based on the expected quality of the blend or the quality characteristics of the lowest Petroleum Grade in the blend, as determined by the Carrier.

CROSSING BOTTOMS:

In response to changing Nominations, operating conditions or operational risk mitigation, the Carrier may be required to change tank allocations from one Petroleum to another ("**Crossing Bottoms**"). Carrier will notify Shippers if tank allocations deviate from the standard as outlined in the table below.[2] Changes will not be made to the table below without consultation with Shippers.

[2] The purpose of the table is to determine the method (Segregated, Commingled, Bottom) used when the service of a tank is changed. Previous Petroleum Grade refers to the grade of Petroleum that the tank was used for prior to the change in service. New Petroleum Grade refers to the grade of Petroleum that the tank will be used for after the change in service.

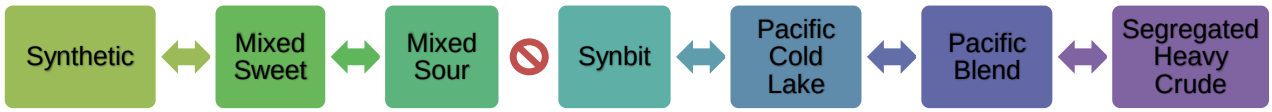
		NEW PETROLEUM GRADE								
		Refined Products	Condensates	Synthetic	Mixed Sweet	Mixed Sour	Synbit	Pacific Cold Lake	Pacific Blend	Segregated Heavy Crude[1]
PREVIOUS PETROLEUM GRADE	**Refined Products**	S	B[2]	B[2]	B[2]	B[2]	B[2]	B[2]	B[2]	B[2]
	Condensates	S	C	B	B	B	B[2]	B[2]	B[2]	B[2]
	Synthetic	S	B	C	B	B	B[2]	B[2]	B[2]	B[2]
	Mixed Sweet	S	B	B	C	B	B[2]	B[2]	B[2]	B[2]
	Mixed Sour	S	B	S	B	C	B[2]	B[2]	B[2]	B[2]
	Synbit	S	S	S	B[2]	B[2]	C	B	B	B
	Pacific Cold Lake	S	S	S	B[2]	B[2]	B	C	B	B
	Pacific Blend	S	S	S	B[2]	B[2]	B	B	C	B
	Segregated Heavy Crude[1]	S	S	S	B[2]	B[2]	B	B	B	B

Note: S = Segregated, C = Commingled, B = Bottom
[1] No Crossing Bottoms will be undertaken involving Olefinic Crudes
[2] Preference will be given to like material bottom crossings

TANK TOPPING:

In the event a batch arrives at a terminal and tankage of the same pool is unavailable and no empty tanks are scheduled to be available, Carrier will land all or a portion of the batch in a tank partially occupied by another Petroleum or pool of similar type ("**Tank Topping**").

The prioritization for Tank Topping will be:



Where an adjacent lower quality Crude Petroleum is not available, the next highest quality tank may be used. No Tank Topping will be undertaken between Heavy and Light crudes or involving Olefinic crudes.

3.4 Quality Control and Interface Management

To manage the interface and quality between the various batches transiting the system, Carrier employs a variety of handling techniques. Batches of adjacent similar Crude Petroleum are typically cut at a mid-point interface, though alternate handling techniques are possible with concurrence between the affected Shippers. Interfaces with Heavy Crude Petroleum, or those material types which may degrade the preceding or immediately following batch, will typically be cut on density and the prevailing increase in interface volume will be the responsibility of the Shipper receiving such volume. Arrangements for interface handling are determined and agreed upon between affected parties and Carrier prior to the batch entering the pipeline.

3.5 Quality Testing and Sampling

Petroleum sampling is undertaken in accordance with API MPMS Standards and accepted practices for custody transfer purposes and to confirm the quality of Petroleum received and Delivered. Representative samples are collected and analyzed to determine the levels of Sediment and Water ("**S&W**"), which is then used to calculate the Net Standard Volume of merchantable Petroleum and to ensure that the Petroleum Tariff requirements for no more than 0.5% S&W are met.

In addition to regular testing for S&W and Pool Criteria, Carrier also performs other routine analyses, consisting of various physical and chemical tests for each Crude Petroleum type at least once per year. More frequent testing is undertaken on an as-needed basis. The following table illustrates the parameters and frequency of Carrier's testing program as it relates to individual Petroleum types:

	S&W	Density	Total Sulphur	H2S in Liquid	Viscosity	Pour Point	TAN	Olefins	C30+	Vapour Pressure	Organic Chlorides
Refined Products		R, D				R Annually		R Annually	R Annually	R Annually	R Annually
Condensates	R, D	R, D	R Monthly	R Quarterly				R Annually	R Annually	R Quarterly	R Annually
Synthetic	R, D	R, D	R Monthly	R Quarterly		R Annually		R Annually	R Annually	R Quarterly	R Annually
Mixed Sweet	R, D	R, D	R Monthly	R Quarterly		R Annually		R Annually	R Annually	R Quarterly	R Annually
Mixed Sour	R, D	R, D	R Monthly	R Quarterly		R Annually		R Annually	R Annually	R Quarterly	R Annually
Synbit	R, D	R, D	R Monthly	R Quarterly	R Monthly	R Annually	R Monthly	R Annually	R Annually	R Quarterly	R Annually
Pacific Cold Lake	R, D	R, D	R Monthly	R Quarterly	R Monthly	R Annually	R Monthly	R Annually	R Annually	R Quarterly	R Annually
Pacific Blend	R, D	R, D	R Monthly	R Quarterly	R Monthly	R Annually	R Monthly	R Annually	R Annually	R Quarterly	R Annually
Segregated Heavy Crude[1]	R, D	R, D	R Monthly	R Quarterly	R Monthly	R Annually	R Monthly	R Annually	R Annually	R Quarterly	R Annually

Note: R = Receipt, D = Delivery

3.6 Reference Temperatures

Petroleum with viscosity that exceeds 350 cSt at the stated Reference Line Temperature may not transit the Mainline System. Viscosity is a function of temperature and is measured at a Reference Line Temperature which is provided in half month intervals. The Reference Line Temperature table can be found on the Carrier's website.

3.7 Flowing Viscosity Specification

Petroleum with viscosity that exceeds 600 cSt at its Flowing Temperature may not transit the Mainline System. Petroleum in excess of 600 cSt at its Flowing Temperature is harmful to the Carrier's facilities and negatively impacts its ability to maintain maximum flow rates.

4.0 LOGISTICS

4.1 Batch Train Configuration

Trans Mountain is unique in that Crude Petroleum and Refined Petroleum are transported through the same pipeline in a process known as batching. Specific batch configurations have developed over time as the proportion of Refined Petroleum and Crude Petroleum types being transported have changed.

Individual batches in the pipeline are carefully sequenced into batch trains which take into consideration quality, interface handling and ratability concerns. There are generally 5 product trains pumped at regular intervals per Month. The size and injected configuration of these batch trains are subject to Nominations, throughput, ratable injections and Deliveries to all Shippers and the capability of each downstream Delivery Point.

4.2 Batch Sizes

4.2.1 Minimum Batch Size

Minimum batch sizes are generally restricted to 8,000 m3 on Line 1 and 16,000m3 on Line 2 for a Delivery to one (1) Delivery Point but are impacted by Petroleum type and Delivery Point. Minimum batch sizes are necessary due to interface growth that occurs while transporting individual batches. Injections of individual Petroleum of less than the minimum batch size are permitted if the Petroleum is part of a larger batch train as is the case with Refined Petroleum trains or Crude Petroleum buffers.

Batches of Crude Petroleum destined for the Westridge Marine Terminal will typically be scheduled as two (2) batches per Vessel Nomination but may be scheduled up to the full Vessel Nomination, depending on supply availability, Burnaby Terminal tankage and impacts to Land Destinations.

4.2.2 Maximum Batch Size

Maximum batch sizes are dictated by ratability concerns for all Petroleum moving through the system and also influenced by reasonable power hydraulic requirements. In addition, tankage availability and other operational considerations will limit batch sizes.

4.2.3 Maximum Batch Train Size

Maximum batch trains, typically made up of Refined Petroleum, are necessary in order to ensure ratable Deliveries to other Delivery Points and to allow for normal Trans Mountain maintenance activities. Batch train size is usually restricted to 80,000 m3 or less.

4.3 Tankage Utilization

The efficient transportation of Petroleum within the system is reliant on effective management of system tankage. Tanks are allocated to ensure reasonable segregation, ensuring batches can be accumulated and injected consistent with these Service Standards and the Petroleum Tariff.

Edmonton Terminal tankage, excluding Contract Tanks, is provided to permit ratable receipts from feeders and injection of batches, both pooled and segregated. Certain segregated Petroleum are restricted by Delivery Point logistics and individual Petroleum volumes. The Carrier may reasonably reallocate tankage as necessary to maximize tank utilization at all times.

4.4 Predicted Transit Times

Transit times are dependent upon the level of Nominations for the Month and can also be impacted by Deliveries to upstream Delivery Points. For example, when a batch delivers into the Sumas Terminal, the pipeline segment between Sumas and Burnaby is shut down resulting in any batches remaining in that segment being stationary until the pipeline swings back to Burnaby.

As a reference, the approximate line fill between key Receipt and Delivery Points is as follows:

LINE 1	BARRELS
Edmonton to Kamloops	1,550,000
Edmonton to Sumas	2,000,000
Edmonton to Burnaby	2,120,000

LINE 2	BARRELS
Edmonton to Sumas	4,490,000
Edmonton to Burnaby	4,760,000

The nominal rate for Line 1 is 350,000 bpd and Line 2 is 540,000 bpd. Using a rate of 540,000 bpd, it would take approximately 9 days for a batch to transit from Edmonton to Burnaby on Line 2 (4,760,000 / 540,000) assuming no impacts from upstream Delivery Points.

4.5 In-Transit and Static Line Fill

In-Transit and Static Line Fill (as defined in Appendix A: Working Stock and Line Fill Procedure) describes the specific volume in the Trans Mountain and Puget systems for a particular Shipper at a particular point in time. It is typically measured at Month end for inventory control purposes and Shipper balances. In-Transit Line Fill consists of volume held in the pipeline systems and in tanks above tank bottoms. Static Line Fill consists of tank bottoms and station line fill, volumes that are typically unavailable for day to day commercial transactions.

This is a volume of Petroleum required by the Carrier for operations and scheduling. The allocation of such volumes will be determined in accordance with the *Working Stock and Line Fill Procedure*, attached as Appendix A to these Service Standards and posted on the Carrier's website.

5.0 COMMUNICATIONS AND REPORTING

5.1 Nominations

For each Month, scheduling functions begin with receipt of Nominations on the Notices of Shipment provided by Shippers on or before the dates set out on the Carrier's website (https://www.transmountain.com/nomination-dates). If apportionment is required Carrier will verify the Nominated volumes submitted. If following Nomination verification, apportionment still exists, Nominations will be apportioned according to the Petroleum Tariff in effect at the time.

The Monthly Marine Nomination Date for Nominations to the Westridge Marine Terminal will be set at a minimum of thirty (30) days prior to the anticipated start of the Load Window schedule for such Month. This provides Marine Shippers sufficient time to secure a Lifting Vessel for those Vessels requiring a transpacific transit. For this purpose, the first day of the Load Window schedule will be deemed to be the twelfth (12^{th}) of the Month. The Monthly Marine Nomination Dates for each calendar year will be published by the Carrier in November or December of the prior year, similar to the Monthly Nomination Dates.

5.2 Injection and Delivery Schedules

The monthly injection and Delivery schedules are completed within approximately eight (8) business days following the Monthly Nomination Date provided Carrier has all required information to create such schedule (e.g., updated Nominations and supply schedules). Carrier will provide updates to injection and Delivery schedules at least twice per week, but updates usually occur every business day throughout the Month to reflect changing conditions or revised Nominations. Carrier also provides updates as required when significant changes occur. Nomination changes may take up to two (2) business days to process and changes received after 14:00 MT will be reviewed the following business day.

Shippers requesting changes within seventy-two (72) hours of Delivery must include an explanation for the late request. Carrier will review operational and Shipper impacts but is not obligated to fulfill such request.

5.3 Supply and Management of Stock

Carrier reports to Shippers on a regular basis regarding the supply and management of Petroleum transported on the Trans Mountain and Puget systems. The following table is indicative of the reporting involved.

Supply Management Activities		
Process	**Activity**	**Reporting**
Nominations	Due on a specific date and time as specified in Carrier's website	The annual Nomination calendar will be issued to all Shippers by December 15.
Apportionment	All Nomination information is compiled to determine if apportionment is required. If required, apportionment is announced the afternoon of the day after Nominations are due (as outlined in the COLC Forecasting Calendar). Revised Nominations are due back by the end of the following business day from time of announcement.	Carrier issues letter to all Shippers, feeder pipelines and interested parties.
Month-end Splits	Feeders notified of month-end total deliveries to Trans Mountain by the end of the 2nd working day of the new month for the previous month. Feeders provide to Trans Mountain month-end splits by 3rd working day	No reporting.
Refined Petroleum report	Indicates anticipated Delivery times and volumes for Refined Petroleum Deliveries following consultation with Shippers	Available online by download via the Carrier's Shipper Portal.
Monthly Shippers balance	Issued in accordance with the date as set by the COLC Forecasting Calendar.	Available online by download via the Carrier's Shipper Portal.
Toll Tariff invoicing	Issued on the 4th working day after the 15th and the 4th working day after the last working day of the month	Available online by download via the Carrier's Shipper Portal.
Firm Service Shipper Make-up Volumes	Indicates the Make-up Volume available to Nominate by a Firm Service Shipper and applicable expiry dates of such volumes.	Available online by download via the Carrier's Shipper Portal.

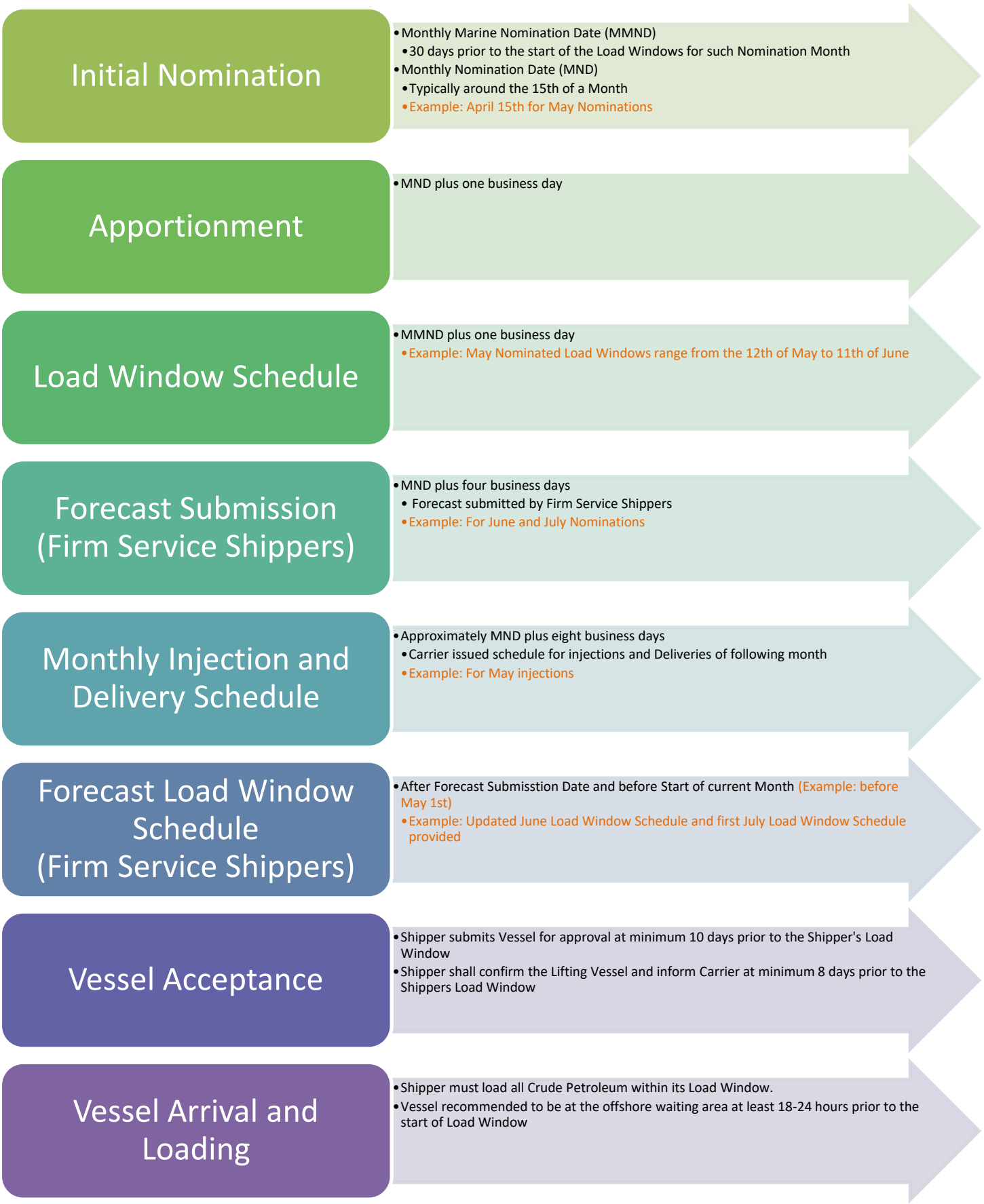
5.4 Shipper Portal (VISTA)

Carrier's Vista system provides online access for a Shipper to provide Nominations, scheduling direction, upstream/downstream Nomination verification, to review reports and submit requests and to access a Shipper's current and historical Nominations (up to 18 months), injection and Delivery schedules, Delivery reports, Shipper balance, invoicing, an electronic message board and more. This is the primary communication tool used by the Carrier throughout the Month to update Shippers on their monthly schedule.

Westridge Marine Terminal activities, such as Vessel vetting for acceptance, will also be completed via an online software system (OceanSmart).

An Electronic Access Agreement will be required prior to a Shipper, and its users, having access to a Shipper Portal (Vista and OceanSmart). Shippers will designate a representative(s) that will manage system access for their company. Users requesting access must email Customer_Logistics@transmountain.com listing the user's name, email address and roles required with acknowledgement from the Shipper's designated representative(s). A user that is provided access to Shipper Portal, in whole or in part, shall be: (i) an employee or contractor of the Shipper; (ii) an employee or contractor of an Affiliate of the Shipper, as "Affiliate" is defined in Rule 1.4(a), (b) or (c) or the Rules and Regulations; or (iii) a Customs Broker Agent if the Shipper is delivering to the United States via the Puget system. Carrier will perform regular (semi-annual) user reviews with the Shipper's designated representative(s) to validate user roles and access to the Shipper Portal. In all cases, Shipper's designated representative(s) is responsible for ensuring appropriate user access to the Shipper Portal and shall notify the Carrier as soon as practicable of any changes to a user's access or role(s).

5.5 Timeline of Scheduling Activities for Vessel Movements



5.6 Planned or Unforeseen Events

Planned or unforeseen events which will materially affect or disrupt schedules to the extent that Deliveries will be impacted will be discussed with the relevant parties within two (2) business days or sooner if Deliveries are planned to occur. If disruptions are anticipated to be of sufficient magnitude to have the potential of affecting the shipping community at large, then an "All Shippers and Interested Parties" bulletin will be issued within two (2) business days. If required, a Force Majeure will be issued in accordance with the Petroleum Tariff.

Significant changes to Trans Mountain's operations can have a material impact on oil markets and, in turn, on producers, marketers, Shippers and refiners. As such, Carrier will strive to provide impacted parties with timely access to information.

Unscheduled or unplanned events that impact, or have the potential to impact, Trans Mountain's operations will be communicated to those on Carrier's interested parties list, generally consisting of producers, marketers, Shippers and refiners and the Canadian Association of Petroleum Producers, as quickly as is reasonably practical. Ideally, changes to planned or scheduled events will be communicated with prior notice. Generally, and where feasible, the objective will be to inform impacted parties of events or circumstances so that there are "no surprises" regarding system operations.

Carrier has a reciprocal dependency on its Shippers to provide accurate and timely information in order to fulfill the above.

6.0 DISPUTES BETWEEN SHIPPERS

In a batched pipeline system with Shippers and Petroleum sharing the same facilities, it is inevitable that Shippers and Petroleum will be impacted by the operations of the pipeline and/or other Shippers. Carrier will endeavor to maintain segregation of Petroleum and services such that such disputes between Shippers are held at a minimum. However, conflicting priorities may ultimately result in a dispute between Shippers.

In these circumstances, Carrier will endeavor to resolve the dispute quickly while considering the operational impact to other Shippers and to system operation as a whole. Carrier will make operating decisions based on the greater good of all system users and system operations while minimizing further impact from the condition that gave rise to the dispute. Since Shipper confidentiality is a significant aspect influencing the resolution of most disputes, Carrier will endeavor to provide all required information to resolve the dispute, provided however, that it will not be required to violate Shipper confidentiality.

To minimize the escalation of disputes, Carrier will first look to the offending Shipper to resolve any operational impacts and to have that Shipper correct the situation so as not to impact any other Shipper(s).

In a case where the offending Shipper cannot correct the situation in sufficient time and impact(s) to other third party Shipper(s) results, Carrier will endeavor to first minimize the impact to the third party Shipper(s) and then working with the Shippers involved, attempt to resolve the situation through direct negotiation.

If an attempt to negotiate a resolution fails, Carrier will use any and all provisions at its disposal whether at law or provided to it within the Petroleum Tariff to rectify the situation and return the system to normal operating conditions as quickly as possible.

APPENDIX A
WORKING STOCK AND LINE FILL PROCEDURE

TRANS MOUNTAIN PIPELINE ULC

Working Stock and Line Fill Procedure

Issued: November 1, 2023 **Effective:** December 1, 2023

Issued By:
Shipper Services
Trans Mountain Pipeline ULC.
Suite 2700, 300 – 5th Avenue SW
Calgary, Alberta T2P 5J2
https://www.transmountain.com/

Trans Mountain Pipeline ULC
Working Stock and Line Fill Procedure

1. INTRODUCTION

Trans Mountain has proposed a simple and dynamic line fill model that will provide all Firm Service Shippers significant flexibility over their Contract term.

The majority of line fill will be allocated to Shippers based on volume in transit, which are volumes that have been received at the Receipt Point but have yet to deliver at the Delivery Point before the end of the Month and includes Petroleum in the pipeline and above tank bottoms ("**In-transit Line Fill**"). This In-transit Line Fill is therefore representative of the current Month's Nominations, whether due to a change in overall throughput, a change in commodity preference or a change in Delivery Points.

The remaining line fill represents approximately nineteen percent of total system line fill and will be allocated on a permanent basis, subject to Section 3 of this procedure. This volume includes tank bottoms and station line fill which do not form part of the In-transit Line Fill and thus is unavailable for day to day commercial transactions ("**Static Line Fill**").

Given the dynamic nature of their Nominations, Uncommitted Shippers delivering to Westridge Marine Terminal will not be allocated Static Line Fill as it would increase administrative burden for both Carrier and Firm Service Shippers with little overall benefit. Uncommitted Shippers will be allocated their share of In-Transit Line Fill.

Affiliated Uncommitted Shippers of connected facilities at Burnaby and Washington State will be allocated Tank Bottoms at the Burnaby and Sumas Delivery Points ("**Uncommitted Static Line Fill**"), as determined by the Carrier, acting reasonably, and provided to such Shipper. All remaining Static Line Fill shall be allocated to Firm Service Shippers ("**Firm Static Line Fill**") in accordance with this procedure.

Capitalized terms used in this procedure but not defined herein shall have the meanings set out in Trans Mountain Pipeline ULC's Petroleum Tariff: Rules and Regulations.[3]

[3] The Trans Mountain Pipeline ULC Tariffs: Tolls Applying on Petroleum and Rules and Regulations Governing the Transportation of Petroleum are on file with the Canada Energy Regulator and can be located on the Carrier's website at https://www.transmountain.com/tolls-tariffs.

2. STATIC LINE FILL ALLOCATION

Step 1: Allocation of Uncommitted Static Line Fill
Carrier will allocate to each Affiliated Uncommitted Shipper of a connected facility located in Burnaby or Washington State such tank bottoms primarily used to support Petroleum Deliveries to such facility.

Step 2: Allocation of Firm Static Line Fill[4]
Carrier allocates Firm Static Line Fill for each location and Petroleum type based on demand.

Step 3: Determine Firm Service Shipper's share of Contract Volume by category
Carrier determines the percentage share of each Firm Service Shipper's Firm Static Line Fill based on location and Petroleum Type, by dividing each Firm Service Shipper's Contract Volume by the sum of all Firm Service Shippers' Contract Volume within each category. Categories will be broken into: Light Crude Petroleum, Refined Petroleum, Heavy Crude Petroleum, for each of the Carrier's Receipt Points and Delivery Points.

Step 4: Determine Firm Service Shipper's allocation of Firm Static Line Fill
Carrier determines the Firm Service Shipper's allocation of Firm Static Line Fill by multiplying such Firm Service Shipper's percentage share by category as calculated in Step 3 by the total Firm Static Line Fill required by location and Petroleum type allocated in Step 2 using the following methodology:

- Percent share of Light Crude Petroleum Contract
    - Edmonton Light Tank Bottoms
    - Kamloops Light Tank Bottoms
    - Station Line Fill Light Crude Petroleum (all locations)
- Percent share of Refined Petroleum Contract
    - Edmonton Refined Product Tank Bottoms
    - Station Line Fill Refined Petroleum (all locations)
- Percent share of Heavy Crude Petroleum Contract
    - Edmonton Heavy Tank Bottoms
    - Kamloops Heavy Tank Bottoms
    - Station Line Fill Heavy Crude Petroleum (all locations)
- Percent share of Sumas Light Crude Petroleum Contract
    - Sumas Light Tank Bottoms
    - Laurel Light Tank Bottoms
- Percent share of Sumas Heavy Crude Petroleum Contract
    - Sumas Heavy Tank Bottoms
    - Laurel Heavy Tank Bottoms
- Percent share of Westridge Marine Terminal Light Crude Petroleum Contract
    - Burnaby Light Tank Bottoms
- Percent share of Westridge Marine Terminal Heavy Crude Petroleum Contract
    - Burnaby Heavy Tank Bottoms

An example of the Firm Static Line Fill Allocation is shown in Schedule A

3. REALLOCATION OF STATIC LINE FILL

The allocation of Static Line Fill is continuously monitored by Carrier. If Carrier determines a reallocation is required, Carrier shall provide Shippers with 60 days advanced notice of such reallocation. The allocation or reallocation of Static Line Fill may be completed through the Carrier's Inventory Settlement procedure or physical transactions, as determined by Carrier.

[4] Heavy Crude Petroleum Static Line Fill may not include specialty Petroleum as determined by the Trans Mountain Commodity Approval Process.

Schedule A: Example of Firm Static Line Fill Allocation

Firm Service Shipper "A" ("**Shipper A**") Contract Volume*:
Light Crude Petroleum to Sumas – 25,000 bpd
Heavy Crude Petroleum to Westridge Marine Terminal – 50,000 bpd
Total Shipper A Contract – 75,000 bpd

Total of All Sumas Light Crude Petroleum Contracts – 50,000 bpd*
Total of All Westridge Marine Terminal Heavy Crude Petroleum Contracts – 350,000 bpd*
Total of All Light Crude Petroleum Contracts – 125,000 bpd*
Total of All Heavy Crude Petroleum Contracts – 400,000 bpd*

**Note: Contract Volumes and Total Contract Volumes simplified for example purposes and do not reflect actual Contract Volumes*

Step A: Allocation of Firm Static Line Fill

For this example, Firm Static Line Fill is expected to be made up of the following estimated volumes, totaling 1,595,900 barrels:

- Edmonton Light Tank Bottoms (252,000 barrels)
- Edmonton Heavy Tank Bottoms (331,000 barrels)
- Edmonton Refined Product Tank Bottoms (87,000 barrels)
- Kamloops Light Tank Bottoms (18,200 barrels)
- Kamloops Heavy Tank Bottoms (18,200 barrels)
- Sumas Light Tank Bottoms (76,000 barrels) [5]
- Sumas Heavy Tank Bottoms (31,000 barrels)
- Laurel Light Tank Bottoms (7,250 barrels)
- Laurel Heavy Tank Bottoms (7,250 barrels)
- Burnaby Light Tank Bottoms (133,000 barrels) [5]
- Burnaby Heavy Tank Bottoms (535,000 barrels)
- Station Line Fill Light Crude Petroleum (all locations) (30,000 barrels)
- Station Line Fill Refined Petroleum (all locations) (10,000 barrels)
- Station Line Fill Heavy Crude Petroleum (all locations) (60,000 barrels)

[5] Does not include Uncommitted Static Line Fill allocated in Step 1 of this procedure

Step B: Determine Firm Service Shipper's share of Contract Volume by category

- Determine percentage share of a Firm Service Shipper's Contract Volume by category by dividing each Firm Service Shipper's Contract Volume by the sum of all Firm Service Shippers Contract Volume in such category
    - Example: Shipper A
        - Shipper A Light Crude Petroleum Contract / Total of All Light Crude Petroleum Contracts
            - 25,000 / 125,000 = 20%
        - Shipper A Heavy Crude Petroleum Contract / Total of All Heavy Crude Petroleum Contracts
            - 50,000 / 400,000 = 12.5%
        - Shipper A Sumas Light Petroleum Contract / Total of All Sumas Light Petroleum Contracts
            - 25,000 / 50,000 = 50%
        - Shipper A Westridge Marine Terminal Heavy Crude Petroleum Contract / Total of All Westridge Marine Terminal Heavy Crude Petroleum Contracts
            - 50,0000 / 350,000 = 14.286%

Step C: Determine Firm Service Shipper's allocation of Firm Static Line Fill

- Determine Firm Static Line Fill allocation by Firm Service Shipper
    - Example: Shipper A
        - Edmonton Light Tank Bottoms
            - 20% * 252,000 bbls = 50,400 bbls
        - Kamloops Light Tank Bottoms
            - 20% * 18,200 bbls = 3,640 bbls
        - Station Line Fill Light Crude Petroleum (all locations)
            - 20% * 30,000 bbls = 6,000 bbls
        - Edmonton Heavy Tank Bottoms
            - 12.5% * 331,000 bbls = 41,375 bbls
        - Kamloops Heavy Tank Bottoms
            - 12.5% * 18,200 bbls = 2,275 bbls
        - Station Line Fill Heavy Crude Petroleum (all locations)
            - 12.5% * 60,000 bbls = 7,500 bbls
        - Sumas Light Tank Bottoms
            - 50% * 76,000 bbls = 38,000 bbls
        - Laurel Light Tank Bottoms
            - 50% * 7,250 bbls = 3,625 bbls
        - Burnaby Heavy Tank Bottoms
            - 14.286% * 535,000 bbls = 76,430 bbls

    - Total Shipper A Firm Static Line Fill Requirement = 229,245 bbls
        - Light Crude Petroleum = 101,665 bbls
        - Heavy Crude Petroleum = 127,580 bbls

APPENDIX B
LOAD WINDOW PROCEDURE

TRANS MOUNTAIN PIPELINE ULC

Load Window Procedure

Issued: November 1, 2023 **Effective:** December 1, 2023

Issued By:
Shipper Services
Trans Mountain Pipeline ULC.
Suite 2700, 300 – 5th Avenue SW

Calgary, Alberta T2P 5J2
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Trans Mountain Pipeline ULC
Load Window Procedure

1. INTRODUCTION

Westridge Marine Terminal ("**Terminal**") serves as an important nexus between the Western Canadian Sedimentary Basin and offshore markets, including Asia and California. Trans Mountain Pipeline's capability to move multiple products to multiple destinations and its common carrier obligations mean any Load Window management solution must consider the needs of all users of the Trans Mountain Pipeline system.

Terminal movements represent over 75% of the Mainline System's contracted capacity and thus requires a practicable Load Window methodology to ensure efficient movements through a highly utilized Burnaby Terminal. Vessel movements to and from the Terminal are subject to Port of Vancouver rules and available Transit Windows. The Carrier's goal is to provide a stable and predictable long-term schedule with the flexibility to allow all Marine Shippers the ability to make changes while minimizing impacts to other Marine Shippers.

Capitalized terms used in this procedure but not defined herein shall have the meaning set out in Trans Mountain Pipeline ULC's Petroleum Tariff: Rules and Regulations.[6]

2. DEFINITIONS

Forecast Schedule: is a non-binding Load Window schedule provided by the Carrier to Marine Shippers after the Forecast Submission Date and before the end of the current month. Such schedule provides Marine Shippers with estimated Load Windows for the two months following the Nomination Period as further described in Section 3.

Forecast Submission: is a non-binding Nomination provided by Firm Service Shippers to the Carrier on or before the Forecast Submission Date containing the expected Delivery Point, commodity, volume and number of Vessels and parcel size to be lifted from the Terminal (if applicable) in the two months following the Nomination period. For example, on the Forecast Submission Date occurring four business days after the January Monthly Nomination Date, forecasts for the February and March Nomination periods would be submitted.

Forecast Submission Date: is four business days after the Monthly Nomination Date.

Light Crude Pools: Light Crude Petroleum, as defined in the Trans Mountain Pipeline ULC's Petroleum Tariff Rules and Regulations, that has been designated as either Mixed Sweet, Mixed Sour or Synthetic crude by the Commodity Approval Process.

Transit Window: established by the Port of Vancouver close to of high and low water slack tides during periods of reduced tidal velocity to allow vessels to transit through the Second Narrows.

[6] The Trans Mountain Pipeline ULC Tariffs: Tolls Applying on Petroleum and Rules and Regulations Governing the Transportation of Petroleum are on file with the Canada Energy Regulator and can be located on the Carrier's website at https://www.transmountain.com/tolls-tariffs.

3. LOAD WINDOW ASSIGNMENT SCHEDULES

To assist Marine Shippers with long term planning, Carrier will provide a Forecast Schedule, produced from the Forecast Submissions of Firm Service Shippers. The Forecast Schedule will be replaced by the Load Window schedule after the Monthly Nomination Date for such Month.

An example of the timeline for the Load Window schedules is as follows:

Monthly Marine Nomination Date for Month 1

- Submission of Nominations for Month 1
- Example: May Nominations submitted on April 11th

Load Window Schedule

- MMND plus one business day
  - Example: On April 12th, May Nominated Load Windows provided and range from the 12th of May to 11th of June

Forecast Submission by Firm Shippers for Month 2 & 3

- MND plus four business days
  - Forecast submitted by Firm Service Shippers
  - Example: For June (Month 2) and July (Month 3) Nominations

Forecast Load Window Schedule (Firm Service Shippers)

- After Forecast Submisstion Date and before Start of current Month
  - Example: Before May 1st, Updated June Load Window Schedule and first July Load Window Schedule provided

Forecast Schedules are only as accurate as the inputs provided through the Forecast Submissions, which includes the absence of Uncommitted Shipper Nominations. If a Marine Shipper does not provide a Forecast Submission, such Marine Shipper's volume will not be included in the Forecast Schedule.

Load Window schedules may deviate from the previous Forecast Schedule based on changes to Allocated Volume (including Uncommitted Shipper Nominations), commodities and parcel size when compared to the Forecast Submission for such Nomination Month. As such, Marine Shipper requests for Load Window changes during Forecast Submissions cannot be guaranteed until shown on the Load Window schedule.

4. LOAD WINDOW ASSIGNMENT PROCEDURE

Carrier will utilize the following steps when allocating Load Windows for the Load Window schedule and the Forecast Schedule (as applicable). The first four steps focus on pipeline operations; the process can be iterative with, for example, the allocation in Step 3 superseding aspects of Step 2. The primary goal of these steps is to maximize pipeline capacity and lower the risk of pipeline disruptions. The final step focuses on a fair and transparent Shipper allocation. Shipper requests for specific Load Windows will be considered within the confines of the below procedure.

Step 1: Determine required number of Load Windows and distribute ratably

Based on total Nominations (or forecast) and considering any scheduled maintenance or other activity on the Mainline System or affecting the Mainline System which would impact the Terminal, allocate the applicable number of Load Windows for such month ratably (with consideration of the aforementioned impacts). The facilities connected directly to the Trans Mountain Pipeline typically seek a ratable and predictable schedule. As such, it is imperative to all Shippers that a ratable distribution of Deliveries to all destinations is maintained.

Step 2: Assign commodities to Load Windows ratably

With consideration of Step 3 and Step 4 below, allocate a commodity to each Load Window ensuring a ratable distribution throughout the Month. Typically, this is completed by allocating the largest commodity first, followed by the second largest commodity, and so on.

Step 3: Ensure sufficient spacing of commodities required to share tanks

Both Carrier and Shippers wish to minimize contamination caused from bottom crossing and tank topping events which means keeping to a minimum, the number of commodities stored at the Burnaby Terminal at one time. When Burnaby Terminal is operating at high utilization rates, it becomes likely that lower throughput commodities will share tankage. Carrier will space out such commodities' Load Windows in an effort to minimize contamination. For example, it is commonly expected that Light Crude Pools will share tanks at the Burnaby Terminal.

Step 4: Distribute commodity Load Windows ratably by Vessel type

Primary consideration is between tankers and barges however further considerations will be given between vessel sizes in each of the tanker and barge categories (e.g., Aframax vs. Panamax, Barge vs. Articulated Tug and Barge).

Step 5: Assign Shippers to Load Windows

Carrier will assign Shippers a Load Window based on the following criteria:

1) Marine Shipper's prior Month Load Window schedule allocation
    a) Carrier will attempt to maintain each Marine Shipper's previous Month's Load Window assignment to within plus or minus one Load Window
        i) Carrier will inform the applicable Marine Shipper if it is unable to meet such target
        ii) A Marine Shipper who changes their Nomination from the previous Month is more likely to be allocated a Load Window outside such target

2) Multiple Vessel Marine Shippers
    a) Assign Load Windows ratably, within the commodity distribution previously established, considering the following:
        i) Total volume Nominated
        ii) Number of Vessels Nominated
        iii) Size of Vessels Nominated

b) If two or more Marine Shippers Nominate the same volume, commodity type and number and type of Vessel(s), then the allocation will be ranked based on Contract Volume
    i) If two or more Marine Shippers have the same Contract Volume, their ranking will be determined alphabetically, either A to Z (heads) or Z to A (tails), based on a coin toss in such Month

3) Single Vessel Marine Shippers
    a) Assign the first available Load Window, within the commodity distribution previously established, ranked by Vessel size
    b) If two or more Marine Shippers Nominate the same Vessel size, then the allocation will be ranked based on Contract Volume
        i) If two or more Marine Shippers have the same Contract Volume, their ranking will be determined alphabetically, either A to Z (heads) or Z to A (tails), based on a coin toss in such Month

4) Uncommitted Shippers based on Bid Price and within the commodity distribution previously established in the steps above.

5. ADVANCING OF A LOAD WINDOW

Carrier shall provide Shippers with a minimum of 30 days' notice for the advancement of a Load Window. Carrier shall apply due diligence to minimize the impact of such changes on Shippers. Advancement of a Load Window within a 30-day period will only occur with written consent of the Shipper.

Failure of a Shipper to provide consent to advance a Load Window within the 30-day period may result in tank topping of commodities at the Burnaby Terminal as further described in section 3.3 of the Service Standards.

6. LOAD WINDOW TRADES

Marine Shippers may request to Carrier a Load Window trade with another Marine Shipper and provided operational conditions permit, taking into consideration commodity type and Vessel size, Carrier may accommodate such Load Window trade. Please note that requests made after the start of the current Nomination Month become more difficult to accommodate as receipt and delivery plans are being implemented.

7. JOINT LIFTING

Marine Shippers are permitted to Nominate volumes to be jointly loaded onto one Lifting Vessel. Such Marine Shippers shall specify a representative to liaise with the Terminal in all matters related to the loading.