Introduction to Enterprise Gas Management System (EGMS)

Technical Training

Safety Moment: Lawn Mowing Safety Tips

Following these safe practices while mowing the lawn is crucial to avoid injury:

Before Mowing

- Allow enough daylight
- Avoid bad weather and wet grass
- Have safety equipment in place

While Mowing

- Wear close-fitting clothes and closed toe shoes
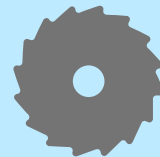- Wear safety goggles with side shields
- Protect your hearing

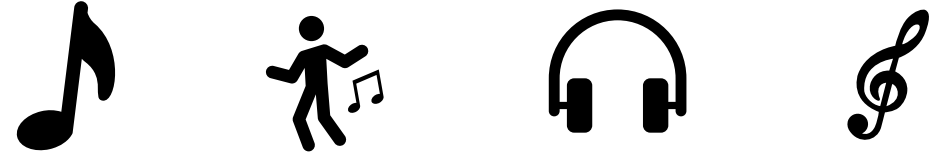## After Mowing

- Turn off and let engine cool before refueling
- Turn off and let blades stop to remove grass catcher
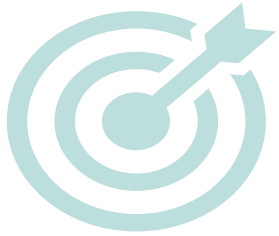- Make sure everything's shut down before leaving the mower

Celebrating Genres Through Music

How Music Brings People Together

- Music can promote trust empathy, and relief from stress.

- Music is a collective experience that can overcome physical distance.

- Soothing music can release oxytocin in the brain.

Agenda

EGMS Overview

Communication

Change Champion Network

Training Plan

Transition Timeline

EGMS Overview

EGMS Program Vision

- A single enterprise-wide solution that centralizes current functionality:
  - Enhancing overall end-user experience, including internal and external users
  - Reducing manual processes
  - Improving areas of reporting administration and configurability
  - Updating security and controls to meet Southern Company standards
  - Reducing system maintenance and cost

EGMS Overview

The Enterprise Gas Management System (EGMS) provides a single integrated solution that includes enhancements for the user experience and streamlines business processes.

- EGMS will replace our existing gas systems:
  - Gas Operations System (GOS)
  - Interface Calculation Module (ICM)
  - Gas Nominations System (NOMS)
  - Eneract

- EGMS audiences include:
  - **External Stakeholders**: Marketers, Poolers, Shippers, Suppliers
  - **Internal Stakeholders:** Gas Accounting, Gas Control, Gas Supply, Transportation Services (other internal users)

- The new system impacts the following LDCs:
  - Atlanta Gas Light
  - Chattanooga Gas
  - Virginia Natural Gas
  - Nicor Gas

EGMS Business Objectives

- EGMS will incorporate current relevant functionality provided by the systems being replaced while taking into consideration any functional gaps that exist within the current applications, primarily in the areas of:
  - End user administration and configuration
  - Reporting/Dashboards
  - Mobile device usage (tablets)

- Additionally, functionality that exists within GOS or ICM that innately fits better within another system, will be moved to that other system

Communication

EGMS Communication Website and Email

Video: EGMS Overview

Change Champion Network

What is a Change Champion Network?

Change Champions are a group of specific individuals from impacted stakeholder groups who will provide support and change preparation to their respective teams for implementation of EGMS system.

Champion Responsibilities

Champions' responsibilities will involve:
- Attending regular meetings, cascading information to team members and other stakeholders
- Supporting two-way communication with training and program teams, allowing end users to feel heard

Benefits of Using a Change Champion Network

Early and active involvement of influential stakeholders in program activities (system demos, training previews, etc.)
- Ability to provide "pulse checks" on the organization's reception of the changes and mitigate resistance
- Provide immediate feedback on effectiveness of project messaging and change management activities
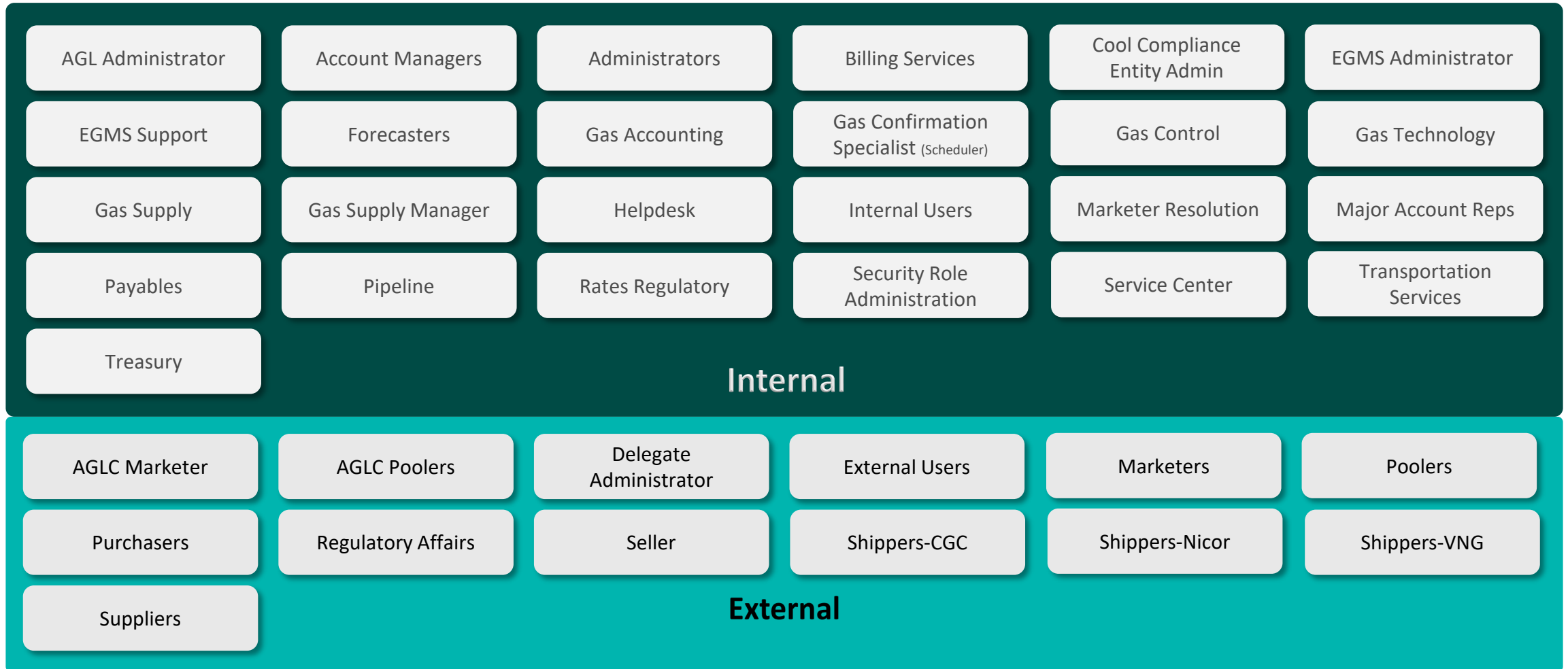- Create ownership and accountability for managing change at functional level

Training Plan

Affected Stakeholder Groups and Training Audiences

Internal

AGL Administrator	Account Managers	Administrators	Billing Services	Cool Compliance Entity Admin	EGMS Administrator
EGMS Support	Forecasters	Gas Accounting	Gas Confirmation Specialist (Scheduler)	Gas Control	Gas Technology
Gas Supply	Gas Supply Manager	Helpdesk	Internal Users	Marketer Resolution	Major Account Reps
Payables	Pipeline	Rates Regulatory	Security Role Administration	Service Center	Transportation Services
Treasury					

External

AGLC Marketer	AGLC Poolers	Delegate Administrator	External Users	Marketers	Poolers
Purchasers	Regulatory Affairs	Seller	Shippers-CGC	Shippers-Nicor	Shippers-VNG
Suppliers					

Training Approach

Who Are We Training?
Training development focuses on existing users but will also be used to onboard new marketers.

What Are We Training?
Blended training solutions to include eLearning and hands-on learning labs.

How Are We Training?
In-person training sessions
Few may be virtual

How Long Are We Training?
Length of training will vary by audience

Learning Environments

To facilitate learning, Technical Training will utilize EGMS Learning Environments.

EGMS Training Delivery	• Training environment will be used to support the delivery of end-user learning. • This environment will be capable of simulating the creation and processing of all records to be managed by the end-user in the EGMS production environment once the solution is live.
EGMS Training Sandbox	• The EGMS Training Environment will also be used as a training sandbox for internal and external audiences to get additional hands-on practice after training. • Training Sandbox will be available for a defined period after training delivery and before go live.

Transition Timeline

EGMS Transition Activities

EGMS Overview Video
- June 2024

Communication Roadshows
- Targeted information on audience impacts
- Phase I - July 2024
- Phase 2 - Oct 2024
- Phase 3 - Jan 2025

Initiate Change Champion Network
- Cascade communication and facilitate change management to team members
- Sept 2024

EGMS Communication Site
- One-stop shop for all project communications
- Sept 2024

Go-Live Q2 2025

Ongoing EGMS project and system updates will be received monthly.