

EL PASO NATURAL GAS

Contracts & Customer Services

01/01/2010

Director, Volume Management

Incumbent develops plans, strategies, and goals for managing volume analysis and activities such as transportation accounting, measurement, imbalance management, and contract services.

Consultant, Accounting

Incumbent handles complex issues relative to the Colorado Interstate Gas, El Paso Natural Gas, Mojave Pipeline Company, Samalayuca, Wyoming Interstate Company, Young Gas Storage Company and Cheyenne Plains Gas Pipeline Company volume accounting processes (revenue, invoicing, and coordination with information technology). Incumbent serves as an advisor to department management.

Manager, Contract Services

Incumbent directs the administrative and functional activities of the Colorado Interstate Gas, El Paso Natural Gas, Mojave Pipeline Company, Samalayuca, Wyoming Interstate Company, Young Gas Storage Company and Cheyenne Plains Gas Pipeline Company contract services processes (capacity release, contract management, rate & discount administration, GISB coordination, EBB postings, and coordination with information technology).

Analyst, Contracts-Principal

Incumbent handles complex issues relative to Colorado Interstate Gas, El Paso Natural Gas, Mojave Pipeline Company, Samalayuca, Wyoming Interstate Company, Young Gas Storage Company and Cheyenne Plains Gas Pipeline Company contract services processes (capacity release, contract management, rate & discount administration, GISB coordination, EBB postings, and coordination with information technology). Incumbent serves as an advisor to department management.

Analyst, Contract-Senior

Incumbent handles issues relative to the Colorado Interstate Gas, El Paso Natural Gas, Mojave Pipeline Company, Samalayuca, Wyoming Interstate Company, Young Gas Storage Company and Cheyenne Plains Gas Pipeline Company contract services processes (capacity release, contract management, rate & discount administration, GISB coordination, EBB postings, and coordination with information technology).

Analyst, Business Process-Senior

Responsible for the daily production support of interfaces between field based measurement gas flow computers, the Supervisory Control and Data (SCADA) system and the Corporate Measurement System to ensure the presence and accuracy of gas measurement and gas properties data. This position is a primary interface to the various IT support groups and provides business requirements, and development and implementation of business unit test plans as well as developing and implementing Measurement Analyst software based process improvement tools.

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Analyst, Contract

Incumbent provides support on issues relative to the Colorado Interstate Gas, El Paso Natural Gas, Mojave Pipeline Company, Samalayuca, Wyoming Interstate Company, Young Gas Storage Company and Cheyenne Plains Gas Pipeline Company contract services processes (capacity release, contract management, rate & discount administration, GISB coordination, EBB postings, and coordination with information technology).

Manager, Customer Services

Incumbent is responsible for a variety of customer related activities including volume allocation, imbalances, and invoicing, training customers and resolving customer issues. Also supports Marketing Reps selling service all relating to the transportation of natural gas for El Paso Natural Gas, Mojave Pipeline, Samalayuca, Colorado Interstate Gas, Wyoming Interstate and Cheyenne Plains Gas Pipeline.

Representative, Gas Account-Principal

Central point of contact for customer inquiries regarding service, allocation, imbalance, and billing issues. Takes lead role in dealing with more complex analysis of customer specific issues and advises management on such issues. Takes lead role in implementing and monitoring current customer service policies, advises management, and champions changes to services and systems. Expert in natural gas business and customer's business needs.

Representative, Gas Account-Senior

Central point of contact with responsibility for responding to customer inquiries related to allocation, imbalance and billing issues. Works with customers to understand issues, takes steps to resolve such issues and makes recommendations to management based on experience.

Accountant

Incumbent handles routine issues relative to the Colorado Interstate Gas, El Paso Natural Gas, Mojave Pipeline Company, Samalayuca, Wyoming Interstate Company, Young Gas Storage Company and Cheyenne Plains Gas Pipeline Company volume accounting processes (revenue, invoicing, imbalances, gas cost, transportation expense, and coordination with information technology).