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# Natural Gas Pipelines – Interstate Customer / Shipper Meeting



ONEOK

Chicago, Illinois

April 9, 2024

# Agenda



- 
- 01 Welcome: Jackie Sommer

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  - 02 Commercial: Jackie Sommer, Todd Wall, Kyle Keener

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  - 03 Business Development: Cliff Allison

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  - 04 Scheduling: Cindy Farley

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  - 05 Information Technology: Baskaran Susaimanickam

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  - 06 Operations: Johnnie Jarred

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  - 07 Rates/Regulatory: Alan Droll, Denise Adams

# Commercial

Jackie Sommer, Director, Commercial



ONEOK



# Commercial



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**TD Eureste**

*VP Commercial –  
Natural Gas Pipeline*

*Thomas.Eureste@oneok.com*



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**Jackie Sommer**

*Director – Interstate  
Commercial*

*Jackie.Sommer@oneok.com*



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**Kyle Keener**

*Manager – Interstate  
Commercial*

*Kyle.Keener@oneok.com*



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**Todd Wall**

*Account Director*

*Todd.Wall@oneok.com*



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**Dion Franklin**

*Account Manager*

*Dion.Franklin@oneok.com*



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**Dana Jones**

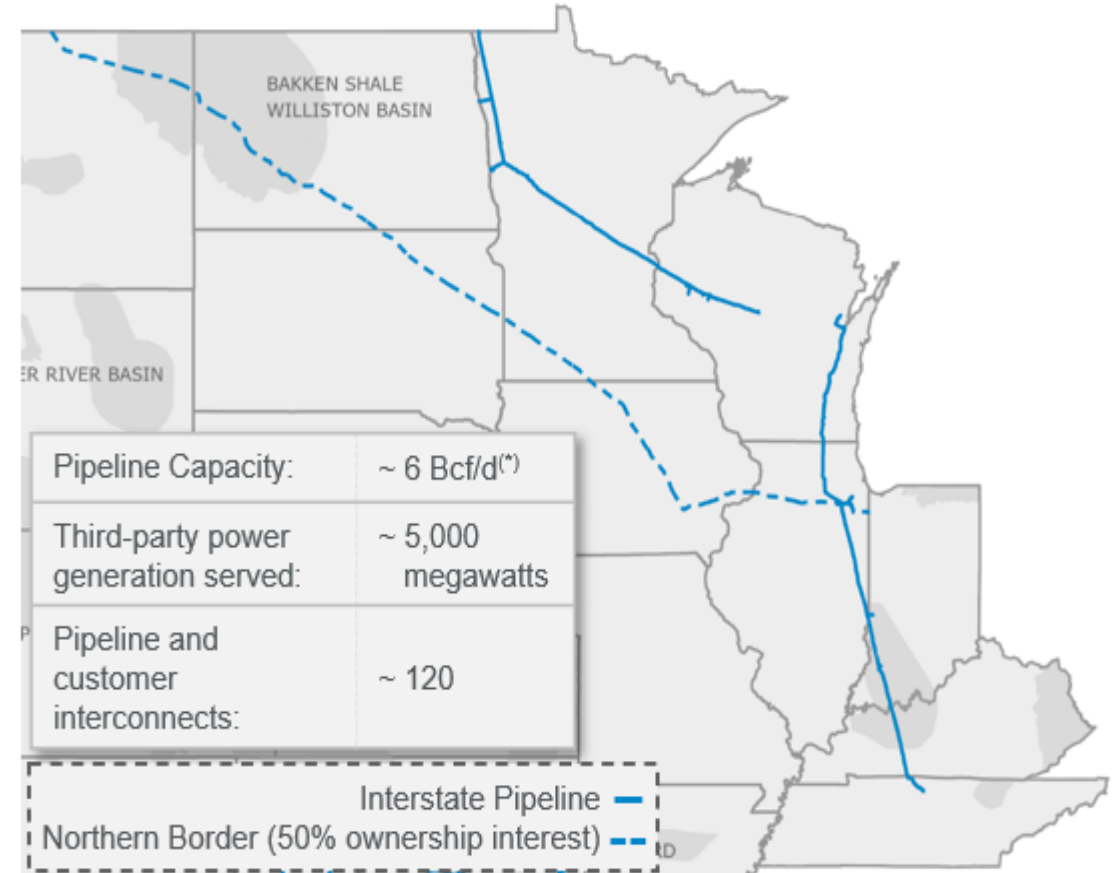
*Commercial Business  
Specialist*

*Dana.Jones@oneok.com*

# Natural Gas Pipelines – Market Connected

- ONEOK's Interstate Pipelines total more than 1,200 miles of high-pressure natural gas transmission pipelines
  - Northern Border Pipeline totals more than 1,400 miles of pipeline
- Connected with major supply basins through third-party pipeline interconnections
- Serves many different types of end-users, including:
  - Municipal LDCs
  - Power generation
  - Industrial
  - Agricultural operations
- Viking Gas Transmission Company (VGT)
  - Emerson to Marshfield
- Guardian Pipeline, L.L.C. (GPL)
  - Chicago to Green Bay
- Midwestern Gas Transmission Company (MGT)
  - Chicago to N. Tennessee

## Interstate Pipeline System




<sup>(\*)</sup> Includes Northern Border Pipeline, in which ONEOK has 50% ownership interest

# Enhanced Customer Experience

## Planned Service Outage Calendar and Map – March 2024

- ONEOK.com/vgt → Informational Postings → Planned Service Outage Calendar



**VIKING**  
GAS TRANSMISSION COMPANY  
A SUBSIDIARY OF ONEOK

CONTACTS

ABOUT US

PIPELINES

CUSTOMER ACTIVITY SITE

ONEOK.COM

Informational Postings

Capacity

Gas Quality

Index of Customers

Locations

Notices

Posted Imbalances

Regulatory

Standards of Conduct

Tariff

Transactional Reporting

VGT System Maps

Other Postings

Customer Meeting

Contact List

Planned Service Outage Calendar

**Viking Gas Transmission Company**

**CRITICAL NOTICES**

Severe Weather Conditions Alert  
3/22/2024 09:08:32 AM

REMINDER: Capacity Constraint - Humboldt Compressor Station (CS) # 2201  
3/19/2024 09:17:28 AM

OFO Fergus Falls and Crookston effective as of March 14, 2024, by Intra-Day 3 cycle (ID3)  
3/18/2024 02:27:45 PM

Operational Condition Alert

**PLANNED SERVICE OUTAGE NOTICES**

REMINDER: Capacity Constraint - Humboldt Compressor Station (CS) # 2201  
3/19/2024 09:17:28 AM

Planned Service Outage - Flow South of Humboldt CS #2201  
3/6/2024 11:20:24 AM

**NON-CRITICAL NOTICES**

Announcement - Planned Service Outage Calendar available March 24, 2024  
3/25/2024 03:12:44 PM

A Gas Sale Offer for Non-Binding Bid has been created on, 2024/03/13, VGT, 609166673  
3/13/2024 09:41:03 AM

Announcement - Planned Service Outage Calendar available March 25, 2024  
3/6/2024 09:10:13 AM

A Gas Sale Offer for Non-Binding Bid has been created on, 2024/02/22, VGT, 609166673

**CONTACT NUMBERS**

Gas Control/24-Hour Emergency:

888-417-6275

Call Before You Dig:

888-417-6275

Scheduling Hotline:

800-372-2982

Send an email

Contracts Hotline:

800-372-2982

Send an email

Commercial:


918-591-5171

Send an email

Billing:

918-246-4739

Send an email

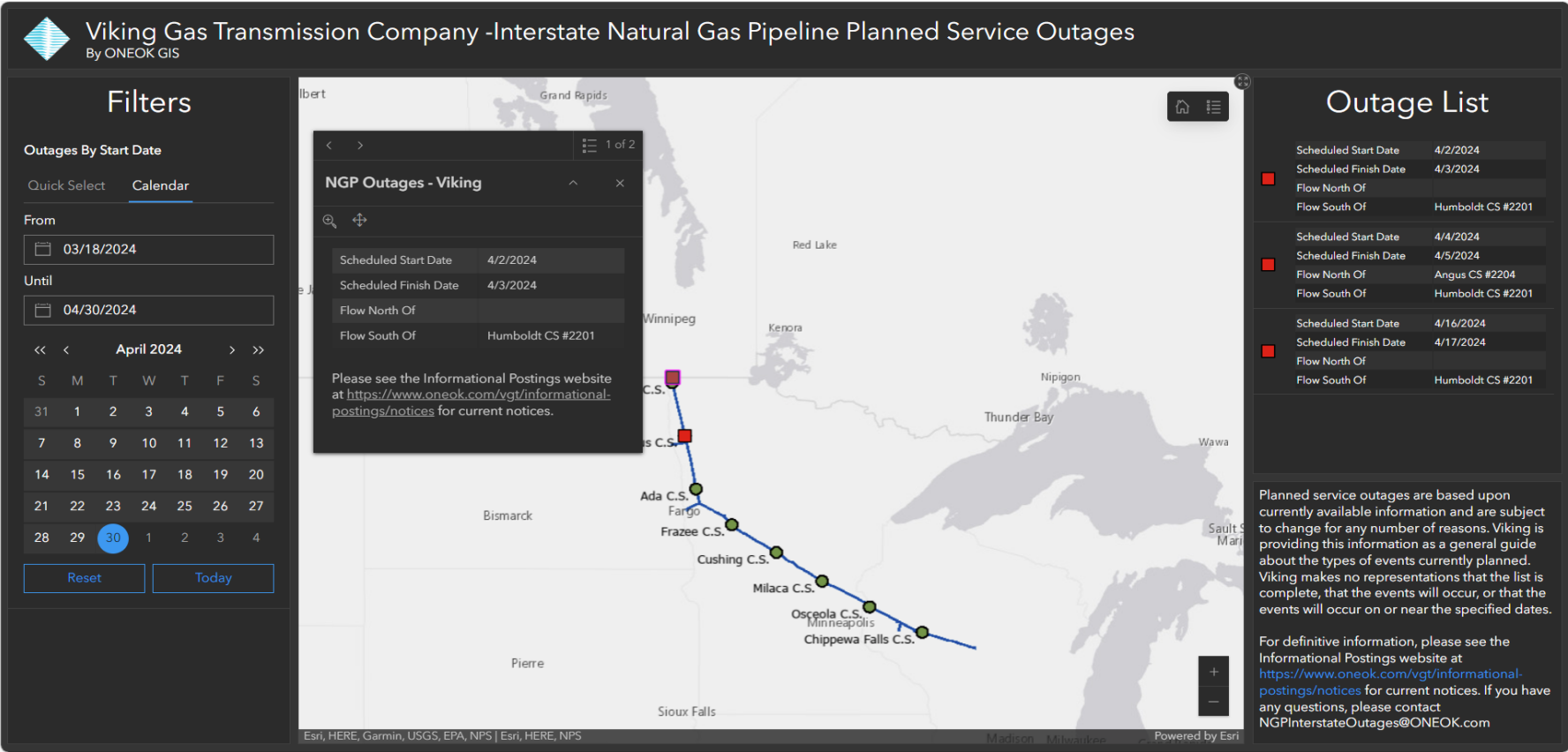


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# Enhanced Customer Experience

## Planned Service Outage Calendar and Map – March 2024

- Use the filters to select dates for inquiry, then select highlighted “Compressor Station” box to view the outage area of impact



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# Current Opportunities



ONEOK

Todd Wall, Account Director, Commercial



# 2023 Open Season Summary

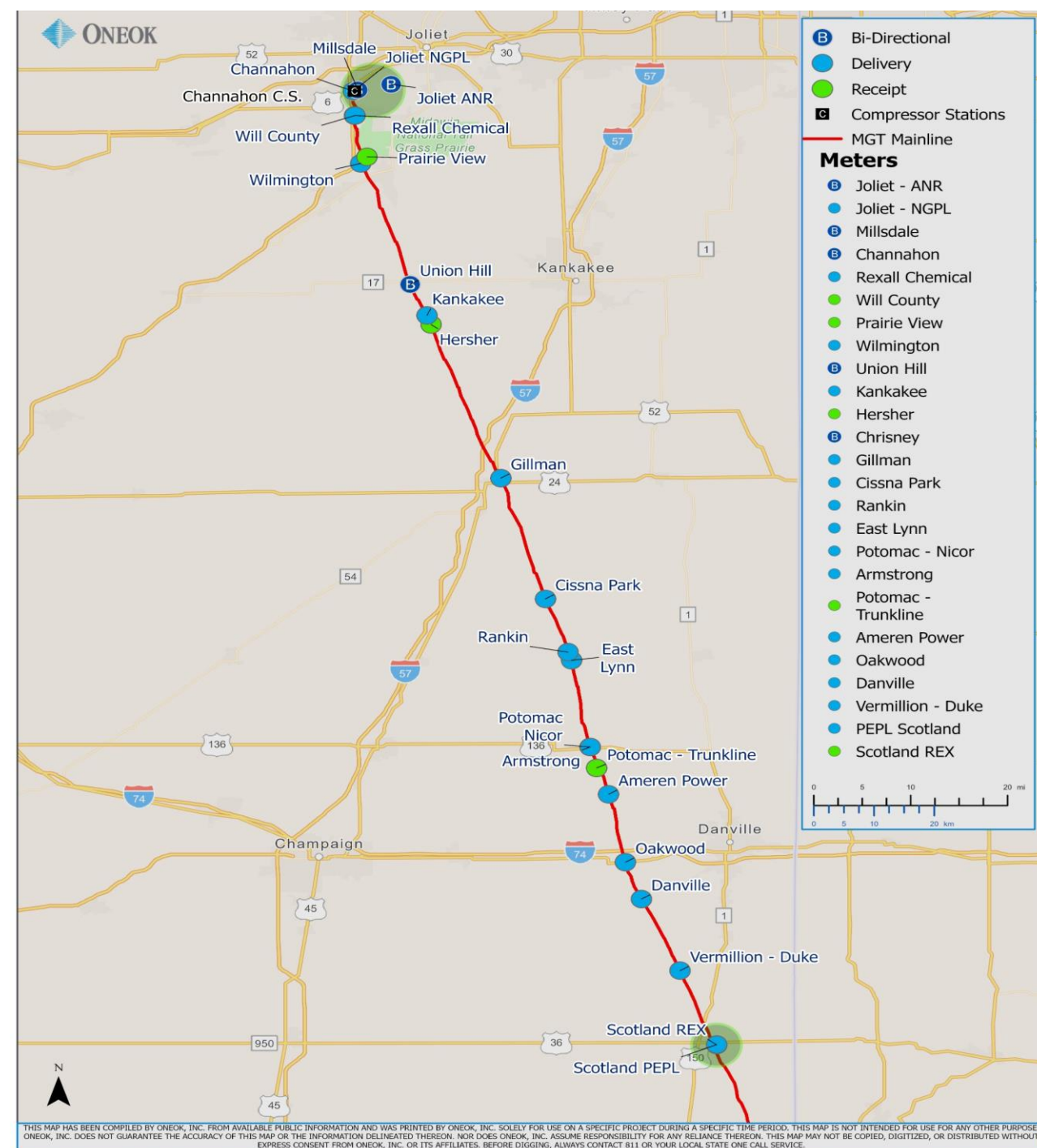
- Seven successful Open Seasons completed
  - One on GPL
    - Full Path
  - Two on MGT
    - Full Path, Southbound
    - Partial Path, Northbound
  - Four on VGT
    - Full Path, Southbound
    - Partial Path, Southbound
- Multiple bidding parties on all Open Seasons
- Average term for winning bids:
  - 6.75 years (81 months)



# Current Opportunities

## Open Season – Midwestern Gas Transmission Company

- Open Season for Currently Available Capacity
  - Northbound, Mainline, partial path
  - Rate Schedule FT-A
  - Up to 10,000 Dth/day
  - Receipt Point – Rockies Express (REX), Scotland
  - Delivery Point – Any Delivery north of Scotland REX, subject to available Point Capacity
  - Capacity Start Date: July 1, 2024
- Key Information for Open Season
  - **Currently in Progress**
  - Open Season Bidding Begins Thursday, April 11, 2024
  - Open Season Bidding Ends Thursday, April 30, 2024
  - Bids to be submitted on Midwestern's EBB (Informational Postings > Customer Activities > Bid form)
  - Bids for capacity may exceed Maximum Tariff Rate for purposes of NPV evaluation



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# Seasonal Forecast & Market Outlook



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Kyle Keener, Manager, Commercial

# Seasonal Forecast

## Summer 2024

- Weather professionals and climatology experts are predicting May 2024 to September 2024 will be one of the hottest summers of the last 30 years
- The National Oceanic and Atmospheric Administration is also predicting an increase in Atlantic hurricane activity
  - Officially, the hurricane season defined by NOAA begins June 1 and continues through November, but NOAA is forecasting increased probabilities of storms beginning as early as late April
- Natural Gas Industry experts are watching how an above-average summer will affect the surplus of natural gas in U.S. storage caverns

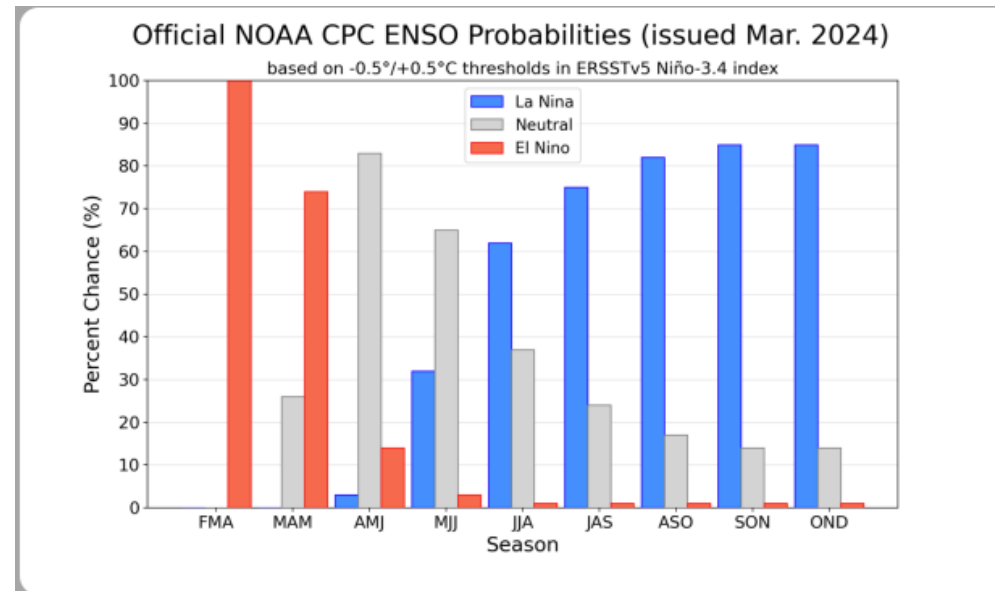


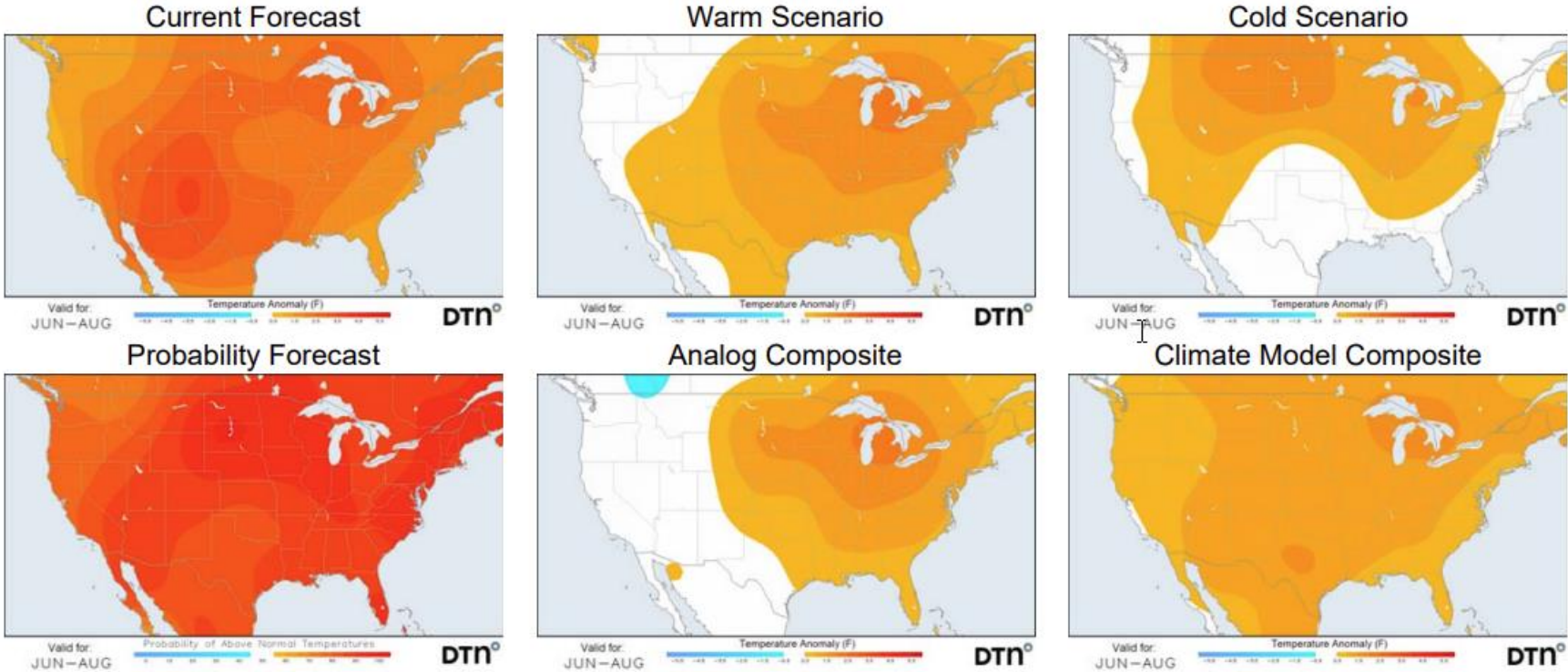
Image courtesy of the National Weather Service, Climate Prediction Center



# Seasonal Forecast

## Summer 2024

- The number of Cooling Degree Days (CDDs) for the period June, July and August could be as much as 10% to 20% above average



Period	Forecast	Cold Scenario	Warm Scenario	Normal	Last Year
Jun 2024 - Aug 2024	1072 (115.4%) CDDs	1021 (109.8%)	1100 (118.3%)	930	979 (105.3%)
May 2024 - Sep 2024	1428 (115.2%) CDDs	1348 (108.7%)	1460 (117.7%)	1240	1314 (106%)

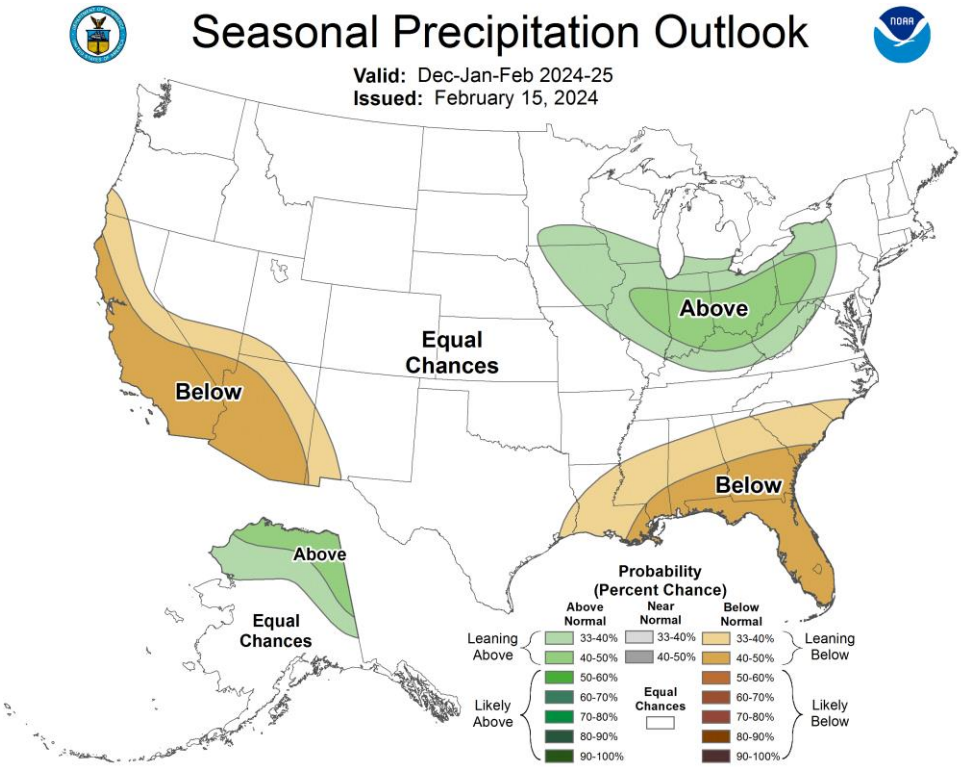
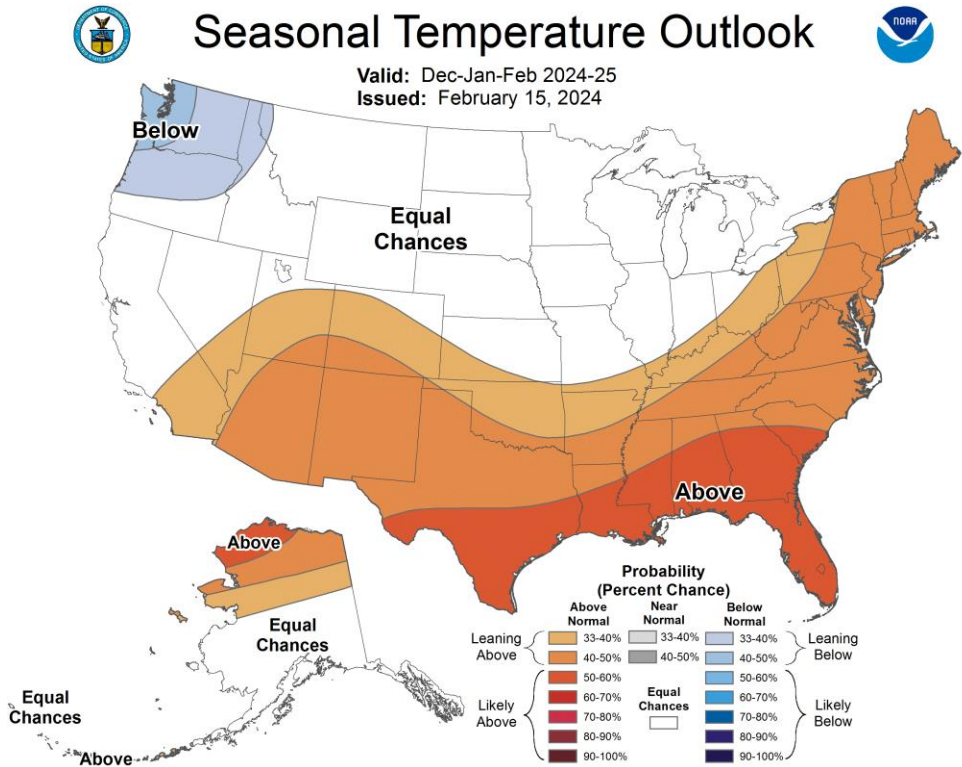
Image courtesy of DTN Weather



# Seasonal Forecast

## Long-Range Winter 2024-25

- Winter 2024/2025 trending toward more “normal” weather patterns compared with 2023/2024



# Market Outlook

## Natural Gas Prices – Mid Continent Basis

- Strong pricing indications for the Summer months on VGT
- Weaker pricing indications for the Summer months on MGT
  - Daily pricing opportunities may be bolstered by on-system spot power generation load

NG Fwd. Basis	as of 04/03/2024								
	May	June	July	August	September	October	Average		Nov'24 - Mar '25
Nymex HH	\$1.8410	\$2.0670	\$2.3860	\$2.4940	\$2.4870	\$2.5730	\$2.3080		
Emerson	(\$0.3900)	(\$0.5500)	(\$0.6650)	(\$0.6650)	(\$0.6650)	(\$0.6650)	(\$0.6000)		(\$0.3150)
Chicago	(\$0.1725)	(\$0.2125)	(\$0.2300)	(\$0.2525)	(\$0.3650)	(\$0.4525)	(\$0.2808)		\$0.3425
Rockies Exp. Z3	(\$0.2425)	(\$0.2625)	(\$0.2575)	(\$0.2875)	(\$0.3925)	(\$0.4800)	(\$0.3204)		\$0.1400
Tenn. 500L	\$0.0400	\$0.0425	\$0.0750	\$0.0800	\$0.0550	\$0.0500	\$0.0571		\$0.2300
<b>Spreads</b>									
Em. > Chicago	\$0.22	\$0.34	\$0.44	\$0.41	\$0.30	\$0.21	\$0.32		\$0.66
REX > Chicago	\$0.07	\$0.05	\$0.03	\$0.04	\$0.03	\$0.03	\$0.04		\$0.20
TGP > Chicago	(\$0.21)	(\$0.26)	(\$0.31)	(\$0.33)	(\$0.42)	(\$0.50)	(\$0.34)		\$0.11

Prices courtesy  
of Argus Media

# Business Development

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Cliff Allison, Director, Business Development



ONEOK



# Business Development



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**Vic De Vincenzo**

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Development, NGP*

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**Stephen Earl**

*Manager – Business  
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*Stephen.Earl@oneok.com*

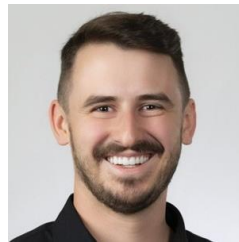


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**Kenny Aston**

*Account Director*

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**Micah Samuelson**

*Account Manager*

*Micah.Samuelson@oneok.com*



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**Joleen Brown**

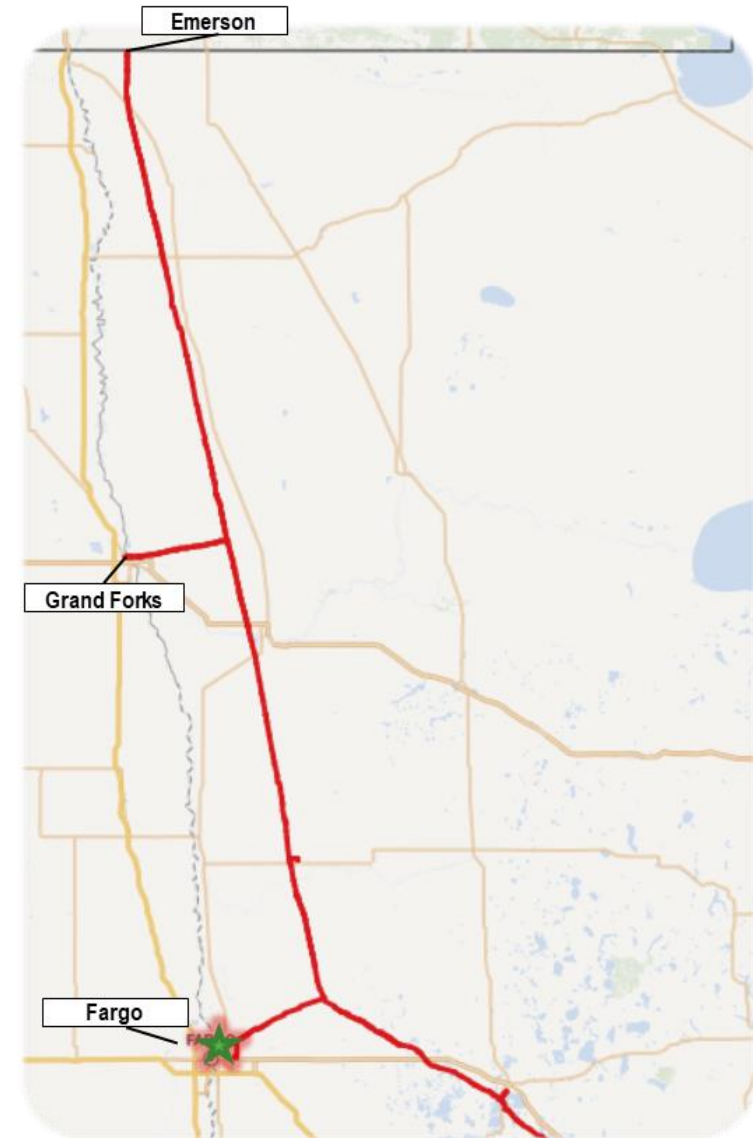
*Business Development  
Analyst – Senior*

*Joleen.Brown@oneok.com*

# Business Development

## VGT: Fargo Expansion

- Prior Notice Project: In-service Q4 2023
- 30,000 Dth/d of expansion capacity from Emerson to Fargo
- Installed a new 2,500-horsepower gas compressor at existing VGT Angus compressor station

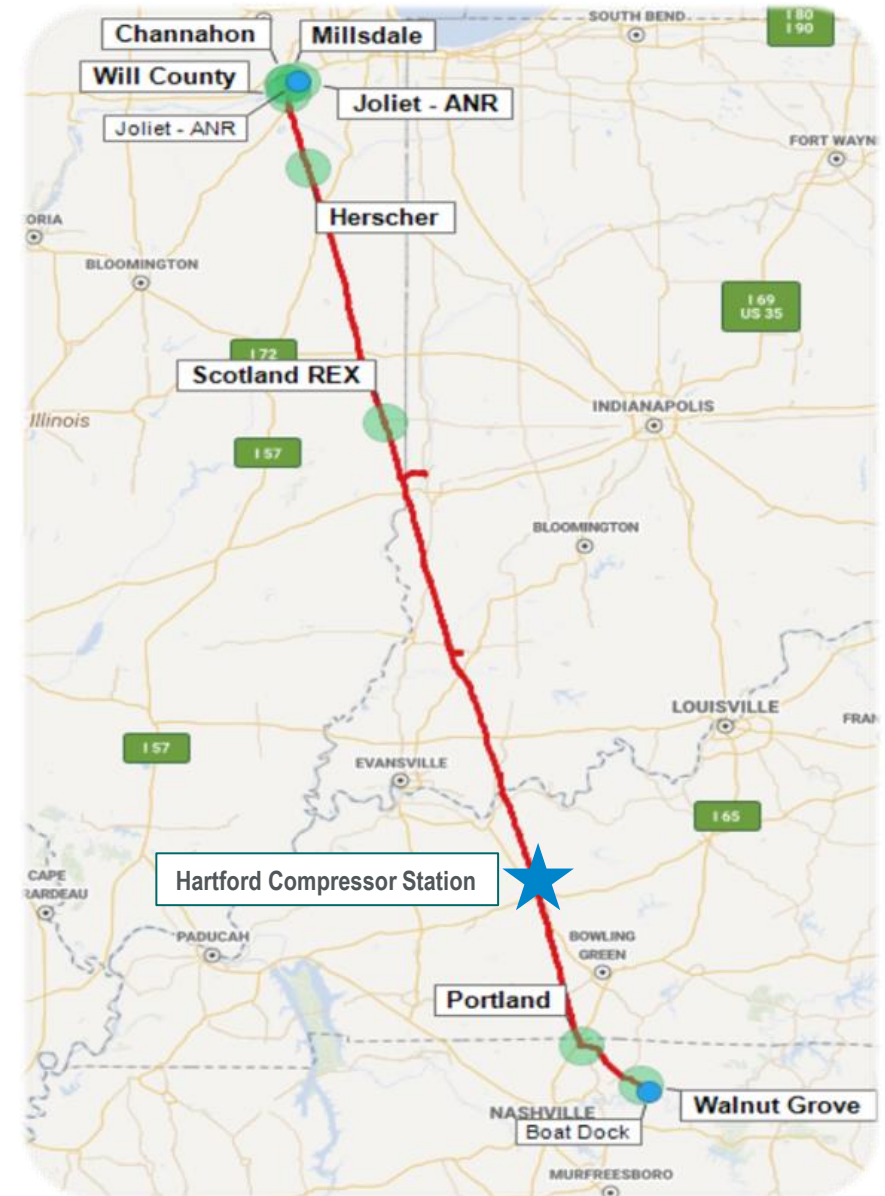




# Business Development

## MGT: Southbound Expansion

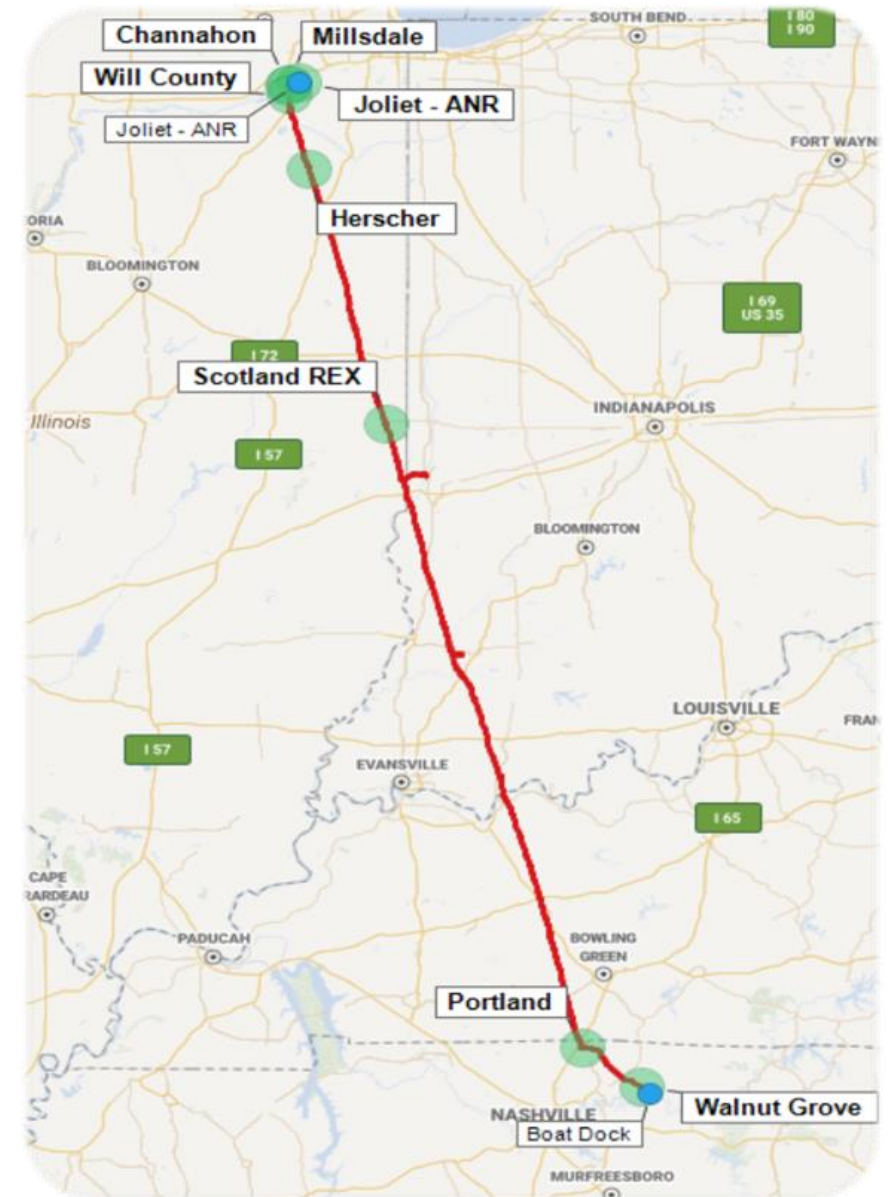
- Prior Notice Project : In-service Q3 2024
- MGT is increasing capacity by approx. 160,000 Dth/d
  - Receipt(s):
    - Guardian Pipeline L.L.C. / Millsdale
    - Northern Border Pipeline / Channahon
    - Natural Gas Pipeline Company of America L.L.C. / Herscher
    - Alliance Pipeline LP / Will County
    - REX / Scotland
  - Delivery: Any available point south to TGP / Portland
- Project requires modification of the Hartford compressor station and additional mainline modifications
- Up to 93,000 Dth/d (expected in-service date July 1, 2024)
  - Open Season posted April 4



# Business Development

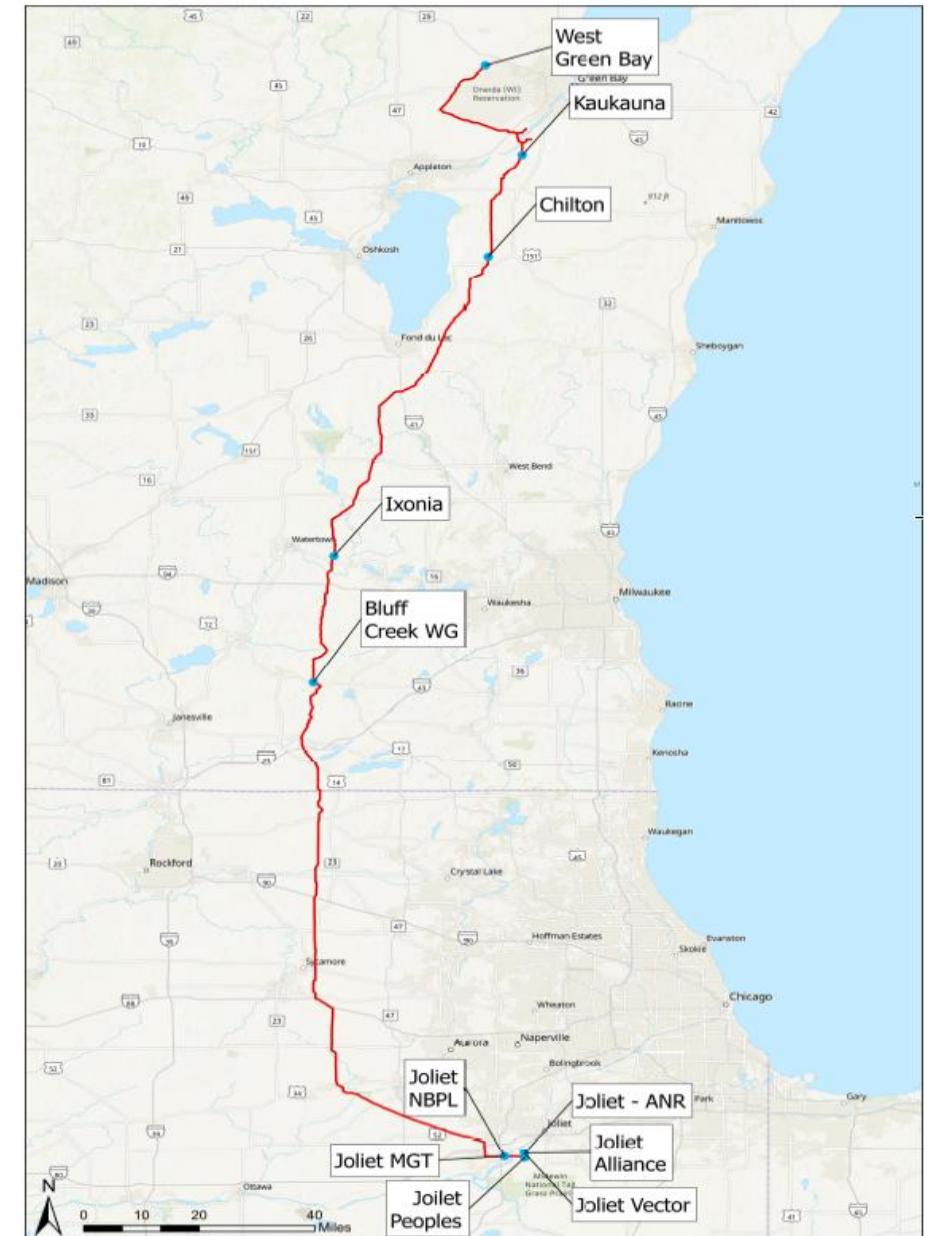
## MGT: Potential Power Plant Connections

- Several new or refueled power generation projects are being scoped on MGT
- Strategic to power grid
- Multiple supply sources
  - Northern Border
  - Alliance
  - REX
  - Tennessee
- Service capabilities are a function of supply source and plant location
  - Some locations may require additional compression and/or looping



## GPL: Potential Expansion Scenarios

- 





# Business Development

## Other Interstate Opportunities

- Currently looking for additional opportunities, such as:
  - Storage
  - Additional Interconnects
  - Renewable Natural Gas
  - Industrial & LDC Markets
  - Data Centers



# Scheduling

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Cindy Farley, Manager, Interstate Scheduling



ONEOK



# Scheduling



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**TD Eureste**

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**Jay Riley**

*Director – Transportation  
and Support Services*

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---

**Cindy Farley**

*Manager – Scheduling*

*Cindy.Farley@oneok.com*



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**Teresa Wheaton**

*Scheduler II*

*Teresa.Wheaton@oneok.com*

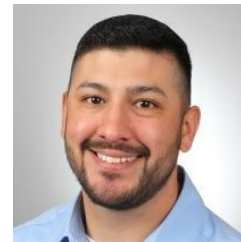


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**Teresa Pugh**

*Scheduler II*

*Teresa.Pugh@oneok.com*

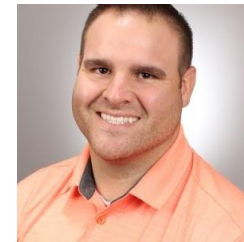


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**Micah Longoria**

*Scheduler I*

*Micah.Longoria@oneok.com*



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**Jordan Springwater**

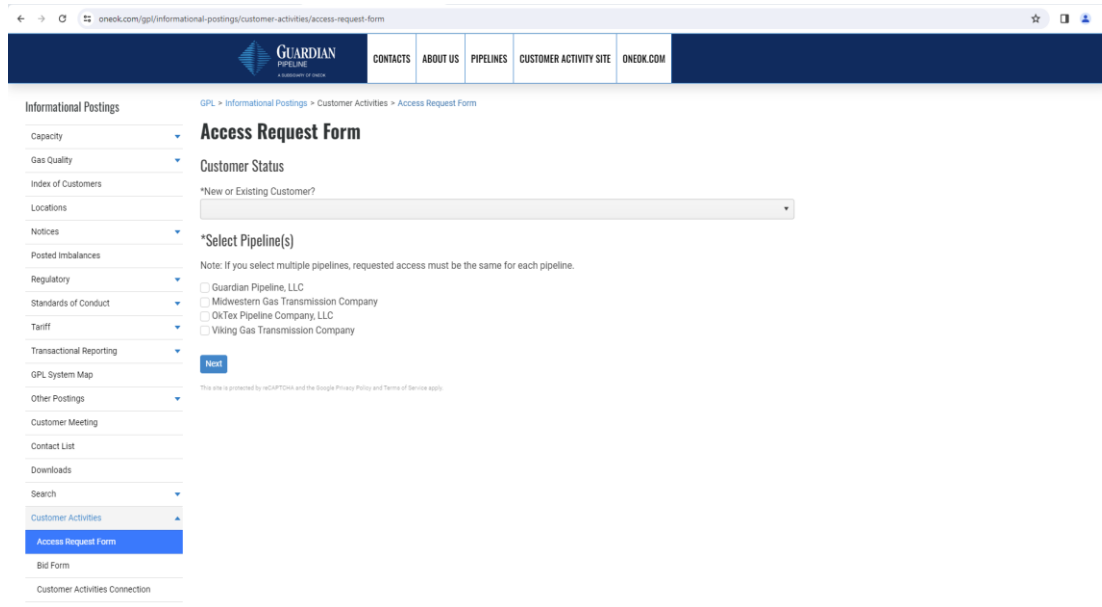
*Scheduler I*

*Jordan.Springwater@oneok.com*

# Scheduling

## Notifications

- What are notifications?
  - Email notices and reports distributed to Customers and Interconnects to aid in the nomination, confirmation, and balancing processes
- Notifications are sent to Customers and Interconnects
  - How?
    - Request access as a user through Information Posting site: <https://www.oneok.com/gpl/informational-postings/customer-activities/access-request-form>
    - Initial request is *role defined*



The screenshot shows a web browser window displaying the 'Access Request Form' on the Oneok.com website. The browser's address bar shows the URL: <https://www.oneok.com/gpl/informational-postings/customer-activities/access-request-form>. The website's header includes the Oneok logo and navigation links: CONTACTS, ABOUT US, PIPELINES, CUSTOMER ACTIVITY SITE, and ONEOK.COM. The main content area is titled 'Access Request Form' and includes a breadcrumb trail: GPL > Informational Postings > Customer Activities > Access Request Form. On the left, there is a sidebar menu with categories like 'Informational Postings', 'Regulatory', 'Tariff', and 'Customer Activities'. The 'Access Request Form' itself contains a 'Customer Status' section with a dropdown menu for '\*New or Existing Customer?'. Below this is a '\*Select Pipeline(s)' section with a note: 'Note: If you select multiple pipelines, requested access must be the same for each pipeline.' It lists four pipeline options: Guardian Pipeline, LLC; Midwestern Gas Transmission Company; OKTex Pipeline Company, LLC; and Viking Gas Transmission Company. A 'Next' button is located at the bottom of this section. At the very bottom of the page, there is a small disclaimer: 'This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.'

### \*Requesting Access To

- ☐ Access to Electronic Contracting<sup>1</sup>
- ☐ Access to Capacity Release Bids and Offers<sup>1</sup>
- ☒ Update access to Nomination System<sup>2</sup>
- ☒ View access to Nomination System<sup>2</sup>
- ☒ Access to Confirmations<sup>3</sup>
- ☐ Access to Flowing Gas & Invoice Reports<sup>4</sup>
- ☐ Access to Flowing Gas Measurement Report<sup>5</sup>
- ☐ Access to Flowing Gas Accounting Report - Receipt Point Allocation by Supplier<sup>6</sup>
- ☐ Citrix Access (Guest Access)
- ☐ Imbalance Report<sup>5,7</sup>

# Scheduling

## Notifications

- User defined notifications
- Access WebCA →Other→Enter Email Contacts by Userid
- Choose the Notification →update the e-mail action, email address, and name→submit

Midwestern Gas Transmission Company - PMGT

File Download Window Help

Midwestern Gas Transmission Company - Customer Activities [PMGT]

MGT	Midwestern Gas Transmission Company
<p>Nominations</p> <p>Flowing Gas</p> <p>Invoicing</p> <p>Capacity Release</p> <p>Contracts</p> <p>Firm Capacity Bid</p> <p>Other</p> <p><b>Enter Email Contacts by Userid</b></p> <p>Enter User Contact Data</p> <p>Enter Off Hours Nomination</p> <p>View System Wide Notices</p> <p>View Avail and Unsub Capacity</p> <p>View Duns Number Table</p> <p>View Location Table</p> <p>View Fuel Table</p> <p>View Fuel Expansion Table</p> <p>View Contract/Duns Table</p> <p>View Security</p> <p>View Email Contacts</p> <p>Informational Postings</p> <p>Site Map</p>	<h3>Customer Activities Page</h3> <p>All Information postings are located on the Midwestern Gas Transmission Informational Postings WEB site.</p> <p>DISCLAIMER: The information contained on this web site is intended to provide general information only, and can change at any time, without notice. All requests for transportation service are subject to the nomination and confirmation procedures set forth in the MGT FERC Gas Tariff. Readers should not exclusively rely on this information, but rather should contact their Midwestern Gas Transmission Marketing Representative as listed on the Contact List at <a href="http://www.oneok.com/mgt">http://www.oneok.com/mgt</a></p>

Midwestern Gas Transmission Company - PMGT - [Notice Contact Update]

File Download Window Help

Select Email	All Emails by Userid	Retrieve	Clear	Submit	Export	Print	Cancel
	<p>Change in Nomination</p> <p>Close Cycle Notice</p> <p>Critical Notice</p> <p>FERC Filing Notice</p> <p>Measurement Available Notice</p> <p>Monthly Quantity Review</p> <p>No Confirmation Received</p> <p>Non Critical Notice</p> <p>PAL Expiring Contract Balance</p> <p>Scheduled &lt; Confirmed</p>						

**Updateable Information:**  
For changing email address contact data, enter New Email Address

Old Email Address:

New Email Address:

Midwestern Gas Transmission Company  
Email Contacts

Printed On: 3/19/2024 08:51:4  
Page 1 of 1

User Id:  Delete Contact: ☐ Notice Type:

E-Mail Action:  Send E-Mail Notice

E-Mail Address:

Name - First:  Last:

Company:

E-Mail Action:  Send E-Mail Notice

E-Mail Address:

Name - First:  Last:

Company:

If adding an email contactSelect email contact to populate, Press Retrieve, Populate fields, and Press the Submit Button.  
To view all email notice contacts at once, select "View Email Contacts" from the menu under "Ot

There is no guaranteed delivery of internet mail. You may access information through <http://www.oneok.com/mgt>


Message: Enter Contact Information.

# Scheduling

## Notifications

- Sign up for Critical and Non-Critical Notices
  - All customers can access notice postings whether they are a system user or not

← → ↻ 🔍 oneok.com/gpl/informational-postings/customer-activities/access-request-form ☆ 📱

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PIPELINE  
A SUBSIDIARY OF ONEOK

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GPL System Map

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Search

Customer Activities

Access Request Form

Bid Form

GPL > Informational Postings > Customer Activities > Access Request Form

Access Request Form

Customer Status

\*New or Existing Customer?

New (User does not have a ONEOK CUS#)

\*Select Pipeline(s)

Note: If you select multiple pipelines, requested access must be the same for each pipeline.

☒ Guardian Pipeline, LLC

☒ Midwestern Gas Transmission Company

☒ OkTex Pipeline Company, LLC

☒ Viking Gas Transmission Company

\*Request Type

Customer Activities / EBB / WebCA


Notices Only

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

# Customer Meeting - Scheduling Notifications

- A user can always locate Critical and Non-Critical Notices on ONEOK’s Informational Posting site

← → ↻ oneok.com/gpl

 **GUARDIAN**  
PIPELINE  
A SUBSIDIARY OF ONEOK

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PIPELINES

CUSTOMER ACTIVITY SITE

ONEOK.COM

Informational Postings

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Customer Activities

Site Map

Guardian Pipeline

CRITICAL NOTICES

LIFTED: Severe Weather Conditions Alert - Effective Saturday, January 13, 2024 Until Further Notice  
1/22/2024 08:39:23 AM

NON-CRITICAL NOTICES

A Gas Sale Offer for Non-Binding Bid has been created on, 2024/03/11, GPL, 031752897  
3/11/2024 09:02:02 AM  
Announcement - Planned Service Outage Calendar available March 25, 2024  
3/6/2024 09:07:58 AM  
2024 Customer Meeting - April 9, 2024 - Chicago, Illinois  
2/20/2024 09:16:10 AM  
Draft Tariff Schedule Posted for the Semi-Annual EPCR Surcharge Adjustment

PLANNED SERVICE OUTAGES

There are no records within the past 90 days.

CONTACT NUMBERS

Gas Control/24-Hour Emergency:

888-417-6275

Call Before You Dig:

888-417-6275

Scheduling Hotline:

800-372-2982

Contracts Hotline:

800-372-2982

Commercial:

918-591-5171

Billing:

918-588-7291

Send an email

Send an email

Send an email

Send an email

PDF

Interactive Map

GPLSystemMap.pdf


1 / 1 | 38% | + | - | ↻ | 🔍

Download

Print

More

- Team contact numbers are accessible on Informational Postings
- Continued feedback from customers and interconnects will ensure we provide notifications with the highest value to our customers



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# Information Technology

Baskaran Susaimanickam, Director, Information Technology

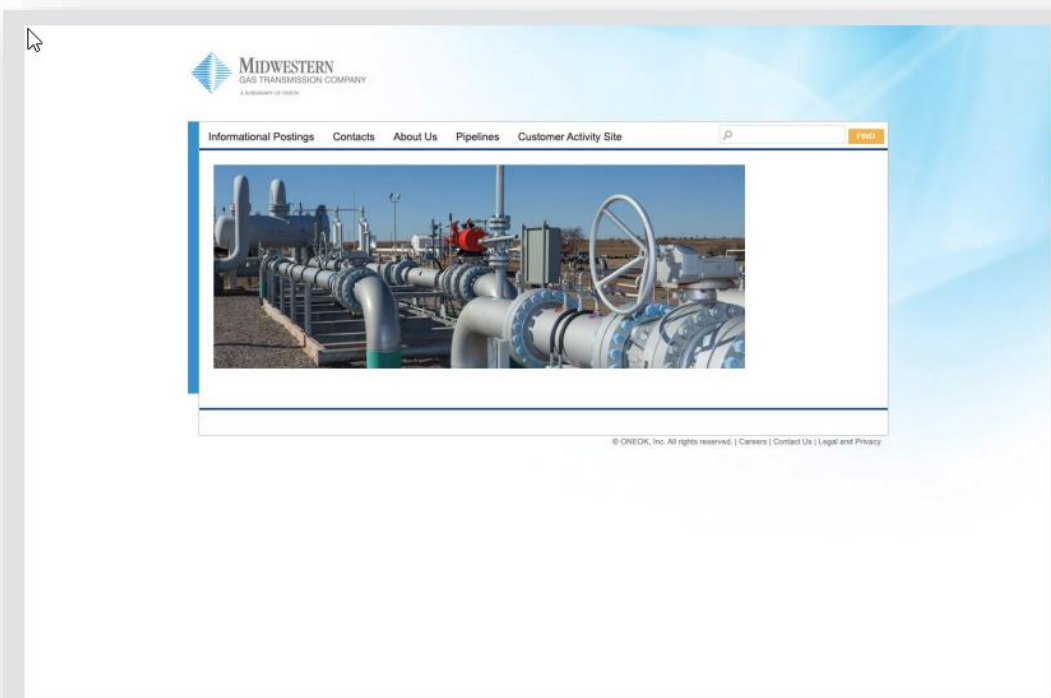


ONEOK

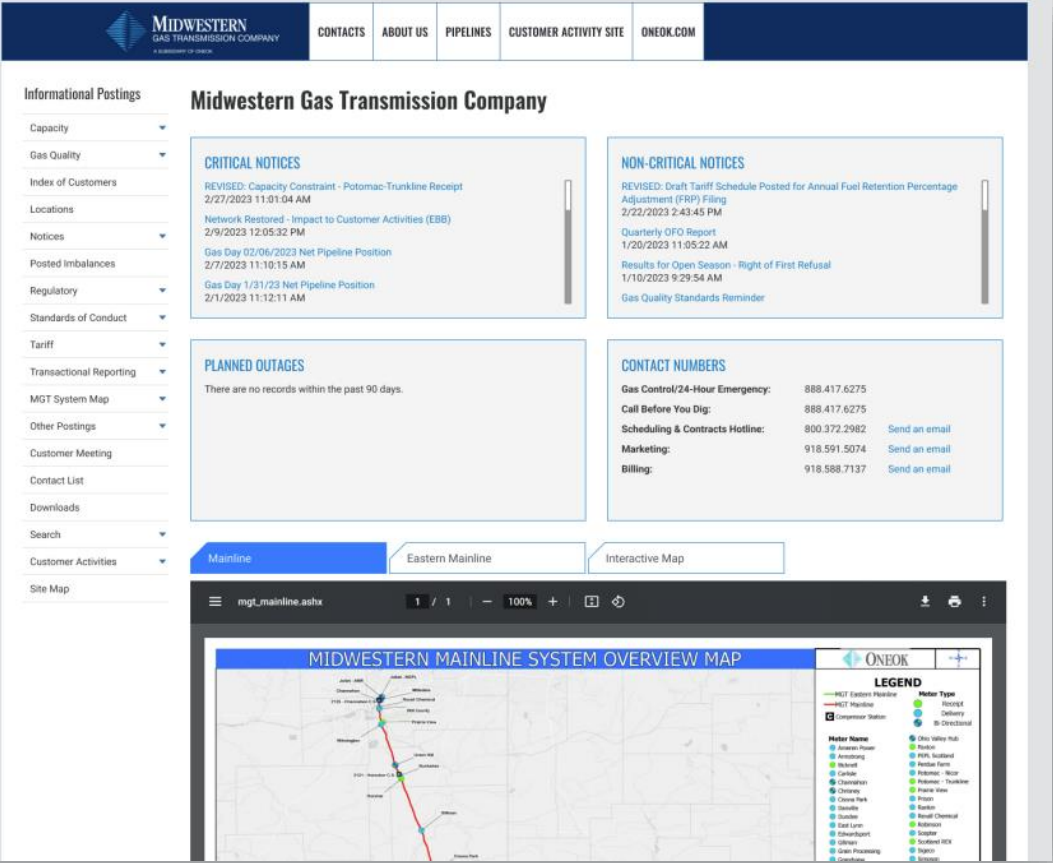
# Information Technology

## Informational Posting Website: Desktop View

PIPELINE HOME PAGE – BEFORE DECEMBER 2023



PIPELINE HOME PAGE – AFTER DECEMBER 2023

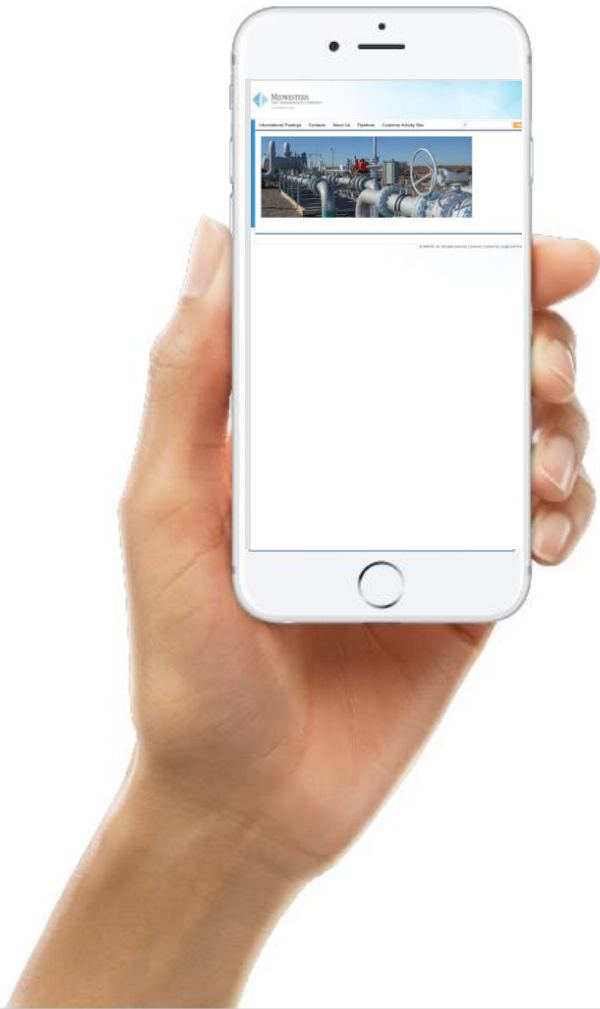




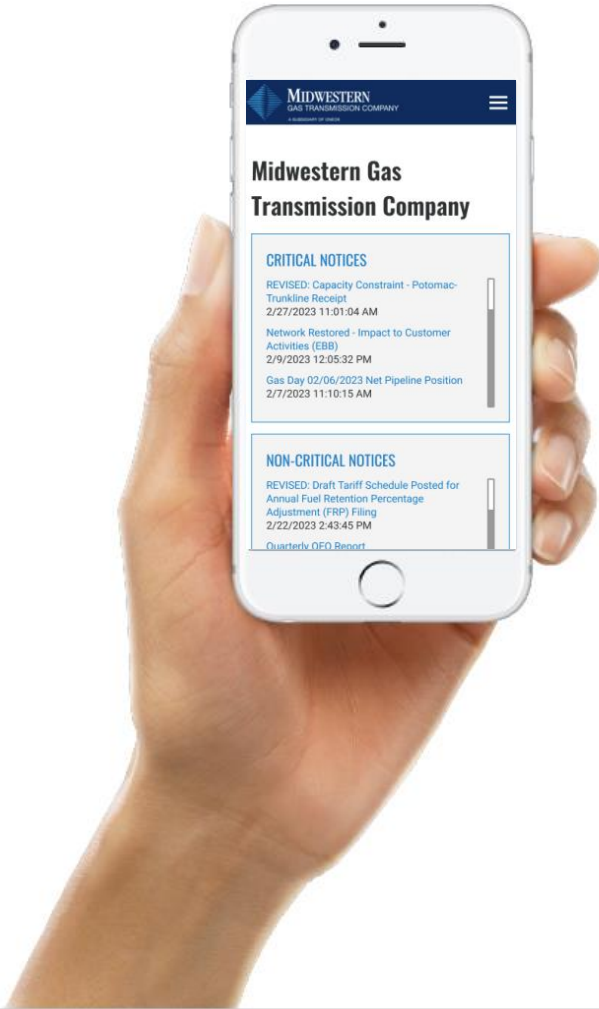
# Information Technology

## Informational Posting Website: Mobile View

PIPELINE HOME PAGE – BEFORE DECEMBER 2023



PIPELINE HOME PAGE – AFTER DECEMBER 2023





# Information Technology

## Information Security Update

- Securing Our Applications
  - Informational Posting Website and Customer Activity System
  - Enhanced authentication – Multi-factored
  - Data encryption – Pretty Good Privacy (PGP)
  - Secured communication – Secured Socket Layer (SSL)
  - Monitoring and logging – 24 x 7 dedicated team
  - Periodic oversight and vetting – Weekly review
  - Applying security patches timely with comprehensive testing before moving it to production
  - Periodic penetration testing by third party to make sure our systems are protected
  - Mandatory security training to protect our assets



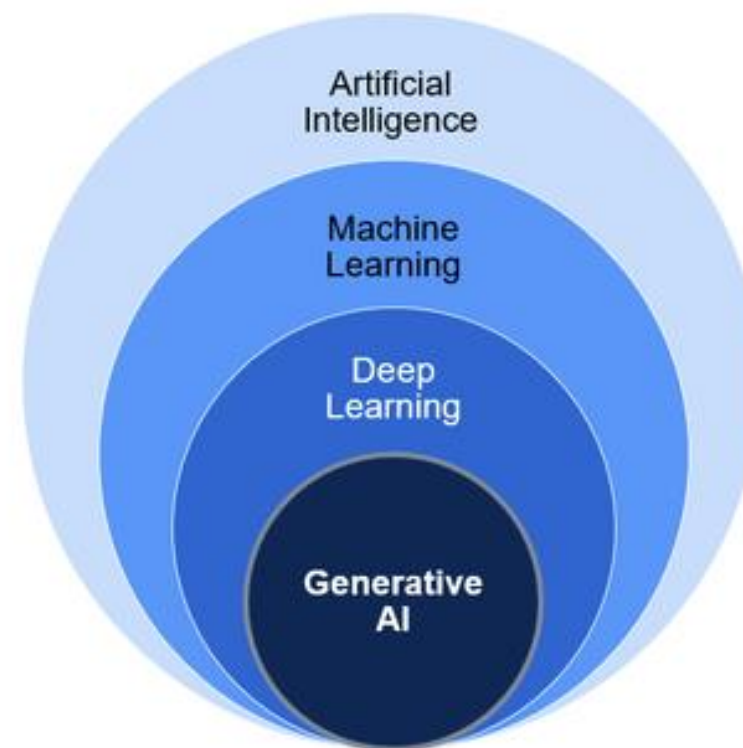
# Customer Meeting: Information Technology

## Artificial Intelligence: Future State

### Commercial Applications

- Automating repetitive tasks
  - Testing Automation
  - Virtual Training
- Enhancing efficiency with data analysis and insights
  - Predictive analytics to forecast future trends and market opportunities
  - Machine learning, where algorithms learn from data and improve their accuracy without intervention
- Customer service
  - Voice assistants
  - Chatbots
  - Conversational AI
- Customer experience
  - Personalization of applications and marketing emails
  - Suggest related products and services

### The AI Landscape



# Operations

Johnnie Jarred, Director, Operations



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# Viking Gas Transmission Compressor Modernization



**Ada Station Completed  
December 2023**



**Frazee Station Completed  
December 2023**



# Ada Units





# Frazee Units





# Operations Activities

- Routine Maintenance:
  - Equipment and Compressors
  - Pipeline Integrity and Safety
- PHMSA Mega Rule:
  - HCA and MCA areas added requiring records revalidation activities
    - Deadline is July 2028 for completion of 50% of the length for each business unit
    - The other half must be finished by July 2035
  - Additional digs in Class 1 areas
- Winter Season Preparation:
  - Valve Maintenance completes in fall 2024
  - Buried valve extension evaluation
  - Building and Facility Maintenance continues to support operational readiness





# Rates and Regulatory

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Denise Adams, Director, Regulatory Tariffs and Certificates

Alan Droll, Manager, Rates and Regulatory



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# Rate Case Comeback and Moratorium Timelines

Alan Droll, Manager, Regulatory Rates



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# Rate Case Comeback and Moratorium Timelines for Interstate Pipelines

All Timelines Are Based on the Latest Settlements

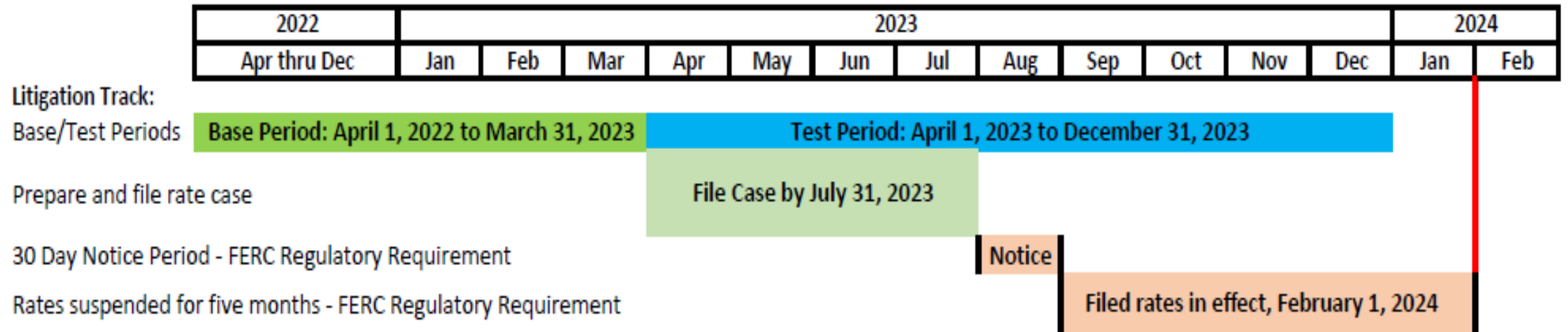
- **Viking Gas Transmission Company**
  - Viking placed new rates into effect on February 1, 2024
  - The procedural schedule has been paused while finalizing a settlement
  - Comeback and moratorium dates, and the terms of the settlement, are confidential at this time
    - FERC Docket No. RP23-917
- **Guardian Pipeline, L.L.C.**
  - New rates must be effective no later than April 1, 2027 (6 months after filing)
  - Required to file a section 4 rate case by October 1, 2026
  - Moratorium on rate filings prior to April 1, 2026
- **Midwestern Gas Transmission Company**
  - Required to file a section 4 rate case no later than September 30, 2027
  - Moratorium on rate filings prior to September 30, 2025





# Typical section 4 Rate Case Timeline (Based on Viking 2023)

## Viking Gas Transmission 2023 Section 4 Case Timeline



**Note: Viking's 2019 settlement required filing of a section 4 rate case no later than July 31, 2023.**

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# FERC Certificate Application Projects - FAQs



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Denise Adams, Director, Regulatory Tariffs and Certificates

# Federal Energy Regulatory Commission (FERC) Certificate Application Projects – FAQs

- **What are the key criteria that lead to a determination a pipeline must file a certificate application to proceed with a system construction project?**
  - Cost to construct
  - Creation of new mainline capacity
- **How quickly can a pipeline execute construction after a precedent agreement and successful open season for new capacity creation?**
  - In short – it depends

Project Type	Capital Threshold	Duration from Precedent Agreement	Key Requirements
Automatic Blanket	<\$14.5 MM	Up to 12 Months	<ul style="list-style-type: none"><li>• No increase in mainline capacity</li><li>• No bypass of a local distribution company</li><li>• No impact to environmentally sensitive areas</li></ul>
Blanket Prior Notice	\$14.5 MM to \$41.1MM	12 to 18 Months	<ul style="list-style-type: none"><li>• FERC Application Prep: 6+ Months</li><li>• FERC issues Environmental Assessment (EA)</li></ul>
7(c)	>\$41.1 MM	36+ Months	<ul style="list-style-type: none"><li>• FERC Application Prep: 6+ Months</li><li>• FERC issues either Environmental Impact Statement or EA and order issuing permit</li></ul>



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No business can stay in business without customers.  
How you treat – or mistreat – them determines how  
long your doors stay open.

Harvey Mackay

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**THANK YOU!**



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# Tuesday, April 9, 2024: Remaining Agenda

## Luncheon & Activity

- Customer/Shipper – Luncheon
  - RPM Seafood, 317 N Clark St, Chicago, IL 60654
  - 12:30 p.m. – 2:30 p.m.
- Customer/Shipper – Activity
  - Puttery, 932 W Randolph St., Chicago, IL 60607
  - 3:00 p.m. – 5:00 p.m.
    - Transportation provided to Puttery from RPM Seafood and then back to LondonHouse Chicago