

### **CUSTOMER COMMUNICATION SYSTEM**

Available as a scheduling service to Plantation's customers is the Customer Communication System. This computer based information system allows a customer direct access to schedule information, including batch and inventory data on main and lateral pipelines. Only a terminal and modem are required for a customer to access this system. Information on installing and using this service is available from the Operations Control Department.

### **CUSTOMER/PLANTATION INTERCOMMUNICATION SYSTEMS**

Customers have access to a communication system between their terminals and the Plantation Hub location controlling deliveries to their terminals on a share-the-cost basis. The intercommunication system can be used to obtain delivery information and other pertinent operating information. A description of the system can be obtained from the Operations Control Department.

### **CUSTOMER WEB ACCESS**

Customers can access certain information about their movements on the Plantation system from Plantation's Customer Site at <http://customer.pplco.com>. Retrieve origin and delivery tickets from Plantation's ticket database by choosing a date range, location, origin and product. The tickets can be viewed either online in your browser, or downloaded to your computer for use in your spreadsheet program (e. g. Microsoft Excel or Lotus 1-2-3). Access product test results from product tests conducted by PPL personnel from Plantation field locations and the central laboratory in Bremen, Georgia. Retrieve company documents for viewing online, or downloaded to your computer for use in your word processing program (e. g. Microsoft Word, Wordperfect) The documents are provided in both Microsoft Word 6.0/7.0 and Adobe Acrobat. Customers can obtain information about scheduled pipeline work, proration, schedulers on vacation, RVP schedules, special events, etc. To obtain a user account for this site, contact the Operations Control Department.