NORTHEAST HOME HEATING OIL RESERVE
(NEHHOR) QUESTIONS & ANSWERS

1. QUESTION: **How do I Register?**

 ANSWER: From the Home Page, click on the Register button from the navigation menu.
  To register for email alerts only: Fill in the First Name, Last Name and Email boxes, then click Submit.
  To register for bidding: Fill in the First Name, Last Name and Email boxes, then scroll down and complete the boxes for Company Information and create a UserName (UserName will be your logon id). Then click the Submit button. Your temporary password will be emailed to the email address specified when registering. Use this temporary password to logon to the Northeast Gasoline Supply Reserve System. At that time you'll be prompted to create a permanent password.

2. QUESTION: How do I Unregister?

 ANSWER:
  If you are registered for Email Alerts only:
  From the Home Page, click on the Register button from the navigation menu. It will take you to the registration page. Fill in the First Name, Last Name and Email boxes with the same information you supplied when you registered and check the box labeled "To   Unsubscribe". Then click the Submit button.
  If you are registered for Bidding:
  Click on the Logon button and provide your UserName and password, then click Logon. Once logged on, click on the Register button from the navigation menu. It will take you to the registration page which will be populated with the information provided during registration. Check the box labeled "To Unsubscribe" and click the Submit button.

3. QUESTION: How do I Modify my Registration Information?

 ANSWER: Click on the Logon button and provide your UserName and password, then click Logon. Once logged on, click on the Register button from the navigation menu. It will take you to the registration page which will be populated with the information provided during registration. You can change any information except your UserName. Then click on the Submit button to save your updates.

4. QUESTION: Password Problems?

 ANSWER:
  To change your password:
  Click on the Logon button from the navigation menu. It will take you to the Logon page.
  Enter your UserName in the box provided and then click on the "**here**" link at the end of the sentence **Change password?   Enter UserName and Click here**. This will take you to the Change Password page. On this page type in your old password, your new password, then repeat your new password for verification. Then click the Submit button.
  If you have forgotten your password or your password has expired:
  Click on the Logon button from the navigation menu. It will take you to the Logon page.
  On this page there is a link for forgotten or expired passwords: **Forgotten or Expired password?   Click here.** Click on the "**here**" link. Enter your UserName and email address in the provided boxes and then click on the Submit button. An email containing a temporary password will be sent to the email address provided during registration. Use this temporary password to logon to the NGSR Auction System. At that time you'll be prompted to select a permanent password of your choosing.
  Password Rules: Your password must contain:
  1) At least one **Number**
  2) At least one **Uppercase Letter**
  3) At least one **Lowercase Letter**
  4) At least one of the symbols -- **Dash, Underscore, or Pound Sign**
  5) At least **8** and no more than **15 characters in length**

5. **QUESTION: Quantities are automatically expressed in multiples of 50,000 barrels. Can I input other desired quantities?**

 ANSWER: No. All bid quantities must be expressed in multiples of 50,000 barrels.

6. **QUESTION: How is my bid expressed?**

 ANSWER: All bid prices are expressed as a premium to the CME NYHarbor ULSD (HO) near month futures. Quantities are in thousands of barrels (mb). For example: $0.0015 premium per gallon for 50 mb.

7. **QUESTION: Are multiple bids allowed?**

 ANSWER: Yes. Multiple quantity/price bids are allowed for each terminal,

8. **QUESTION: What is the 40% Rule?**

 ANSWER: The maximum 40% per parent company rule has been suspended for the current sale.

9. **QUESTION: What does the *Accept Less Yes/No* option mean?**

 ANSWER: This indicates whether the bidder is willing to accept (Y/N) less than the bid quantity if the remaining unawarded volume is smaller. Default is "Y".

10. **QUESTION: I submitted a bid in which I selected the wrong bid quantity or accidentally mistyped my bid amount. How can I change it?**

 ANSWER: In order to change your previous bids, you must change the quantity to 0 in the same location as your mistyped bid and submit that bid. This will cancel out your bid and then you may resubmit a different bid.

11. **QUESTION: How do I Cancel a Bid that I Previously Submitted?**
 ANSWER: To cancel a previously submitted bid, go to the Bid Page and change the bid quantity to 0 then click the Submit button.

12. **QUESTION: Is there a limit on the length of time I have to submit my bid once I start typing?**

 ANSWER: Yes, there is a time limit to submit bids and it is 15 minutes. As a security feature, users are logged off after 15 minutes of inactivity to prevent others from accessing your account should you forget to logoff or secure your computer. Once a user begins inputting a bid, the bid screen "freezes" (the Auto Refresh is paused), and a message is displayed on the bid page next to the Auto Refresh counter stating "Auto Refresh is paused, Click Refresh or Submit". The pause feature is in place to allow users to review and double check their bids prior to submitting. The bid screen will remain "frozen" until a user clicks the "Submit" or "Refresh" button. If a user waits longer than 15 minutes to click the "Submit" or "Refresh" then they will receive an error because they have been logged off the system. The user will not receive a message that they have been logged off as long as the bid screen is paused.

13. **QUESTION: What happens to my bid if I click "Refresh" instead of "Submit"?**

 ANSWER: If you click "Refresh" instead of "Submit" you will cancel your bid. You will have to re-enter your bid quantity and bid amount and click "Submit".

14. QUESTION: What are the possible reasons for denial of a bid?

>   **ANSWER:**
>
>   <u>**Bond was not posted for this bid:**</u>
>   DOE has not received notification that your bond has been received for this sale. Your bids will be retained but not accepted into the system until this notification is received. To verify bond posting, contact: Richard.Webre@SPR.DOE.GOV (504)734-4969.
>
>   <u>**Bid greater than available at [location]:**</u>
>   Awarded quantity less than bid quantity because the available product at the terminal or location specified has been exhausted.
>
>   <u>**Bid greater than available, but accept less = 'N':**</u>
>   Awarded quantity equal zero because the bid quantity was greater than the available product at the terminal or location and bidder specified they would not accept anything less than the bid amount
>
>   <u>**Available Quantity = 0 at [location]:**</u>
>   Awarded quantity equal zero because the available quantity at the terminal or location specified has been exhausted.