

TW Main Contact Information (Customer Activities On-Line/EDI)

In Case of Emergency 1-866-999-8975

(713) 989-2777 or 1-866-944-7290
1300 Main St, Houston, TX 77002

Help Desk Email Address CommercialApplicationSupport@EnergyTransfer.com

TW Email Address MarketingServicesTWFax@EnergyTransfer.com

TW – Gas Control Management

Name	Title	Phone	Email Address
Jerry Graves	VP Gas Control & Optimization	(713) 989-2015	Jerry.Graves@EnergyTransfer.com
Rory Calhoun	Manager Gas Control	(713) 989-2189	Rory.Calhoun@EnergyTransfer.com
Duane White	Manager Gas Control	(713) 989-2445	Duane.White@EnergyTransfer.com

TW East (713) 989-2265
TW West (713) 989-2266

TW/TW (713) 989-2270/2271
GC Day Controller (713) 989-2275

TW-Marketing – Houston

Name	Title	Phone	Email Address
Steven Hearn	Sr. Director Marketing	(713) 989-2427	Steven.Hearn@EnergyTransfer.com
Brad Cherry	Sr. Account Manager	(713) 989-2420	Brad.Cherry@EnergyTransfer.com
Michael Milliken	Sr. Account Rep Marketing	(713) 989-4633	Michael.Milliken@EnergyTransfer.com

TW-Customer Service Representatives / Accounting

Name	Title	Phone	Email Address
Kathy Washington	Manager	(713) 989-2436	Kathy.Washington@EnergyTransfer.com
Craig Buehler	Sr. Specialist	(713) 989-2434	Craig.Buehler@EnergyTransfer.com
Toni Houston	Sr. Specialist	(713) 989-7669	Toni.Houston@EnergyTransfer.com
Pamela Sutherland	Specialist	(713) 989-2437	Pamela.Sutherland@EnergyTransfer.com
Sherri Ross	Sr. Specialist	(713) 989-2414	Sherri.Ross@EnergyTransfer.com
Keller Bowman	Specialist	(713) 989-2432	Keller.Bowman@EnergyTransfer.com
Joseph Fuentes	Specialist	(713) 989-2417	Joseph.Fuentes@EnergyTransfer.com
Joann Sybille	Sr. Specialist	(713) 989-2438	Joann.Sybille@EnergyTransfer.com

TW – Electronic Communications / EDI

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Name	Title	Phone	Email Address
Ramona Betancourt	Lead Analyst	(713) 989-2425	Ramona.Betancourt@EnergyTransfer.com

TW – Contract Administration

Name	Title	Phone	Email Address
Submit Requests To			dltwcontractadminservicerequests@energytransfer.com
Lindy Donoho	Director	(713) 989-2416	Lindy.Donoho@EnergyTransfer.com
Patricia Downey	Sr. Analyst	(713) 989-2423	Patricia.Downey@EnergyTransfer.com
Ashley Lillis	Analyst	(713)989-7229	Ashley.Lillis@EnergyTransfer.com

TW – Rates and Regulatory Affairs

Name	Title	Phone	Email Address
Larry Biediger	Sr. Director	(713) 989-7670	Larry.Biediger@EnergyTransfer.com
Kevin Erwin	Associate, General Counsel	(713) 989-2745	Kevin.Erwin@EnergyTransfer.com

TW – Certificates and Reporting

Name	Title	Phone	Email Address
Blair Lichtenwalter	Sr. Director Certificates	(713) 989-2605	Blair.Lichtenwalter@EnergyTransfe.com

TW – Designated Corporate Officials

Name	Title	Phone	Email Address
Primary Official			
Blair Lichtenwalter	Sr. Director Certificates	(713) 989-7610 FAX: (713) 989-1176	Blair.Lichtenwalter@EnergyTransfer.com
Secondary Official			
Mike Langston	VP & Chief Regulatory Officer	(713) 989-7610 FAX: (713) 989-1205	Michael.Langston@EnergyTransfer.com

Energy Transfer – Investor Relations

TW Main Contact Information (Customer Activities On-Line/EDI)

Name	Title	Phone	Email Address
Brent Ratliff	VP, Investor Relations	(214) 981-0700	Brent.Ratliff@EnergyTransfer.com

TW – Media Relations

Name	Title	Phone	Email Address
Media Contact		(214) 840-5820	Media@EnergyTransfer.com