

July 15, 2011

Via Hand Delivery

Mr. Darrell Nitschke
Executive Director
North Dakota Public Service Commission
600 E. Boulevard, Dept. 408
Bismarck, ND 58505-0480

RECEIVED

JUL 15 2011

PUBLIC SERVICE COMMISSION

RE: Enbridge Pipelines (North Dakota) LLC
Beaver Lodge Loop Project
Bakken Pipeline Project
Ward and Burke Counties
Case Nos. PU-10-612 & PU-10-613
Our File Nos. 31-411-003 & 31-411-004

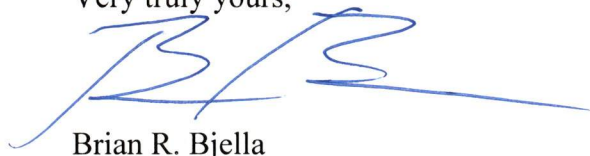
Dear Mr. Nitschke:

Enbridge Pipelines (North Dakota) LLC (hereinafter "EPND") is hereby filing its Company Complaint Procedure regarding the above captioned projects in Ward and Burke Counties, North Dakota.

Enclosed herein please find an original and ten copies of EPND's Complaint and Response Procedure.

Please feel free to call me with any questions.

Very truly yours,



Brian R. Bjella

If

49 **PU-10-612** Filed: 7/15/2011 Pages: 3
Complaint and response procedures

54 **PU-10-613** Filed: 7/15/2011 Pages: 3
Complaint and response procedures

SPELL N

Enbridge Pipelines (North Dakota) LLC
 2505 16 Street SW Suite 200
 Minot, North Dakota 58701-6947
 Telephone: (701) 857-0800
 Fax: (701) 857-0809
 www.enbridge.com



**North Dakota Public Service Commission
 Complaint and Response Procedures
 Beaver Lodge Loop Project and Bakken Pipeline Project**

Enbridge Pipelines (North Dakota) LLC ("Enbridge") will use the following process to receive and respond to complaints concerning the Beaver Lodge Loop Project and the Bakken Pipeline Project (US) (Facilities & Mainline).

Complaint Processing and Documentation

Enbridge will provide all affected landowners, elected officials and government entities with the following toll-free number to record a complaint:

Hotline toll-free Number: (866) 410-4356

The Hotline will be staffed from 8:00 a.m. to 5:00 p.m. Monday through Friday. It will be monitored periodically on weekends. The Hotline will be equipped with voicemail service to record after hour contacts.

Upon receipt of a phone call, a trained Enbridge staff member will take the following steps:

1. Record the complaint in the Complaint Log. The following information will be captured:
 - a. Name of complainant, address, phone number and email address (if available);
 - b. Tract Number (if available or applicable);
 - c. Name of Enbridge representative receiving complaint and date of receipt;
 - d. Nature of complaint; and
 - e. Activities undertaken by the complainant to resolve the complaint prior to contacting the Hotline.

2. Identify appropriate Enbridge resource to follow up on the complaint based on subject matter:

<u>Category of Complaint</u>	<u>Responsible Enbridge Resource</u>
<u>Landowner</u>	<u>Project Right-of-Way Supervisor</u>
<u>Public official</u>	<u>Enbridge U.S. Liquids Public Affairs</u>
<u>Highway/Road Supervisor</u>	<u>Project Construction Manager</u>
<u>Environmental (wetland, waterbody, wildlife, etc.)</u>	<u>Project Environmental Supervisor</u>
<u>Property Access/Right-of-Entry</u>	<u>Project Right-of-Way Supervisor</u>

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3. The Enbridge representative receiving a complaint will call and email the appropriate resource with the name and contact information, tract number and nature of the complaint on the day it is received. If it is received outside of business hours, the communication will occur on the next business day. The referral will include a request to provide a written response, which includes a summary of actions taken to assess or resolve the complaint.
4. Following receipt of the written response, Enbridge will record the summary of actions and final disposition in the "Complaint Log."

Public Affairs Contacts:

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