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July 13, 2012

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PUBLIC SERVICE COMMISSION

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

Dear Mr. Nitschke:

In re: Enbridge Pipelines (North Dakota) LLC
Berthold Station Expansion Project
Docket No. PU-11-232
Our File No. 31-411-005

Enclosed herewith for filing are the original and ten copies of Enbridge's Complaint and Response Procedures for the Berthold Station Expansion Project.

Please feel free to call should you have any questions.

Very truly yours,



BRIAN R. BJELLA

bw
Enc.

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



**North Dakota Public Service Commission
 Complaint and Response Procedures
 Berthold Station Expansion Project**

Enbridge Pipelines (North Dakota) LLC (“Enbridge”) will use the following process to receive and respond to complaints concerning the Berthold Station Expansion Project.

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: (855) 231-4623

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 services 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>

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

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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:

Primary Contact:

Lorraine Little
Sr. Manager, U.S. Public Affairs & Projects
1409 Hammond Ave.
Superior, WI 54880
Phone: 715-398-4677

Local Contact:

Katie Haarsager
Community Relations Advisor
2505 16th St SW
Minot, ND 58701
Phone: 701-857-0849