

C R O W L E Y F L E C K PLLP

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July 13, 2012

**RECEIVED**

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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:

RE: Enbridge Pipelines (North Dakota) LLC  
Grenora Pump Station Upgrades  
Docket No. PU-11-605  
Our File No. 31-411-006

Enclosed herewith for filing are the original and ten copies of Enbridge's Complaint and Response Procedures for the Grenora Station Upgrade 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 16<sup>th</sup> 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  
 Grenora Station Upgrade Project**

Enbridge Pipelines (North Dakota) LLC (“Enbridge”) will use the following process to receive and respond to complaints concerning the Grenora Station Upgrade 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 16<sup>th</sup> St SW  
Minot, ND 58701  
Phone: 701-857-0849