

March 14, 2013

VIA HAND DELIVERY

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



**RE: BASIN TRANSLOAD, LLC
CRUDE OIL PIPELINE — BURKE
COUNTY
CASE NUMBER PU-12-775**

Dear Mr. Nitschke:

Enclosed for filing, please find an original and ten (10) copies of Basin Transload, LLC's Plan for Handling Public Complaints to the Public Service Commission.

Also enclosed is a CD containing the above-referenced documents in PDF format. If you have any questions, please let me know.

Sincerely,


LAWRENCE BENDER

LB/jrr
Enclosures

cc: Patrick Fahn (*via e-mail*)
Ray Sheldon (*via e-mail*)

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Attorneys & Advisors / Fredrikson & Byron, P.A.

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Plan for handling public complaints to the PSC

Basin Transload - Lignite Pipeline Project – PU-12-775
Plan for Handling Public Complaints to the Public Service Commission

During construction, any public complaints received by the Public Service Commission related to the Lignite Pipeline Project PU-12-775 should be referred as soon as possible to the Project representatives:

Ray Sheldon
406/855-5008
rsheldon@basintransload.com

and/or

Ron Kroshus
406/671-5530
rkroshus@gmail.com.

Basin's Project Manager or his designee will review the complaint and contact the member of the public within 5 days of receipt to assure a clear understanding of the complaint.

Any actions agreed upon by Basin and the member of the public to mitigate the complaint will be implemented as soon as possible and such agreement reported to the Public Service Commission within 30 days by Basin's Project Manager.

If mitigation actions or plans cannot be agreed upon with the member of the public within 14 days of receipt, Basin's Project Manager will contact the Public Service Commission representative and provide Basin's proposed mitigation plan for guidance. Basin will document the complaint and provide its response to the complaint within 5 days after conferring with the Public Service Commission representative.

It is anticipated that Basin will transfer ownership and control of the pipeline to Tesoro High Plain Pipeline after the completion of construction. At such time Tesoro's existing public complaint management plan will be effective.