

DISPUTES, COMPLAINTS, AND INQUIRIES

The process to be followed for disputes, complaints or inquiries from within TCPL Mainline or from external parties respecting the application of, or alleged non-compliance with, the Code is as follows:

- Disputes, complaints or inquiries from within TCPL Mainline or from external parties respecting the application of, or alleged non-compliance with, the Code shall be submitted in writing to the Compliance Officer and may be made confidentially. The identity of the party making the submission to the Compliance Officer shall be kept confidential by the Compliance Officer unless the party otherwise agrees.
- **Chief Compliance Officer address is as follows:**

Chief Compliance Officer
TransCanada PipeLines Limited
450-1st Street S.W.
Calgary, Alberta
T2P 5H1

E-mail: chiefcomplianceoff@transcanada.com

The process the Compliance Officer will follow for investigating disputes, complaints or inquiries is as follows:

- The Compliance Officer shall acknowledge all disputes, complaints or inquiries in writing within five working days of receipt
- The Compliance Officer shall respond to the dispute, complaint or inquiry within 21 working days of its receipt. The response shall include a description of the dispute, complaint or inquiry and the initial response of TCPL Mainline to the issues identified in the submission. TCPL Mainline's final disposition of the dispute, complaint or inquiry shall be completed as expeditiously as possible in the circumstances, and in any event within 60 days of receipt of the dispute, complaint or inquiry, except where the party making the submission otherwise agrees.
- The Compliance Officer will keep records of all written disputes, complaints or inquiries.

In the event TCPL Mainline fails to abide by the above process, or TCPL Mainline or any party is unsatisfied with the resolution of a dispute, complaint or inquiry following the conclusion of the above process, or in the event of an urgent and significant matter, where there is a reasonable expectation that a party's position may be prejudiced by allowing the process above to operate, TCPL Mainline (subject to the confidentiality provisions of the Code) or a party with a dispute, complaint or inquiry may refer the matter to the NEB for consideration as follows:

National Energy Board
Telephone: 403-292-4800 or 1-800-899-1265
E-Mail: info@neb-one.gc.ca