

## **DISPUTES, COMPLAINTS OR INQUIRIES**

The process to be followed for disputes, complaints or inquiries for TransCanada PipeLines Limited's (TCPL) wholly-owned, federally regulated Canadian Gas Pipelines (the Pipelines) or from external parties respecting the application of, or alleged noncompliance with, the Canadian Gas Pipelines Code of Conduct (Code) is as follows:

- Disputes, complaints or inquiries 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.
- **Compliance Officer address is as follows:**

Compliance Officer  
TransCanada PipeLines Limited  
450-1<sup>st</sup> Street S.W.  
Calgary, Alberta  
T2P 5H1

E-mail: [compliance\\_officer@tcenergy.com](mailto:compliance_officer@tcenergy.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 from the Pipeline. The Pipeline'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 submissions otherwise agrees. Subject to confidentiality requirements, and if deemed appropriate as part of addressing the dispute, complaint or inquiry, the Compliance Officer may bring the matter to the attention of the Compliance Plan Committee for it to make recommendations addressing matters of non-compliance with the Code.
- Corporate Compliance will retain records of all written disputes, complaints or inquiries. Corporate Compliance will ensure that appropriate instructions for sending disputes, complaints or inquiries to the Compliance Officer are posted on TC Energy's website and contained in inter-affiliate training material.

In the event the Pipelines fail to abide by the above process, or the Pipelines 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, the Pipelines (subject to the confidentiality provisions of the Code) or a party with a dispute, complaint or inquiry may refer the matter to the Canada Energy Regulator for consideration as follows:

Canada Energy Regulator

Telephone: 403-292-4800 or 1-800-899-1265

E-Mail: [info@cer-reg.gc.ca](mailto:info@cer-reg.gc.ca)