



Transcontinental Gas Pipe Line Company, LLC

Garden State Expansion Project

Complaint Resolution Procedures

FERC Docket Number CP15-89-000

Transco Complaint Resolution Procedure for Landowners

Complaints and/or concerns are important to Transco and the construction of the Garden State Expansion Project. Transco is committed to addressing landowner concerns in a timely manner and effectively determining a resolution.

Available Communication Channels to Lodge a Complaint

Complaints may be communicated several different ways. Transco will receive complaints directly through verbal, written and electronic communication. Verbal complaints can be communicated by phone, **Toll-free at 800-945-5426 ext 0**, or directly with your land agent. Written complaints can be submitted to Transco via email at PipelineExpansion@williams.com.

Determine the Source of the Complaint

When lodging a complaint, please provide your full name. Transco's Land staff will identify the source of the complaint as an affected landowner, an unaffected landowner in the project area, a stakeholder or an interested party. If the complaint is directed toward a specific property, please also identify the property in which you have a complaint. Complaints will then be reviewed and determined to be either directed toward a specific property-related issue/concern or a general complaint directed toward the company, one of our contractors/vendors or the project overall.

Define and Record the Complaint

Transco will review and define each specific complaint, cause or issue. A land agent or other company representative will contact the landowner or complainant for further information if necessary. In most cases, **a landowner will be contacted within 24 hours of notice of complaint**. If the issue can be resolved by phone or in-person, then the agent will do so at that time. All complaints are recorded and documented. If the complaint comes from an affected landowner or stakeholder, a separate contact report is completed each time the landowner is contacted.

Determine and Implement the Resolution

The land agent or other company representative will analyze the issues identified within a complaint and determine one or more solutions that resolves or addresses the complaint. All tasks that require action are assigned to appropriate personnel and the resolution plan is developed and implemented.

Follow up and Reporting

The Land agent will be responsible for following up with the landowner and communicating the status of the resolution. Complaints which may relate to compliance with the requirements of the Federal Energy Regulatory Commission (Commission) Order, and the measures taken to satisfy those concerns will be documented by Transco within the monthly construction status report to be filed with the Commission.

Federal Energy Regulatory Commission

If you are not satisfied with the response provided by Transco, you may also contact the **Commission's Landowner Helpline at 877-337-2237** or via email at Landownerhelp@ferc.gov.