

# Landowner Environmental Complaint Resolution

OCTOBER 2017

On October 13, 2017, Atlantic Coast Pipeline, LLC (Atlantic) received a Certificate of Public Convenience and Necessity from the Federal Energy Regulatory Commission (FERC) under Docket Number CP15-554. The Certificate authorizes Atlantic to construct, operate, and maintain the Atlantic Coast Pipeline (ACP) and establishes environmental conditions applicable to construction. Atlantic accepted this Certificate on October 16, 2017.

The Project will include stream crossings, wetland crossings, and land clearing, as well as land reclamation after construction activities are completed. To minimize environmental impacts, Atlantic will implement procedures that include the use of soil erosion and sediment control structures and the use of construction techniques to control soil movement. In addition, Atlantic will be using the services of an Environmental Inspector to ensure compliance with any applicable environmental regulations, approvals and/or permits.

Atlantic will use the following Environmental Complaint Resolution Procedure to receive and respond to landowner concerns during construction of the ACP and during restoration of the right-of-way after ACP construction is complete. We invite you to follow the steps below to express environmental concerns during construction and restoration activities.

## Landowner Instructions

1. If you have a concern or complaint regarding construction of the ACP across your property, please contact your local land representative. Your land representative is your first and primary source for initiating complaint resolution. If you do not have your land representative's contact information readily available, please contact the land supervisor for the state in which your property is located. Contact with your local land agent or area land supervisor will lead to the quickest response from on-site personnel who are most familiar with the construction and restoration activities.

- **West Virginia ACP Land Supervisor**  
Jamie Burton  
304-472-0314  
Jamie.S.Burton@DominionEnergy.com
- **Virginia ACP Land Supervisor**  
**Counties of: Brunswick, Dinwiddie, Greensville,  
Nottoway and Southampton**  
**Cities of: Suffolk and Chesapeake**  
Jedidiah Spratt  
804-451-9452  
Jedidiah.T.Spratt@DominionEnergy.com
- **Virginia ACP Land Supervisor**  
**Counties of: Augusta, Bath, Buckingham,  
Cumberland, Highland, Nelson and Prince Edward**  
Dave Aman  
540-943-9396  
David.W.Aman@DominionEnergy.com
- **North Carolina ACP Land Supervisor**  
Jeff Arrington  
919-205-1950  
Jeffrey.A.Arrington@DominionEnergy.com

Land supervisors are typically available during construction and restoration activities from 7:00 a.m. to 5:00 p.m. Monday through Saturday.

**A land representative will attempt to return your call the next business day to acknowledge receipt of your message and address your concern.**

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**2.** If your land representative does not provide a timely or satisfactory response, or if contact is necessary outside of business hours, please contact Atlantic via phone or email.

- **ACP Toll-Free Landowner Line**  
888-895-8716

- **ACP Project Email**  
ACPipeline@DominionEnergy.com

Leave a detailed message including the date and time of the call; your name, address and telephone number; and a detailed description of the issue or concern. The Landowner Toll-Free Line and Project Email will be checked regularly and each message received will be documented. An appropriate Project representative will be designated to respond to your issue or concern.

**A Project representative will attempt to return your call the next business day to acknowledge receipt of your message.**

Atlantic's goal is to resolve issues and concerns as quickly as possible. Your land representative will keep you informed of the progress and anticipated schedule for resolution.

**3.** If you are unsatisfied with the response you received through the above-listed procedures, you may contact FERC via phone or email. FERC's Landowner Helpline staff will informally seek information from you and will attempt to address your concerns. Contact with the FERC Landowner Helpline staff can be made anonymously, and information and documents obtained through them will be treated as non-public information.

- **FERC Landowner Helpline**  
877-337-2237

- **FERC Landowner Email**  
LandownerHelp@ferc.gov

Following resolution of your complaint, the responsible Project personnel will close out the complaint for the record, noting the date and means of resolution. All complaints received that reach this stage, along with the status of their resolution, will be documented in a status report that will be submitted to FERC.

It is Atlantic's intent to construct these facilities in a diligent, prudent and safe manner. It is also Atlantic's goal to perform and complete the work without concerns and while minimizing environmental impacts. However, we wish to provide you with this procedure to allow a means for the timely resolution of any problems or concerns that may arise. Thank you for working with us throughout the Project.