

LIQUIDS PIPELINE OWNER AND OPERATOR COMMITMENT TO LANDOWNERS

Pipeline companies considering a new liquids pipeline project in your area are committed to working with you fairly, openly and with respect. As landowners potentially impacted by a pipeline project, we make these commitments to you:

1. *Fairness*

We commit to working with you fairly. At the end of the process of considering a pipeline project, regardless of whether the pipeline directly impacts your lands, you should feel that we treated you fairly.

2. *Respect*

We commit to treating you and all stakeholders with respect. We will listen to your questions and concerns. We will share with you our perspective. We will work to understand your needs and appreciate your point of view.

3. *Openness*

We commit to being open with you. We know you will have a lot of questions about the project. We will provide you as much information as early as we can to help you form your opinions and make your decisions in a timely fashion. We will provide you information about the project, its benefits to you and your community, potential short-term inconveniences and long-term impacts, the process for considering the project, and our company.

4. *Negotiate in Good Faith*

We commit to negotiating with you in good faith. We will be sincere in our commitments and offers to you. We will stress our desire to obtain survey or easement rights through negotiation first. We will view eminent domain only as a last resort and will work in good faith first to reach a mutually acceptable agreement. We will keep our commitments to you and make sure we are clear in what we are offering, the limits of what we can agree to and the timing of our offers.

5. *Responsiveness*

We commit to responding to your questions and concerns promptly. We understand you may have additional questions or thoughts after we meet with you or you hear from us. We will do our best to get you the information you are requesting. We may not be able to meet all of your requests, but we will respond to you in a timely fashion.

6. *Consistency*

We commit to upholding these commitments to you as consistently as possible. Whether we are working with you directly or through someone we hire to help us, we will ensure they have the appropriate training and professionalism to perform their jobs. If you are ever dissatisfied by an interaction you've had with us, we want to hear about it and will work diligently to get our relationship with you back on track as soon as possible.