

**Mountain Valley Pipeline, LLC  
Mountain Valley Pipeline Project  
Docket No. CP16-10-000**

**Implementation Plan  
Dated October 2017**

**Attachment IP-14a**

## ENVIRONMENTAL COMPLAINT RESOLUTION PROCEDURES

Mountain Valley Pipeline, LLC (Mountain Valley) will work to address and resolve complaints regarding the construction and restoration of the Mountain Valley Pipeline (MVP) Project in a timely manner. The MVP project team has worked diligently with landowners to identify the best possible route for the proposed pipeline and we value the relationships we have formed with these stakeholders. Mountain Valley will continue to work with landowners throughout the construction of the pipeline to address any issues that may arise and we have established specific procedures to resolve any landowner concerns.

First, Mountain Valley has established local contacts for landowners to call first with their concerns. The name and contact information for this local contact will be provided to landowners. Landowners should generally expect an initial response from the local contact within 24 hours.

Second, if landowners are not satisfied with the response from the local contact, they can call Mountain Valley's 24-hour hotline at 1-844-MVP-TALK (1-844-687-8255) or send an email to [mail@mountainvalleypipeline.info](mailto:mail@mountainvalleypipeline.info). The hotline is a toll-free number that serves as a means for landowners and stakeholders to contact appropriate representatives with questions, concerns, and complaints. The hotline call response process is as follows:

### Step 1: Gathering Information

A Mountain Valley representative will contact and request all necessary information to complete the caller information section of the hotline record, including the caller's name, address, phone number, and brief description of the purpose of the call.

### Step 2: Defining the Issues

The Mountain Valley representative will work with the caller to help understand and address their concerns. If a representative can resolve the issue, they will record this on the hotline record. Otherwise, the caller will be advised that their concerns have been documented and that they can generally expect a return call within 24 hours from an appropriate Mountain Valley representative.

### Step 3: Resolution

If the issues are resolved during Step 2, a representative will complete the process by documenting how a resolution was reached for the hotline record. If a resolution is not reached during Step 2, the hotline record will be forwarded to the appropriate Mountain Valley representative who will return the call. The process for this issue should generally follow these steps until resolution is reached. For any contact received through a means other than the hotline or the local contact described above, the Mountain Valley representative will either (a) direct the landowner to the local contact or hotline as appropriate or (b) request all necessary information to complete the caller information section of the record including the caller's name, address, phone number, and Project reference and proceed to Step 2 above.

Third, if a resolution is not reached or the landowner is not satisfied with the response from Mountain Valley, then the landowner may contact the FERC Landowner Helpline at 877-337-2237 or at [LandownerHelp@ferc.gov](mailto:LandownerHelp@ferc.gov).