

## Procedures Used to Address and Resolve Complaints

Any person having a complaint regarding the processing of requests for transportation service or the provision of such service under Transporter's Tariff should provide within ninety (90) days from the date of the alleged occurrence (or knowledge thereof) of the event prompting the complaint, a written description detailing the complaint, including identifying the request or transaction involved, and send the complaint to:

Enable Gas Transmission, LLC  
[EMP\\_Complaints@EnableMidstream.com](mailto:EMP_Complaints@EnableMidstream.com)

Transporter shall investigate all complaints so received and shall respond initially within forty-eight (48) hours and in writing within thirty (30) days after receipt of the written complaint advising Complainant of the disposition or notifying Complainant that additional time will be required to dispose of the complaint. Complainant shall cooperate with Transporter if additional information is required to investigate or dispose of any complaint.