

## Procedures Used to Address and Resolve Complaints

Any person having a complaint regarding MRT's services shall provide to MRT within ninety (90) days from the date of the alleged occurrence or knowledge thereof, a written description detailing the complaint, including a description of the specific request or transaction involved, if any, and shall direct the complaint to:

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

MRT shall investigate all complaints received and shall respond initially within forty-eight (48) hours and in writing within thirty (30) days after receipt of the written complaint. Complainant shall cooperate with MRT if additional information is required by MRT to investigate any complaint.