

## Commission Staff's Expectations of the Public Liaison Officer

Pursuant to Condition 6 of the Final Order Issued by the Commission on December 14, 2015, Dakota Access is required to provide a public liaison officer. Staff sets forth the following expectations of the public liaison officer:

### 1. Facilitate the Exchange of Information:

- The liaison's contact information shall be provided well in advance of construction to all landowners crossed by the Project and to impacted local governments and law enforcement agencies in the vicinity of the Project.
- Contact information shall include the liaison's name, cell phone number, toll-free phone number, email address, and business mailing address.
- The liaison's contact information shall be submitted to the landowners, local governments, and law enforcement agencies, in writing, via a letter from the liaison to each party. A photograph of the liaison shall be included with the letter.
- The liaison shall follow-up each letter with a phone call with the purpose of introducing themselves and explaining the role they will have during construction and restoration.
- The liaison shall offer to meet in person with landowners, local government officials, and law enforcement agency officials at a location convenient for the party (e.g. landowner's property or community Town Hall). If the landowner resides out-of-state, then the liaison should offer to communicate via a phone call or other form of electronic communication. The liaison shall schedule these in person meetings to occur prior to construction on each landowner's property or prior to construction in the vicinity of the local governments and law enforcement agencies. The only exceptions shall be for meetings that cannot be scheduled prior to this point because of multiple scheduling conflicts by a landowner, the landowner's desire to not meet, or a landowner's out-of-state location.

### 2. Facilitate the Prompt Resolution of Complaints and Problems:

- The liaison shall respond to questions and issues communicated by Commission Staff within two hours during normal business hours and within 24 hours outside of normal business hours. Each response shall be followed up in writing within 24 hours.
- The liaison shall make every reasonable effort to contact landowners, local governments, or any other individual the same day communication to the liaison was initiated, but no later than 24 hours during normal business hours and 48 hours outside of normal business hours.
- The liaison shall respond immediately to questions and issues communicated by law enforcement agencies at all times.
- The liaison shall reside within no more than a half-day's travel distance from all locations along the pipeline route in South Dakota.
- Upon request from Commission Staff, a landowner, local government, or law enforcement agency, the liaison shall meet in person with the individual that has concerns at a time and location that is convenient for the individual and as soon as practicable.
- DAPL's on-site project manager, DAPL's executive project manager, and each contractor's on-site project manager shall cooperatively work with the liaison to resolve all questions and concerns as soon as practicable.