

17. STANDARDS OF CONDUCT

Procedures Regarding Complaints:

- (1) All oral and written complaints regarding transactions with an affiliate should be directed to:

Northern Natural Gas Company  
1111 South 103rd Street  
Omaha, Nebraska 68124-1000  
Attn: Chief Compliance Officer  
Phone: (402) 398-7091

- (2) The recipient of the complaint (or designee) will contact the appropriate person for further review/resolution. Northern will initially respond to the complainant within 48 hours of the complaint. Northern will respond in writing to the complainant within 30 days of the complaint. The response shall indicate the validity of the complaint and what corrective actions, if any, should be taken.