

SB 2194



PIPELINE RESTORATION AND RECLAMATION OVERSIGHT PROGRAM

The North Dakota Department of Agriculture’s pipeline restoration and reclamation oversight program connects landowners and tenants experiencing pipeline reclamation and restoration issues with an independent ombudsman, a third party resource to help reach a reasonable resolution.

The program also provides educational outreach to help landowners/tenants consider things such as pipeline pathways, type of pipeline installation, soil impacts, type of vegetation being reestablished, timelines and other issues before signing agreements.

Vision Statement

The ombudsmen are the recognized lead facilitators for promoting fairness when resolving pipeline reclamation and restoration issues, concerns, and disputes.

Mission Statement

To enhance landowner trust and cooperation in North Dakota’s energy development future by providing timely, effective, and impartial complaint management between surface owners/tenants and pipeline companies.

Values

These values guide activities and actions of the program. They demonstrate the agriculture commissioner’s belief that the manner in which the program is administered must be purposeful in progressing the goals North Dakota is trying to achieve by creating the program.

The program values:

- Fairness
- Integrity
- Respect
- Equity

This program also values a working environment that fosters innovation and collaboration.



Agriculture Commissioner
Doug Goehring

PROGRAM PROCESS

The ombudsmen proceed by way of independent and impartial examinations initiated upon complaints by surface owners/tenants. The ombudsman's objective is to develop a service culture characterized by fairness, dedication, openness, and accountability. The ombudsmen may use informal facilitation or recommend mediation to avoid actions that can be costly and damaging to the surface owner/tenant and the pipeline company.

NDDA will:

Establish methods for surface owners/tenants to issue complaints

Complaints will be taken by:

Phone

Email

Web

Personal interview

Establish a method to track and assign complaint cases to an ombudsmen

Prepare periodic reports to the agriculture commissioner regarding program activity

Contract with qualified ombudsmen

The ombudsman will:

Make initial contact with the surface owner/tenant within 48 hours of receiving the complaint

Conduct a site examination with the surface owner/tenant and document all issues associated with the complaint

Meet with surface owner/tenant and pipeline company on site to review reclamation/restoration issues

Work with surface owner/tenant and pipeline company to develop a plan and timeline to address the complaint

Periodically monitor agreed upon reclamation/restoration site work

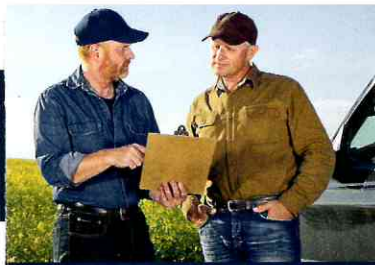
Provide final report to the agriculture commissioner



Site prior to reclamation



Same site after reclamation



WIND ENERGY RESTORATION AND RECLAMATION OVERSIGHT PROGRAM

The North Dakota Department of Agriculture, in cooperation with the Public Service Commission, connects property owners experiencing wind energy reclamation and restoration issues with an independent ombudsman, a third party resource to help reach a reasonable resolution.

The program also provides educational outreach to help property owners consider things such as site development, location and route of electrical distribution lines, site restoration after decommissioning and other issues before signing contracts.

Vision Statement

The ombudsmen are the recognized lead facilitators for promoting fairness when resolving wind energy reclamation and restoration issues, concerns, and disputes.

Mission Statement

To enhance property owner trust and cooperation in North Dakota's energy development future by providing timely, effective, and impartial complaint management between property owners and wind energy developers.

Values

These values guide activities and actions of the program. They demonstrate the agriculture commissioner's belief that the manner in which the program is administered must be purposeful in progressing the goals North Dakota is trying to achieve by creating the program.

The program values:

- Fairness
- Integrity
- Respect
- Equity

This program also values a working environment that fosters innovation and collaboration.



Agriculture Commissioner
Doug Goehring



PROGRAM PROCESS

The ombudsmen proceed by way of independent and impartial examinations initiated upon complaints by property owners. The ombudsman's objective is to develop a service culture characterized by fairness, dedication, openness, and accountability. The ombudsmen may use informal facilitation or recommend mediation to avoid actions that can be costly and damaging to the property owner and the wind energy developer.

NDDA and PSC will:

Establish methods for property owners to issue complaints

Complaints will be taken by:

Phone

Email

Web

Personal interview

Establish a method to track and assign complaint cases to an ombudsmen

Prepare periodic reports to the agriculture commissioner and the Public Service Commission regarding program activity

Contract with qualified ombudsmen

The ombudsman will:

Make initial contact with the property owner within 48 hours of receiving the complaint

Conduct a site examination with the property owner and document all issues associated with the complaint

Meet with property owner and wind developer on site to review reclamation/restoration issues

Work with property owner and wind developer to develop a plan and timeline to address the complaint

Periodically monitor agreed upon reclamation/restoration site work

Provide final report to the agriculture commissioner and the Public Service Commission



THE OMBUDSMAN

Ombudsman

Noun [om•buds•man]

Definition: One who investigates, reports on, and helps settle complaints.

The ombudsman will manage complaint cases by receiving, reviewing, and attempting to resolve complaints from property owners. In addition, the ombudsman will analyze complaint data and provide the agriculture commissioner and the Public Service Commission with recommendations for the improvement of the program. The ombudsman will have frequent contact with property owners, and representatives from wind developers by conducting outreach and managing complaints.

Knowledge, Skills, and Abilities

To be an effective ombudsman, the individual must have the following attributes:

- Concern for fairness
- Effective consensus-building and facilitator skills
- Good listening skills
- Established analytical ability
- Effective stress management skills
- General knowledge of subject matter
- Keep professionally current by pursuing continuing education and training

Primary Functions

An ombudsman has the following primary functions:

- Problem prevention
- Conflict resolution
- Communication facilitation

Functional Description

The ombudsman will:

- Serve as a designated neutral resource for property owners to raise concerns and request assistance to informally resolve conflicts and problems
- Monitor and track inquiries, complaints, and disputes
- Seek to provide effective and equitable conflict resolution
- Focus on customer service to provide an identifiable and accessible process for receiving complaints and resolving disputes
- Direct property owners to the correct process or agency (outside the ombudsman program) when appropriate
- Make recommendations to the agriculture commissioner and the Public Service Commission if a general problem trend is identified

The ombudsman will not:

Provide legal counsel or assistance in negotiating an easement

Interfere with or supersede any agreements between property owners and wind developers

Conduct any regulatory functions

PROGRAM GOALS

- 1 Recognized Resource**
We are a resource that can assess issues and identify options after an impartial review of the complaint
- 2 Create Trust**
Create property owner trust in working with wind developers by creating a venue to address concerns and enhance communication
- 3 Save Resources**
Save valuable resources by preventing disputes and resolving them in a timely manner in place of costly litigation
- 4 Balanced Approach**
Support property owners and the energy industry by using a non-regulatory approach to balance land use needs and foster the relationship between land stakeholders

PROGRAM OBJECTIVES

- Wind energy reclamation and restoration problems addressed in the early stages have a higher degree of resolution and can often be resolved before further erosion of confidence by the property owner and a loss of productivity exists
- Effective education of key stakeholders regarding the goals of the program will create buy-in and cooperation
- The ombudsman does not necessarily have to identify the solution to a problem but will be most successful by helping property owners and wind developers identify and carry out solutions
- The ombudsman must be an effective consensus-builder and facilitator

PROGRAM ASSESSMENT

NDDA will use customer satisfaction surveys and stakeholder interviews to complete an annual program assessment.

FOR FURTHER INFORMATION

North Dakota Department of Agriculture
600 E. Boulevard Ave., Dept. 602
Bismarck, ND 58505-0020
701-328-2231 or 800-242-7535
www.nd.gov/ndda

Public Service Commission
600 E. Boulevard Ave., Dept. 408
Bismarck, ND 58505-0480
701-328-2400 or 877-245-6685
www.psc.nd.gov



The North Dakota
Department of Agriculture
and the
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employers and providers.

Sept. 2018

THE OMBUDSMAN

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Knowledge, Skills, and Abilities

To be an effective ombudsman, the individual must have the following attributes:

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The ombudsman will:

- Serve as a designated neutral resource for surface owners and tenants to raise concerns and request assistance to informally resolve conflicts and problems
- Monitor and track inquiries, complaints, and disputes
- Seek to provide effective and equitable conflict resolution
- Focus on customer service to provide an identifiable and accessible process for receiving complaints and resolving disputes
- Direct surface owners/tenants to the correct process or agency (outside the ombudsman program) when appropriate
- Make recommendations to the agriculture commissioner if a general problem trend is identified

NDDA will not:

Release the names of surface owners or tenants who receive assistance through this program

The ombudsman will not:

Provide legal counsel or assistance in negotiating an easement

Interfere with or supersede any agreements between surface owners/tenants and pipeline companies

Conduct any regulatory functions

Investigate any pipeline installed before January 1, 2006

Investigate any pipeline regulated by the Public Service Commission under North Dakota Century Code Title 49

PROGRAM GOALS

1 Recognized Resource
We are a resource that can evaluate issues and identify options after an impartial review of the complaint

2 Create Trust
Create surface owner/tenant trust in working with pipeline companies by creating a venue to address concerns and enhance communication

3 Save Resources
Save valuable resources by preventing disputes and resolving them in a timely manner in place of costly litigation

4 Balanced Approach
Support surface owners/tenants and the energy industry by using a non-regulatory approach to balance land use needs and foster the relationship between land stakeholders



PROGRAM OBJECTIVES

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