



# Colonial Pipeline Company

## **Shipper Advisory Council**

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## **Your Feedback is Essential**

Colonial Pipeline values and appreciates your feedback as a customer and reader of this document. As we provide shipper updates, evaluate new tools, and make changes to the overall network, your comments are the most valuable evaluations we receive.

If you would like to provide feedback or suggestions regarding the Colonial Pipeline Shipper Advisory Council, please use the following email address: **[customerrelations@colpipe.com](mailto:customerrelations@colpipe.com)**.

## **About Colonial Pipeline**

Colonial Pipeline is the largest refined products pipeline in the United States, safely and efficiently transporting more than 100 million gallons of fuel daily to meet the energy needs of consumers from Houston, Texas to the New York Harbor.

We are doing our part to deliver energy that improves lives and keeps the economy moving. At Colonial we are focused on excellence in everything we do. The Shipper Advisory Council is part of Colonial's commitment to excellence in customer service. With feedback directly from our shippers, Colonial will continue to "Raise the Bar" on providing safe, reliable, cost-effective refined products pipeline transportation.

## **Colonial Pipeline Shipper Advisory Council**

### **Shipper Advisory Council Overview**

#### **Mission**

The mission of the Shipper Advisory Council is to give Shippers an opportunity to provide feedback to Colonial team members to help us raise the bar by improving the overall customer experience and better meeting the needs of Colonial shippers.

#### **Scope**

The Shipper Advisory Council will consist of bi-annual round table discussions among a subset Colonial's shippers who represent a cross-section of Colonial Pipeline's customer base. The Shipper Advisory Council will be used to promote proactive dialogue focused on customer satisfaction, and potential changes to Colonial services and operations.

#### **Objectives**

The objectives of the Shipper Advisory Council are:

- Solicit customer feedback on the current operations
- Identify possible improvements to Colonial's services and operations
- Assess how Colonial could meet current and future customer needs through new or improved service offerings.
- Identify and discuss customer and industry best practices for Colonial

#### **Duration**

The Shipper Advisory Council members will typically serve for 18 months and rotate off every six months, shippers will attend two to three meetings. Initial Shipper Advisory Council members will serve terms of 18 and 24 months to allow for continuity among the Shipper Advisory Council participants.

#### **Meeting and Review Points**

Shipper Advisory Council members will be invited to two bi-annual meetings and periodic virtual review meetings as needed. The review meeting dates depend upon the work in development or upcoming projects. Each review point has a specific emphasis as noted below:

The meetings may be held at the following locations/formats:

- Colonial Pipeline Company in Alpharetta, GA
- Shipper home base location – i.e. Houston, TX
- Virtual via web conference system
- Teleconference

**Membership Requirements**

The customer must be an active shipper on Colonial Pipeline. Shipper representation will consist of refiners, retailers, wholesalers, airlines and traders/blenders.

The Shipper Advisory Council is open to a limited number of shippers at the Director/Vice President level who wish to provide direct in-depth feedback on the future direction of the Colonial Pipeline products, services or network changes.

As a Shipper Advisory Council member, Colonial asks that the shipper participates in virtual seminars and attend two annual in person Shipper Advisory Council meetings.

Shipper Advisory Council members will be required to sign a non-disclosure agreement. The non-disclosure agreement allows all involved to feel comfortable that all information shared will remain confidential.

Should the member company fail to participate in two in-person meetings, it will be assumed that they no longer wish to participate. At that time, a letter will be sent to the principle contact stating that the company has been removed as a Shipper Advisory Council member.

**Membership Estimated Time Commitment**

It is requested that Shipper Advisory Council members make a commitment to the Shipper Advisory Council for up to 18 months. It is anticipated that this may require bi-annual two-day meetings (as outlined above). In addition to the above on-site meeting requirement, there may be additional preparation time required and the use of virtual meetings to address focus items.

**Membership Estimated Costs**

Costs for participant travel and accommodation expenses or other involvement are to be absorbed by the customer.