

Appalachian Power Company
Smith Mountain Project No. 2210
Process for Reporting Violations of the Shoreline Management Plan

Individuals desiring to report a suspected violation of the Shoreline Management Plan should contact Appalachian Power Company by e-mail at shorelinemanagement@aep.com, or by regular mail at Appalachian Power Company, P. O. Box 2021, Roanoke, VA 24022 or by telephone at 540-985-2579. Appalachian will take the following actions to follow-up on reports of suspected violations:

1. Individuals report suspected violation with Appalachian. At a minimum, the following information is required:
 - a. Description of facility/structure/activity
 - b. Location e.g. street address or legal description or tax map number and County
 - c. Description of suspected violation
 - d. Any other pertinent information
 - e. If the individual wants to be notified of the investigation results, he/she should include contact information.
2. Appalachian records suspected violation.
3. Appalachian reviews permit records regarding subject property.
4. Appalachian conducts site visit, as necessary.
5. Appalachian requests additional information, if necessary.
6. Appalachian assesses the information to determine if a violation has occurred.
7. If Appalachian determines no violation has occurred, Appalachian will update its records accordingly. Individual who reported the suspected violation will be notified, if requested.
8. If Appalachian determines a violation has occurred, Appalachian will notify the property owner of the violation in writing, the necessary steps to correct the violation, and a timeline for compliance.
9. If Appalachian determines the violation is brought into compliance as required, Appalachian will update its records accordingly. Individual who reported the suspected violation will be notified, if requested.
10. If Appalachian determines the violation is not brought into compliance, Appalachian will take any lawful action necessary to correct the violation. This includes, but is not limited to, canceling the permission to use and occupy the project lands and waters and removing any non-complying structures.
11. Non-compliance issue has been resolved. Appalachian will update its records accordingly. Individuals reporting the suspected violation will be notified, if requested.

The final decision of the above described investigation will be conveyed by Shoreline Management staff. If there is any disagreement with the decisions made, then the Plant Manager Hydro may be contacted:

Robert Gallimore
Plant Manager Hydro
Appalachian Power Company
P.O. Box 2021
Roanoke, VA 24022
ragallimore@aep.com

If there is still a disagreement following contact with the Plant Manager Hydro, the Federal Energy Regulatory Commission may be contacted:

Secretary
Federal Energy Regulatory Commission
888 First Street, NE
Washington, DC 20426

Appalachian is not able to discuss the specifics of any investigation with parties other than the property owner involved directly in the violation. However, Appalachian can advise outside parties about the status of Appalachian's investigation.

A copy of Appalachian's Shoreline Management Plan can be obtained on line at www.smithmountainproject.com.