




# Compensation for pipelines?

## We hear from an appraiser

**Our field experts inspect our pipelines 24 hours a day, 7 days a week. Naturally, despite these inspections, damage can still occur, to field crops for example. This is fairly common, Dow isn't the only one with underground pipelines. Naturally, Dow compensates for damage when the surface of a plot of land produces less yield due to the presence of pipelines running underneath it. In order to compensate the correct amount, Dow works with independent appraisers. What exactly are their duties? An appraiser explains.**

Landowners or land users report their damage to Dow. This can be done, for example, by using the contact form on the website. This request is received by the Pipeline Management department. The appraiser explains how it proceeds from here: "The department contacts an appraiser, who contacts the landowner or land user and pays them a visit. Once on site, the appraiser assesses the quality of the crops. Of course, he can only do this if he has proper knowledge of the crops. On the basis of his findings, he defines the damage. For standard crops he draws up a simple report and asks the land user to sign the report. This is not always the same person as the landowner. It is important that the user receives the compensation and not the owner. In the case of crops that are less common, we draw up a more extensive report. The trick is to write the report in such a way that everyone can understand it. The appraiser delivers this report to the Pipeline Management department. They will then compensate the damage."

### A complex job

"An appraisal depends on many circumstances. For example, you have to appraise at the right time. If you make an appraisal well in advance of the harvest, the damage could be worse or better than expected. But you can't appraise too late, because the crops still have to be on the land. The market situation also has an impact. Is demand high? If so, it is not such a big problem if the cauliflowers, for example, are one size smaller. You will still sell them. For as many crops as possible, we use the standard rates list of the Netherlands Agricultural and Horticultural Organization (Land- en Tuinbouworganisatie, LTO) for our appraisals. Unless a farmer can prove that he had a higher yield per square foot. We always calculate the difference in yield between a healthy square foot of land and a square foot of land in the 'pipeline strip'. That's the land above the pipeline."

### Good contacts

"Most of the landowners I visit are farmers. The best thing about my job is the contact with them. I think it's important that I'm trustworthy to them. As an appraiser you are always completely independent. If you're not, landowners obviously don't trust you. In our job, of course, it is important that we have proper knowledge of the crops we appraise, since we must be full-fledged discussion partners for the landowners. Sometimes landowners try to receive more compensation than they should. I don't fall for that. By now I have enough experience to catch on to that quickly!"

### Certified appraisers

Currently, Dow has a large network of appraisers. Each with their own qualities. For example, they can appraise agricultural or horticultural crops. Dow only works with certified appraisers. This way, the result of the appraisal is always as reliable as possible. The Pipeline Management department always reviews the recommendations.