

## **Cassadaga Wind Project Complaint Resolution Plan**

### Introduction

EverPower strives to construct, operate and maintain its wind farms in a manner that is consistent with applicable laws and regulations and responsible community engagement. EverPower recognizes that wind farms become new features of local landscapes that may represent a significant change to the host community and its residents. Noise, shadow flicker, visual presence and other factors may be seen as unwelcomed intrusions on the lives of residents and the character of the community, with the scale of the wind farms creating an unexpected negative reaction in some community members.

EverPower takes seriously any complaint that it receives from members of the public. EverPower will take all required and reasonable steps to ensure that wind farms are operating in compliance with all applicable laws and regulations. It is also in EverPower's best interest to take reasonable steps to help resolve any concerns that local residents and the public may have, even when the wind farm is in compliance. To that end, this Complaint Resolution Plan has been developed in order to establish a process for responding to complaints in a consistent and respectful manner. The complaint response process to be implemented at the Cassadaga Wind Project ("Project") will ensure the public and wind farm operators have a procedure to follow in response to registered complaints. This complaint resolution plan shall serve as the noise complaint-handling procedure to be implemented during Project operation.

### General Project Communications

Prior to commencement of construction, Cassadaga Wind will communicate to neighboring residents, the Towns, the NYS Department of Public Service (DPS) and other permitting agencies the contact name and address of the Project Development Manager and the Construction Manager (and, prior to the end of construction, the Operations Manager) through mailings and/or notice in local newspapers. Cassadaga Wind will also post and publish in the local newspapers of record its 1-800 number that will be checked within 24 hours by construction and/or operations personnel if a message is received. Cassadaga Wind will notify the Town Boards of all areas where information regarding the Project, Project activities, and Project contact information will be posted. These areas are anticipated to include the respective Town Halls and Project construction trailers/offices, and will also be posted on the Project website. Project

information to be posted would include the Project construction schedule and milestones, the transportation routes, and traffic control measures, if needed.

### Registering a Complaint

Complaints by neighboring residents or others may be made through the following channels:

1. By calling the local O&M building or 1-800 number and speaking directly with construction and operations personnel in the field;
2. By writing to Cassadaga Wind at its local address or at its principal place of business, or
3. By making the complaint in person at Cassadaga Wind's construction or operations building.

In the event that the Towns or DPS receive complaints directly about unanticipated effects of construction or operations of the wind facility, the Towns or DPS shall notify the Cassadaga Wind within five (5) days in writing of the details of such complaint.

### Complaint Response Program

Cassadaga Wind will implement a 5-point complaint response program for all registered complaints.

- 1) Community Engagement:** It is important that local residents and local public officials have reasonable access to Project personnel.
  - Cassadaga Wind will provide and advertise a general call-in number and/or email address that the public can use to contact company personnel.
  - Cassadaga Wind will maintain open lines of communication with local and state officials to ensure it receives any complaints that are made directly to Towns, the County or the State
- 2) Gather information:** It is essential that Cassadaga Wind know the characteristics, circumstances and facts giving rise to a complaint or issue. In particular, a description of the complaint, location, time of day, duration and any other defining circumstances is needed to further assess the issue. Cassadaga Wind will promptly investigate such complaints, and will contact the individual within 48 hours of receipt of a complaint, and work with them in good faith to resolve the issue.
  - In some cases, a local resident may just want to express a concern or an opinion, and does not expect any further action. In those circumstances, a conversation with Project personnel may resolve the complaint.
  - In order to help diagnose any issues that might be easily identifiable, the attached Questionnaire can be used as a guideline when speaking the local resident. Alternatively, the questionnaire can be given to the local resident to fill out at their

convenience.

- 3) Response:** Once Cassadaga Wind has sufficient information on the nature of the complaint, they can work with any identified consultant and/or other Cassadaga Wind personnel to diagnose any potential problems and formulate a response.
  - In many cases, the response will include an explanation of any applicable laws or regulations governing the wind farm and the project development/design process that was required as a result of those laws and regulations. If appropriate, general information on impacts related to the particular issue may be appropriate.
  - If the concern may be explained by a known, temporary condition that resulted in greater impacts (e.g., loud yaw motors, brake pad wear, etc.), the complaint may be resolved by correcting of the offending condition.
- 4) Follow up:** If a response was offered, and after a reasonable time has passed, Cassadaga Wind personnel should follow up to inquire if the matter has been resolved or if there are any continuing issues.
- 5) Further action:** If there continue to be issues, the Project may engage in more formal conflict resolution, including compliance monitoring. Further action will consider project specific factors and should be decided on a case-by-case basis, using input from outside consultants, legal counsel, and upper management of Cassadaga Wind, as appropriate.

# Local Resident Questionnaire

Cassadaga Wind LLC

Cassadaga Wind Farm

---

Date \_\_\_\_\_

Time of call \_\_\_\_\_

Complainant Name and Physical Address where noise/shadow flicker observed \_\_\_\_\_

Complainant Mailing Address (if different)

Period of Complaint: From \_\_\_\_\_ to \_\_\_\_\_

Type of location where event was located (Home, apartment, commercial, school, etc)

Nature of Complaint

---

---

Description of event (e.g. thumping, swishing, jet roar, flicker) \_\_\_\_\_

---

Was this observed both indoors and outdoors? Were windows closed or open? \_\_\_\_\_

On a scale from 1 to 5, with 5 being the worst, how annoying or disturbing is the event?

Describe the weather conditions at the location the event was observed (include wind direction, relative wind speed (light, moderate, strong), and cloud cover.) \_\_\_\_\_

How often does this same type of event occur?

Other comments