

# **Complaint Resolution Plan**

**Cassadaga Wind Project  
Chautauqua County, New York**

Cassadaga Wind LLC  
1251 Waterfront Place,  
Pittsburgh, PA 15222

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## Cassadaga Wind Project Complaint Resolution Plan

### Introduction

This Complaint Resolution Plan has been developed by Cassadaga Wind LLC (Cassadaga Wind) to establish a consistent process for responding to any public complaints arising during the construction and operation of the Cassadaga Wind Project (the “Project”). Specific procedures for receiving and responding to noise and vibration-related complaints, including those associated with substation operation, are provided in Attachment A.<sup>1</sup>

### General Project Communications

The following phone number and email address have been established for the Project:

**Toll Free Number:**                    **1.844.731.3932**  
**Email Address:**                        [cassadagainfo@rwe.com](mailto:cassadagainfo@rwe.com)

Pursuant to applicable Certificate conditions imposed by the NYS Board on Electric Generation Siting and the Environment (“Siting Board”), Cassadaga Wind will provide the following information prior to commencing construction: (1) a map of the Project; (2) a brief description of the Project; (3) the construction schedule and transportation routes; (4) the contact name and address of the Project Development Manager, the Construction Manager and other Project contacts, as appropriate; (5) the procedure and contact information for registering a complaint; and (6) contact information for the Siting Board and New York State Public Service Commission as follows:

- a) By mail to host landowners, adjacent landowners within 5,000 feet of the final layout to be constructed, and persons who reside on such property (if different from the landowner);
- b) To local Town and County officials and emergency personnel;
- c) Via publication in the local newspapers of record for dissemination, including at least one free publication, if available (e.g., Pennysaver);
- d) Via displays in public places, which will include, but not be limited to, the Town Halls of the host communities, at least one library in each host community, at least one post office in each host community, the Facility website, and the Facility construction trailers/offices; and

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<sup>1</sup> Cassadaga Wind has prepared a Sound Monitoring and Compliance Protocol that contains detailed procedures for receiving, responding to and reporting noise and vibration-related complaints, including those associated with substation operation.

- e) By filing with the Secretary for posting on the DPS Document Matter Management website.

Project information, including this Complaint Resolution Plan and the accompanying Complaint Form, will also be posted on the Project website.

Prior to commencement of construction, Cassadaga Wind will notify the Town Boards of all areas where information regarding the Project, Project activities, and Project contact information have been 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. The construction schedule and milestones will be updated quarterly as construction progresses.

### **Registering a Complaint**

Complaints can be made by any of the following methods:

1. Calling the local operations and maintenance office, or the toll-free number;
2. Speaking directly with Cassadaga Wind personnel at an office location;
3. Writing to Cassadaga Wind at its local address or principal place of business or using the designated email address.

To allow Cassadaga Wind to thoroughly investigate and address a concern, the complainant should provide as much information as possible including (but not limited to) the following:

- Full Name
- Mailing address
- Phone number
- Email address (if applicable)
- Date of the situation that prompted the complaint
- Location of issue
- Detailed description of the complaint, including any information that may help to identify the source of a concern (e.g., location of dust incident, type of noise, direction relative to observation, duration, time observation was made, etc.).

The Complaint Form included as Attachment B may be used to submit the complaint. These forms will be posted on the Project website and made available at the Project's temporary construction trailer/office during construction and the permanent operations and maintenance facility during operations. However, complaints do not need to be submitted using a specific form or following a specific format.

Upon receipt of the complaint, a representative of Cassadaga Wind will follow up with the complainant within 48 hours to confirm receipt and obtain any additional information needed to commence a proper investigation.

Cassadaga Wind encourages complainants to submit complaints directly to the company to facilitate timely resolution. In the event that the Towns, DPS, or other governmental agency receives complaints directly about the Facility, Cassadaga Wind asks that the agency refer the complainant to the Complaint Resolution Plan and, if possible, forward the complaint to Cassadaga Wind within two (2) business days of receipt.

### **Complaint Resolution Process**

Cassadaga Wind is committed to addressing all complaints in an efficient and expeditious manner by implementing the following complaint response program. To that end, the company will work in good faith to resolve all complaints as soon as is practicable. However, it is important to recognize that certain issues will require more time to investigate and resolve than others. Also, certain investigations require the cooperation of landowners or others; if that cooperation is lacking, resolution of the complaint may prove difficult, if not impossible. Finally, in some cases, a local resident may simply want to express a concern or opinion and does not expect any further action. In those circumstances, the conversation will be archived but no additional follow-up is required.

As provided above, a detailed description of any concern or complaint is required to allow Cassadaga Wind to adequately review and assess a potential problem. Upon receiving a complaint, it will be entered in to a Complaint Log, which will document the details provided by the complainant together with copies of any supporting documentation provided by the complainant or assembled by Cassadaga Wind. A copy of the log will be provided to DPS on an annual basis. Copies of complaints received during the construction of Cassadaga Wind will be shared with Town Supervisors and Town Clerks within the towns of Charlotte, Cherry Creek, and Arkwright.

Once Cassadaga Wind representatives have sufficient information on the nature of the complaint, they will work with the appropriate entity (other Cassadaga Wind personnel, the construction contractor, or an appropriate consultant) to diagnose any potential problems and formulate a response and appropriate measures, as applicable, to address the complaint. If the concern may be explained by a known, temporary condition that resulted in greater impacts (e.g., dust incidents, loud yaw motors, brake pad wear, etc.), the complaint may be resolved by correcting the offending condition.

Responses to complaints will vary depending on whether the complaint arises during Cassadaga Wind's construction or operations. Due to the nature of complaints during construction, responses will generally be made verbally (via a phone call) or in writing (via a letter or email)

however a record of the complaint and resolution action will be archived. Once Cassadaga Wind is operational, responses will generally be made in writing. The precise method of providing a response will depend on the complaint. The response will provide guidance concerning further action in the event the complainant is concerned about the results of the investigation and/or the proposed resolution of the complaint. The procedure may differ depending on whether the complaint involves construction or operation of the Facility. During construction, Cassadaga Wind will make best efforts to resolve a complaint within 5 business days, but no later than 10 business days from receipt of the complaint. If the complaint is due to dust, Cassadaga Wind is committed to resolving the issue promptly and will act to mitigate dust incidents no later than 24 hours after the complaint is received. During operations, Cassadaga Wind will follow up with the complainant within 60 days to determine whether the complaint has been satisfactorily resolved.

Cassadaga Wind is committed to resolving dust complaints within 24 hours of receipt, all other construction complaints within 10 business days of receipt, and operational complaints within 60 days of receipt, unless the resolution of the complaint requires additional time to acquire necessary information (e.g., studies), long-lead items (e.g., difficult-to-obtain part), or specific weather conditions. In instances where resolution will take longer than the times outlined within the Complaint Resolution Plan, Cassadaga Wind will contact the complainant to explain the situation and will provide a timeframe for resolution. DPS Staff will be notified of any complaints not resolved within 60 days of receipt.

Additional procedures specific to complaints relative to Project related noise concerns are presented in Attachment A.

### **Television Reception Complaints**

If the Complaint Resolution process determines that Project operation has resulted in impacts to existing over-the-air (OTA) television coverage, Cassadaga Wind shall address each individual problem by investigating methods of improving the television reception system (e.g. new antenna, signal boosters, etc.). Should upgrades to the OTA equipment be ineffective, Cassadaga Wind will provide compensation for cable television service that provides a similar level of service the OTA antenna reception (i.e. a basic package that provide access to local channels). In areas where cable service is not available or not practical, Cassadaga Wind will provide satellite television equipment. In order to qualify for the aforementioned mitigation, the complainant should demonstrate that they did not have cable or satellite service prior to construction of the Project.

### **Dispute Resolution and Unresolved Complaints**

If Cassadaga Wind and a complainant are unable to resolve a complaint within 60 days, Cassadaga Wind will consult with the DPS as to a possible resolution. If an issue remains

unresolved, in the opinion of the complainant, for 60 days or more, Cassadaga Wind will refer the complainant to a neutral, third-party such as a dispute resolution professional or retired judge for voluntary mediation.

In some instances, a complaint may not have a reasonable resolution (e.g., aesthetic concerns, general complaints about renewable energy, annoyance, etc.). If such complaints are received, the complainant will be notified that no resolution is feasible, and it will be added to the Complaint Log. The complainant will also be referred to the DPS if they disagree with the determination. If DPS determines that further action is required, the complaint resolution process will be followed, including possible neutral third-party referral.

## Attachment A

# Procedures for Reporting and Resolving Noise Related Complaints

(To be inserted after approval of final Cassadaga Wind Sound  
Monitoring and Compliance Protocol)

# Attachment B

## Complaint Form



# Complaint Form

## Contact Information

Date:	_____
Name:	_____
Phone Number:	_____
E-mail:	_____
Address:	_____

## Complaint Information

Nature of Complaint:	_____
Date & Time of Occurrence(s):	_____
Location of Occurrence(s):	_____
Weather Conditions:	_____
Wind Speed/Direction:	_____