



Complaint Resolution Plan

Alle-Catt Wind Energy LLC

Prepared By:

Invenergy

ALLE-CATT WIND ENERGY LLC

CASE NO. 17-F-0282

ALLEGANY, CATTARAUGUS, AND WYOMING COUNTIES

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LIST OF ATTACHMENTS

Attachment A Complaint Form

Alle-Catt Wind Energy LLC (ACWE) will implement this Complaint Resolution Plan beginning at the start of tree clearing activities for the Alle-Catt Wind Farm (the Project or Facility) and continuing throughout Facility construction.

1.0 CONTACT INFORMATION

Contact information for registering a complaint is provided as follows. Contact information will be updated, as needed, for different phases of the Project.

Project Complaint Number: [800-321-3913]
Project Website: <https://allecattwind.invenenergy.com/>
Project Email Address: [AlleCattWindEnergy@invenenergy.com]

2.0 METHODS FOR SUBMITTING COMPLAINTS

The complaint response protocol outlined in Section 4 will be used to manage complaints related to Project construction received from one of the following methods:

- Letters or written notes delivered to the ACWE Operations and Maintenance (O&M) building or construction trailer via U.S. Mail or personal delivery,
- Emails to an email address to be advertised for this purpose,
- Telephone messages recorded by calling into a toll-free or local telephone number to be advertised for this purpose,
- Telephone calls received by ACWE personnel at its local development office, O&M building, construction trailer, or the corporate headquarters of its parent company.

3.0 ADVERTISING OF COMPLAINT METHODS

Prior to the start of tree clearing and full construction, ACWE will provide notice consistent with the noticing procedures outlined in the Construction Notifications Plan, provided as Appendix A in the Limited Notice to Proceed – Tree Clearing Package, announcing the start of Facility construction activities and describing the methods for filing a complaint. In addition, on or before the start of commercial operation, ACWE will mail a notice announcing project operation and describing methods for filing a complaint. Notices will include the mailing address, e-mail address, street address, and toll-free or local telephone number where ACWE can be contacted with any complaints, questions, or concerns related to the Project.

4.0 COMPLAINT RESPONSE PROTOCOL

4.1 Initial Responses

Within one business day of receiving a complaint, ACWE will respond to the complainant to confirm receipt and to explain the steps for complaint evaluation and resolution under this plan. An ACWE representative will complete the Complaint Log Form.

Within 72 hours of complaint receipt, ACWE will contact the complainant to gather additional information and coordinate a time to meet at the site of the issue to evaluate the issue. If the complainant can be reached immediately, ACWE will attempt to resolve urgent construction-related complaints as soon as possible.

At the initial meeting between ACWE and the complainant, ACWE will provide a copy of the complaint handling procedure and a copy of the applicable permit conditions that address the topic of the complaint.

4.2 Complaint Evaluation and Resolution

ACWE will work in good faith to address and resolve complaints as soon as practicable. However, some complaints will take time to evaluate and determine appropriate resolution options. Complaints which, upon investigation, are identified resulting from conditions or circumstances outside of ACWE's ability to control or which are separate and apart from Project construction or operation will be categorized as Unresolvable or Unrelated as defined in Section 5.1.

ACWE will determine if its activities are responsible for the complaint and propose to the complainant measures to resolve legitimate complaints, including but not limited to complaints related to construction traffic, noise, dust, and interruption with television/broadcast reception.

ACWE will work in good faith to resolve complaints in 45 days, unless circumstances dictate more time is necessary. If the complaint is not resolved to the satisfaction of the complainant within 45 days, the complainant may request that the complaint be referred to an officer of ACWE for resolution. If the officer and complainant are unable to resolve the issue within 90 days, ACWE will inform the New York State Department of Public Service (DPS) of the complaint and arrange for the complaint to be referred for mediation. Prior to incurring any mediation costs, both parties shall pay a deposit into escrow of \$500.00. If the mediator finds the complaint to be legitimate and ACWE's response to be unreasonable, then the complainant shall be refunded its original deposit and ACWE shall pay the full cost of the mediation. In all other cases, both parties shall pay half of the final mediation costs.

5.0 DOCUMENTATION & REPORTING

5.1 Complaint Log

ACWE will maintain records of all complaints received, including a complaint log (see Attachment A) that documents for each new complaint (i) the complainant's name, (ii) name of the property owner(s), (iii) address of the residence where the complaint originated, (iv) date and time of day underlying the event complained of, (v) a summary of the complaint, (vi) date of first response by ACWE, (vii) status, and (viii) and the proposed or agreed upon resolution. The status for each complaint will be listed as follows:

- "Under review" for complaints that have been received, but has yet to fully evaluate and identify a reasonable resolution
- "In discussions" for complaints that have been evaluated, identified as legitimate and related to the Project, and is in the process of working with the complainant on a resolution
- "Resolved" for any complaints that have been resolved
- "Unresolvable" for any complaints that ACWE determines cannot be reasonably resolved (e.g., complaints about the aesthetic value of wind turbines or the value of wind energy)
- "Disputed" for any complaint related to the Project that has been in discussions for 90 days or more and but for which the complainant does not accept the resolution that ACWE proposes as reasonable
- "Unrelated" for any complaints not directly related to the Project (e.g., calls requesting new projects in other sites, calls for jobs, television complaints that are traced to a cause other than the Project)

The Complaint Log Form (see Attachment A) will be completed for each complaint received by ACWE.

5.2 Reporting to DPS

ACWE will provide the DPS a copy of the complaint log monthly during construction by filing with the Secretary during the first 10 calendar days of each month. Reports will include copies of the complaints and, if available, a description of the probable cause (e.g., outdoor or indoor noise, tones, low frequency noise, rumbles, rattles, etc., if known), as well as the status of the investigation. If no noise or vibration complaints are received, ACWE will submit a letter to the Secretary indicating that no complaints were received during the reporting period.

Attachment A: Complaint Form

Name of Person Filing Complaint:

Date of Complaint Filing:

Name of Property Owner(s):

Phone number to reach person filing complaint:

Best Time to Call:

Address of Location of Issue:

Description of Issue:

Date and Time of Issue Occurrence (if available):

Duration of Issue Occurrence (if available):
