Bluestone Wind Project
Complaint Resolution Plan

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Introduction

Bluestone Wind, LLC ("Bluestone Wind") plans to construct, operate and maintain its Bluestone Wind Project (the "Project") located in Broome County, New York, in a manner that is consistent with applicable laws and regulations and responsible community engagement. Bluestone Wind recognizes noise, shadow flicker, visual and other impacts during construction and operation of a wind farm could be perceived by community members as unwelcome.

Bluestone Wind takes complaints that it receives from members of the public very seriously. This Complaint Resolution Plan has been developed to establish a process for responding to complaints regarding the construction and operation of the Project in a timely and consistent manner.

General Project Communications

General project information will be posted on the Bluestone Project website and communicated in local town meetings, as appropriate. This information will include information about the status of the Project as well as the process of filing a complaint concerning Project activities. During the construction phase, posted information will include the anticipated construction schedule, transportation routes, and traffic control measures. During operations, if major maintenance is required, information on the project maintenance schedule, transportation routes and traffic control measures (if needed) will be posted.

A copy of the final complaint resolution plan for both construction and operation will be developed in consultation with the Towns of Sanford and Windsor following the filing of the Application. The plan will be submitted to the Towns and filed at the Project document repositories.

Contact Information

Prior to commencement of construction, Bluestone Wind will establish a toll-free number and designated email address at which Bluestone Wind can receive communications from the public, including complaints. Bluestone Wind will communicate through mailings and notice in local newspapers the number and the email address to host and adjacent landowners, host municipalities, and the New York State Department of Public Service (DPS) prior to commencement of construction and will also provide the contact name(s) and address(es) of the individual(s) responsible for managing complaints during the construction phase.

Immediately prior to the commencement of commercial operations, Bluestone Wind will communicate updates to the contact name(s) and address(es) of the individual(s) responsible for managing complaints during the operational phase to neighboring residents, the Towns of Windsor and Sanford, DPS and other permitting agencies. If necessary, the notices will also include updates to the toll-free number and designated email address. Bluestone Wind will notify these parties and individuals through mailings and notice in local newspapers.

Bluestone Wind will thereafter update contact information on the website on an as-needed basis.

Registering a Complaint

Complaints may be made the following ways:

1. Calling the local operations and maintenance (O&M) building or the toll-free number and speaking directly with construction and operations personnel; or
2. Writing Bluestone Wind at its local address or using the designated email address as indicated on the website.

If Bluestone Wind-affiliated workers are approached directly with complaints during construction, the complainant will be referred to the Site Manager. For safety reasons, members of the public will not be allowed on-site. If Bluestone Wind-affiliated workers are approached directly with complaints during Project operation, the worker will take the complainant's contact information and report the complaint immediately to the Operations Manager.

If any complaints are received by the Town of Windsor, the Town of Sanford, DPS, or the New York State Department of Environmental Conservation, they will notify Bluestone Wind of the complaint via email. As discussed below, all complaints, regardless of how they are received, will be recorded on the Complaint Log Sheet attached to this Plan.

Complaint Response Program

Bluestone Wind will implement a six-point complaint response program for all registered complaints.

1. Community Engagement

It is important that residents and local public officials have reasonable access to Project personnel. As previously noted, Bluestone Wind will provide and advertise a toll-free number, email address, and mailing address that the public can use to contact company personnel. During construction, the toll-free number and email address will be checked by Bluestone Wind personnel periodically to see if a message has been received. Bluestone 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. Process for Gathering and Analyzing Information Regarding the Complaint

Upon receipt of a complaint, it is essential that Bluestone Wind know the characteristics, circumstances, and facts giving rise to a complaint or issue. To obtain the necessary information, Bluestone Wind representatives will contact the individual within 48 hours of receipt of a complaint to determine the nature

of the complaint. At that time, Bluestone Wind will ask for a description of the complaint, location, time of day, duration and any other defining circumstances as needed to further assess 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. Project personnel will record the conversation on the attached Complaint Log Sheet, but no additional follow up is required. For all other complaints, Bluestone Wind will investigate the circumstances of the complaint to determine whether it has merit. The nature of the investigation will differ depending on the type of complaint and whether it involves Project construction or operation. Below is an outline of the steps required to investigate the types of complaints most likely to be raised concerning construction and operation of the Project based on experience in the wind energy industry:

Construction-Related Complaints[1]

Blasting

- Detailed information specific to the blasting complaint will be logged, including the type of complaint (e.g., noise, vibration, water well issues, or safety), the timing, duration, and severity of blasting impacts, and whether the complainant was notified of blasting activities.
- Blasting activities occurring on the date, and at the time and location identified by the complainant, will be investigated to determine what activities were occurring on that date.
- Steps will be taken to determine whether blasting activities were conducted in accordance with the Blasting Plan.
- Future planned blasting activities near the complainant will be identified to enable coordination to minimize future complaints.
- If this preliminary assessment does not reveal any obvious source of the impacts, consider whether additional investigation is necessary based on the circumstances of the complaint.

Noise

- If the noise complaint location is more than one mile from active construction activity, the complaint will be logged, but no action will be taken.
- If the noise complaint is less than one mile from active construction activity, the following steps will be taken:
    - A representative from the construction firm will visit the site of the complaint during construction activity to listen and observe.
    - Construction personnel will try to determine if any equipment is not functioning properly and thus creating unusual sound. If so, this equipment will be repaired or replaced as soon as practical.

Stormwater, Dust and Similar Impacts

[1] Construction-related complaints cover both complaints during construction and decommissioning of the Project.

- Detailed information from the complainant concerning type/source of impact (date, time of day, weather conditions, location, description of impact, etc.) will be logged.
- Construction activities occurring on the date, and at the time and location identified, will be investigated to determine what activities were occurring on that date.
- Steps will be taken to determine whether the appropriate pollution prevention measures were/are in place as outlined in the stormwater pollution prevention plan, dust control plan or other relevant plans.
- Future planned construction activities will be identified to assess the likelihood of similar problems in the same location or elsewhere.
- If this preliminary assessment does not reveal any obvious source of the impacts, consider whether additional investigation is necessary based on the circumstances of the complaint.

Operation-Related Complaints

Noise

- If the complaint represents a residence within one mile of any wind turbine,[2] Bluestone Wind will:
    - Investigate whether equipment near the complainant was operating on the date, and at the time and location identified;
    - Determine if the sound is related to Project maintenance or abnormal operational conditions;
    - Determine if there is a reasonable possibility that the sound level induced by the Project is likely to be greater than 40 dBA at the complainant's location; and
    - Review pre-construction sound modeling to determine whether the sound level at the complaint location is likely to be greater than 40 dBA.

- Bluestone Wind will conduct additional sound monitoring if:
    - The complaint location is further than 0.5 miles from any post-construction sound compliance monitoring locations; or
    - If there is a reasonable possibility that conditions have changed that affect wind turbine sound levels; or
    - The last sound monitoring was conducted more than three years ago.

- Bluestone Wind will not conduct sound monitoring if:
    - The modeled sound level is below 40 dBA; or
    - The complaint has occurred because of Project maintenance or abnormal operational conditions. In this case, Bluestone Wind will complete necessary repairs.

Bluestone Wind will not, because of additional complaints, repeat sound monitoring in a representative area during any three-year period following the first complaint response procedure for that area, unless

[2] Complaints representing residences more than one mile from the nearest wind turbine will not be investigated as noise generated from wind turbines does not substantially impact ambient sound levels at that distance.

changes in system operation or turbine maintenance can be reasonably assumed to have resulted in higher turbine sound levels. During the first year of operation, sound monitoring in response to complaints will be addressed as part of the first-year Sound Monitoring Protocol.

Bluestone Wind may request that a complainant maintain a written log of potentially offending sound events over some reasonable period to assist in identifying influences that may affect the sound from the turbines. If the identified factors demonstrate that follow-up sound monitoring is warranted, Bluestone Wind will make reasonable efforts to conduct such monitoring under conditions like those existing at the time the complaint arose. Bluestone Wind may have access to a sound level meter within 24 hours of request. This meter may be used to perform "spot checks" of sound levels at the area of complaint.

Bluestone Wind will inform a resident when it intends to conduct any exterior sound monitoring and cooperate with the resident to determine an appropriate location for the monitoring equipment. If Bluestone Wind determines that a sound complaint is not valid for two separate instances at the same location, then any future complaint, beyond the first two, will require that the complainant pay the cost of any sound testing.

Shadow Flicker

- If the complaint represents a residence within 4,900 feet (1,500 meters or 10 times the rotor diameter of Project turbines) of any wind turbine,[3] Bluestone Wind will:
    - Investigate the operating conditions of the equipment near the residence represented by the complaint at the date, time and location identified;
    - Review the final shadow flicker report to determine whether the duration and timing of the shadow flicker reported at the residence represented by the complaint comports with what was predicted for that site; and
    - Determine whether conditions have changed that might impact perceived shadow flicker at the complaint location (e.g., tree removal, annual occupation of a previously seasonally-occupied residence, etc.).

Bluestone Wind may request that a complainant maintain a written log of shadow flicker occurrence over some reasonable period. Based on its investigation and information provided by the complainant, Bluestone Wind may conduct follow-up monitoring to quantify and verify the timing and duration of shadow flicker received in a given location.

Where the investigation of a complaint in the operational period shows a condition that cannot be easily remedied, the investigation should assess whether the condition complies with the terms and conditions of the Bluestone Wind certificate.

[3] Complaints representing residences more than 4,900 feet from the nearest wind turbine will not be investigated as the intensity of the shadow of the rotating blades beyond this distance is sufficiently diminished so as to have no substantial impact on occupied buildings.

Other Complaints

Complaints concerning construction/operation of the Project other than those identified above (i.e., degraded cell service, communication impacts or degraded TV reception) will be recorded on the Complaint Log Sheet attached as Exhibit A and investigated, as appropriate, based on the nature of the complaint.

3. Complaint Tracking

Bluestone Wind will maintain a written log of all complaints concerning the Project during construction and operation, using the Complaint Log Sheet attached hereto as Exhibit A. The log will include all completed Complaint Log Sheets, which contain basic information about the complaint (name of complainant, date complaint received, nature of complaint, results of investigation, plans for resolution, follow-up with complainant), and copies of any supporting documentation assembled. A copy of the log will be provided to DPS annually.

If any complaint-based sound monitoring is conducted by Bluestone Wind, the results of the testing will be submitted in a report within 45 days of the completion of that monitoring. This report will go to the complainant, and if requested, to the Town Clerk of Sanford, Town Clerk of Windsor, and DPS. The report will include the following information during the monitoring period:

- Ground-level wind speed and direction
- Operational status of the wind turbines
- Summary of sound levels, and
- Raw sound level data as logged by the sound level meter during the program.

4. Complaint Response

In instances where the conversation with Project personnel does not immediately resolve the complaint, Bluestone Wind will investigate the complaint as outlined above and work with the complainant in good faith to resolve their concerns within a reasonable time and will provide a timely written response to the complainant within 30 days of receipt of the complaint. As practicable, complaint response timelines will be accelerated during the construction phase to accommodate the potential immediate nature of complaints received during this phase.

For noise-related complaints during the operational period, if it is determined that the sound level at any non-participating residence is above the 45 dBA (1-hour L_{eq}) project standard, and that this sound level is attributable to the Project, Bluestone Wind will take steps to identify the issue and evaluate practical measures to reduce sound levels at the receptor and/or mitigate the issue by other measures.

For shadow-flicker-related complaints during the operational period, if it is determined that shadow flicker exceeds 30 hours at a non-participating residence not identified in the final shadow flicker report, the mitigation options identified in the Shadow Flicker Report will become available to the complainant.

5. Complaint Response Follow Up

After Bluestone Wind has provided the written response to the complainant pursuant to Step 4 above, Bluestone Wind personnel will follow up with the complainant after a reasonable amount of time to inquire if the matter has been resolved and determine if there are any residual issues that need further attention. The results of the complaint follow-up will be recorded on the Complaint Log Sheet.

6. Further Action

Bluestone Wind will report to DPS staff any complaints not resolved within 60 days of receipt. If there are issues specific to a complaint that remain unresolved, Bluestone Wind may engage in more formal conflict resolution. Further action will consider project-specific factors and will be decided on a case-by-case basis, using input from outside consultants, legal counsel, and upper management of Bluestone Wind, as appropriate.

EXHIBIT A. Complaint Log Sheet

Complaint Log Sheet

After completing this form, immediately email a copy to the Site Manager, Operations Manager, and EHS Specialist

Personnel lk/Receiving the Complaint:	
Method of Receiving Complaint (circle one): Phone Email Mail Other (describe)	
Date Complaint Received (MM/DD/YY):	(circle) Mon. Tue. Wed. Thur. Fri. Sat. Sun.
Time Complaint Received:	

Complaint Information

Name of Complainant:
Address of Complainant:
Phone Number of Complainant:
Date/Time of Bothersome Activity:
Construction or Operation Complaint? (circle one)
Complaint (describe in detail):

Resolution and Follow-up

Definition of problem after investigation by Project personnel:
Description of corrective measures taken:
Date corrective measure(s) completed: Date first letter sent to complainant: (copy attached) Date second letter sent to complainant: (copy attached)
Follow-up actions if correctives measure(s) unsuccessful or unavailable:

Noise Complaint Supplement – As applicable, provide the information below for noise-related complaints.

Closest wind turbine to complainant:
Approximate power output of this wind turbine (kW):
Initial noise levels at complainant's property: ____ dBA Date: Final noise levels at complainant's property: ____ dBA Date:

This information is certified to be correct: _____

(Attach additional pages and supporting documentation, as required.)

Sound Complaint Log Sheet

Personnel Answering the Phone:	
Date (MM/DD/YY):	(circle) **Mon. Tue. Wed. Thur. Fri. Sat. Sun.**
Time of the Call:	

Complaint Information

Name of Caller:
Address of Caller:
Phone Number of Caller:
Name of Person with the Complaint:
Address of Person with the Complaint:
Phone Number of Person with the Complaint:
Time of Bothersome Activity:
Construction or Operational Sound Complaint? (circle one)
Complaint:

Construction Equipment Activity During the Time of the Complaint (if applicable):
Closest wind turbine to complainant: **Approximate power output of this wind turbine during time of complaint (kW):**

Follow-up action and/or Resolution of complaint:

Signature	