

## **Jericho Rise Wind Farm Complaint Resolution Procedure**

Prior to commencement of construction, the Applicant will communicate to neighboring residents, the Town, and permitting agencies the contact name and address of the Project Development Manager and the Construction Manager. The Applicant will also publish to the community its 1-800 number that will be accessed within 24 hours by construction personnel. The Applicant will consult with the Town Boards to determine the location of all areas where information regarding the Project, Project activities, and Project contact information will be posted. These areas may include, but not be limited to, the respective Town Halls, local libraries, and Project construction trailers/offices.

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

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

In the event that the Town receives complaints directly about unanticipated effects of construction and operations of the wind facility following completion of the environmental review and the securing of all permits, the Town shall notify the Applicant within five (5) days in writing of the details of such complaint.

A log will be kept locally of the name and contact details of the complainant and the actions taken to resolve the complaint. This log will be available to the Town Board for inspection upon request.

In the event that the Applicant receives complaints during construction, the Applicant will promptly investigate such complaints. Verification that a problem does exist will be determined by the Applicant within 48 hours of receipt of the complaint. A report of each investigation shall be made available to the Town Board in a timely manner. In the event that the investigation determines that the complainant has identified a problem attributable to the construction of the Project, the Applicant will promptly work directly with the complainant and, in appropriate circumstances, the Town to resolve the identified problem. In the event that the identified problem is not resolved, or that a plan to resolve the problem is not under development within 30 days of the determination that a problem exists, the complainant may refer the matter to the Town Board. In such event the Town Board may by majority vote determine that no further measures are necessary or may require the Applicant and complainant to proceed with non-binding mediation with a mutually acceptable mediator. The Applicant will make every reasonable effort to resolve the complaint.

A procedure for operational complaint resolution will be detailed in the Host Community Agreement with the Towns of Belmont and Chateauguay and will contain similar provisions as described herein. The complaint resolution phone number to be used during operations will be the same operational complaint phone number used for the Marble River Wind Farm. This telephone number will be published as well. As with during construction, complaints may be made through the following channels:

1. By calling the local or 1-800 number and speaking directly with the operations staff on site;
2. By writing to the Jericho Rise Wind Farm at its 11 Marble River Way, Churubusco, NY 12923, or
3. By making the complaint in person at the Jericho Rise Wind Farm Operations & Maintenance Building, which shall be located at 11 Marble River Way, Churubusco, NY 12923.

The Applicant shall implement the agreed-upon resolution actions for both construction and operational complaints.