
Complaint Management Plan (DRAFT)

153 YMCA, Florida, NY

Applicant: Florida Wind 1, LLC

For Activities At:
153 YMCA
Florida, NY 12010

Prepared by:



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1.0 Introduction

New Leaf Energy's mission is to help solve the world's energy needs by responsibly developing clean, renewable energy facilities. Part of that mission means ensuring that the projects do not adversely impact the local community. One aspect of this is to ensure any valid complaints associated with Florida Wind 1, LLC are appropriately received, investigated, and resolved. This document outlines the methods for how the complaints will be managed.

2.0 Complaint Notification

Complaint Hotline

Starting one week before construction activities begin the owner shall establish, advertise, and maintain a local or toll-free telephone number (available 24/7) and an email address that will serve as a hotline where residents can make complaints regarding the Project. Outside businesses hours, the toll-free phone number will be equipped with voice messaging and a time/date recording feature.

TO BE DETERMINED

Name

Phone Number

Email Address

Mailing Address

The Town of Florida Town Supervisor shall be notified by the owner when a resident complaint is received.

Complaint Documentation

The owner shall document all complaints by maintaining a Complaint Log of all applicable information concerning a complaint. The Town of Florida Town Supervisor shall be notified by the owner when a resident complaint is received. In any month when a complaint is received, a copy of the Complaint Log for the month will be provided to the Town Supervisor. Updates regarding investigation and final resolution and mitigation (if applicable) will be provided to the Town Supervisor as they become available.

3.0 Complaint Investigation & Resolution

For all complaints, residents may contact the owner to submit a complaint. The owner shall assign a Complaint Investigator (Investigator) to the Project and the Investigator will receive and investigate the complaint and respond within thirty (30) days.

Complaint Investigation

The owner shall investigate legitimate complaints within 30 days of receipt of a complaint, and determine the response necessary to address and mitigate the conditions giving rise to the

complaint. Information from complainants will be gathered and will generally consist of the following:

- Name and contact details
- Location of property
- Details of complaint, time and date of issue if known.

Complaint Log

All activities undertaken to resolve the complaint shall be recorded in the Complaint Log. A copy of the Complaint Log with investigation findings, mitigation actions implemented (if applicable) and complaint resolution notes will be submitted to the Town Supervisor once the owner reasonably deems the matter resolved.

Complaint Resolution

The owner shall implement commercially reasonable corrective measures to eliminate or mitigate the conditions giving rise to verified and reasonable complaints within 90 day of the conclusion of an investigation. At this time, if the resident is not satisfied with the corrective actions taken, the owner will (at it's sole expense) engage a mediator to interview both parties and facilitate a reasonable resolution satisfactory to both parties.

TV Reception

Over-the-air (OTA) television studies have shown that It is unlikely that OTA television will be impacted due to modern digital television receivers. In the unlikely event that OTA television is impacted at a specific location, it is recommended to use a high-gain directional antenna to mitigate the impact. Both cable service and direct broadcast satellite service will be unaffected by the presence of the wind turbine facility. Residents may file a complaint if they experience an impact of their OTA reception within two (2) years of turbine construction completion. This complaint will be investigated and independent professional consultants will confirm the validity of the complaint. If the complaint is legitimate, the owner will propose a corrective measure for the specific location. An escrow account of \$10,000 will be created by the Owner to fund corrective measures. This escrow account will be managed by the Town of Florida.

Radio Frequency Interference

Radio frequency pre and post construction studies will be conducted. In the unlikely event the turbine causes interference and a complaint is submitted within two (2) years of turbine construction completion, the complaint will be investigated and independent professional consultants will confirm the validity of the complaint. If the complaint is legitimate, the owner will propose a mitigation plan based on the interfering frequencies and what amplitude they are propagating at. An escrow account of \$100,000 will be created by the Owner to fund corrective measures. This escrow account will be managed by the Town of Florida.
