



# **EIGHT POINT WIND ENERGY CENTER COMPLAINT RESOLUTION PLAN**

Eight Point Wind, LLC  
Eight Point Wind Energy Center  
Steuben County, New York

**October 2017**

## COMPLAINT RESOLUTION PLAN

Eight Point Wind, LLC (the Applicant), a subsidiary of NextEra Energy Resources, LLC (NextEra) has prepared this Complaint Resolution Plan (the Plan) to establish a consistent method and procedure by which the Applicant will address public complaints during the construction and the operation of the Eight Point Wind Energy Center Project (the Project). All activities will adhere to the requirements of appropriate governing authorities, and will be in accordance with all applicable federal, state and local rules, regulations and agreements.

## PROCEDURE FOR FILING COMPLAINTS

Complaints can be made by following any of the following procedures.

1. Call the Applicant at its local office or its headquarters, or call the Construction Manager during construction or the Site Manager once the Project is operational,
2. Meet with local Eight Point Wind employees in person at the local office, the temporary construction office, or at the Operations & Maintenance (O&M) building once the Project is operational,
3. Submit a complaint in writing by mailing a detailed complaint or dropping off a detailed complaint at the local office, or
4. Submit a complaint in writing by emailing a detailed complaint to the Construction Manager during construction or the Site Manager once the Project is operational.

In order for the Applicant to properly and sufficiently address a complaint, the complaint should be as detailed as possible and include the information below.

- Name of complainant
- Date of complaint
- Phone number
- Address
- Location of issue
- Detailed description of complaint (if possible, include date and time the issue occurred, exact location of issue, duration, and any other details that can help pinpoint the issue)

Included in this Plan is a Complaint Resolution Form that can be used to submit a complaint by mail or dropped off at a local office. These forms will also be available at the Applicant's local office, at the temporary construction office and at the O&M building.

The Applicant encourages complainants to submit complaints directly to Eight Point Wind in order to be able to address such complaints in a timely manner. Complaints submitted to local governmental agencies, emergency service providers, NY state agencies or other third parties may not be communicated to the Applicant and therefore may not get addressed.

In circumstances whereby a third party receives a complaint about the Project, the Applicant requests that the third party refer the complainant to the Complaint Resolution Plan on the Applicant's website and, if possible, forward the complaint to the Applicant within seven (7) business days. The Applicant will communicate this request to local governmental agencies, emergency service providers, NY state agencies and other third parties that may receive complaints about the Project.

### **RESOLUTION OF COMPLAINTS**

The Applicant will work in good faith to address and/or resolve reasonable complaints as soon as is practicable, however, some complaints will take time to evaluate and determine proper resolution and some complaints cannot reasonably be resolved. Safety and good community relations are among the highest priorities of the Applicant; as such, speedy resolution of legitimate complaints is imperative.

Upon receiving a complaint, the Applicant will enter the complaint into a complaint log, documenting the details and will determine a plan of action to resolve the complaint, if possible to resolve. If necessary, the Applicant will contact the complainant as quickly as possible and in all cases within 72 hours to gather additional information and/or discuss a resolution plan. The Applicant will work in good faith to address and/or resolve complaints as soon as is reasonably practicable and commits to resolving complaints within sixty (60) days, unless circumstances dictate that more time is necessary for evaluation or resolution and the Applicant is working toward a resolution. In instances where resolution will take longer than 60 days, the Applicant will contact the complainant to explain why resolution will take or is taking longer and will provide a timeframe for resolution that is as soon as is practicable.

### **DISPUTE RESOLUTION AND UNRESOLVED COMPLAINTS**

In some instances, the Applicant and a complainant (the parties) may not agree on a resolution to a complaint. In such instances, the Applicant will consult New York State Department of Public Service (DPS) then, if necessary, refer the complaint to a neutral third party, for example, a dispute resolution professional or a retired judge. The recommendation of the neutral third party would be provided to the parties and to the DPS and the recommendation would be implemented, unless arbitrary and capricious.

In other instances, the Applicant may determine that a complaint does not have a reasonable resolution. For such complaints (for example a complaint regarding the aesthetic value of wind turbines or a complaint about the value of wind energy), the Applicant will add the complaint to the complaint log, notify the complainant that no resolution is feasible and recommend the complainant contact the DPS if he or she disagrees. If the DPS suggests that further action is necessary on the part of the Applicant, the Applicant will refer the complaint to a neutral third party and the procedure outlined above be followed.

## **DOCUMENTATION OF COMPLAINTS**

During construction and operation of the Project, the Applicant will keep a complaint log, recording complaints that it receives. The complaint log will include, if available, the date of the complaint, the name of the complainant, contact information for the complainant including address, and a description of the complaint. It will also include a description of the complaint resolution, if resolution is feasible.

The complaint log will be maintained by the Applicant and will be made available to the DPS. Upon request by the DPS, the Applicant will send the complaint log via email within seven (7) business days.

## **PUBLIC NOTIFICATION OF COMPLAINT PROCESS**

No less than two (2) weeks prior to the commencement of construction, the Applicant will publish a summary of the Complaint Resolution Plan in such newspapers, including local community and general circulation newspapers, as will serve substantially to inform the public of such Complaint Resolution Plan. The summary will include contact information including phone numbers, email and physical addresses. The Plan will be provided to the Greenwood Township and the West Union Township Town Boards. The Plan will also be posted on the Applicant's website and will be available to the public at the Applicant's local office, temporary construction offices and at the O&M building.

# Complaint Form

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

Description of Complaint:\*

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\*If possible, include date and time the issue occurred, exact location of issue, duration, weather conditions and any other details that can help pinpoint the issue.