

Marble River Wind Farm

Community Relations and Complaint Resolution Plan

Mission

The Applicant's mission is to deliver clean, renewable, home-produced energy to the State of New York. In doing so, our goal is to improve the environment; to bring economic development to upstate New York; and to be a good neighbor. Our development, construction, and operations methods are designed in the first place to avoid any cause for complaints, and secondly to have an efficient process in place to resolve any complaints that do come up to the satisfaction of all.

The Applicant intends to comply fully with the Laws of the Town and with all conditions of the authorizing permits.

Community Relations

We believe that many complaints can be pro-actively avoided by communicating widely and often with the community. If the community is made aware ahead of time of activities that could cause disruption, such as construction noise or slow vehicles – and therefore can make plans to avoid the disruption – the number of surprise disturbances will likely be lessened.

Development

During the development process, Marble River will communicate with the community at large through the following methods:

- Regular newsletters to Project participants during the development phase, increasing in frequency during the construction period;
- Presentations to the participating Town Boards;
- A full-time staff at our local Project office in Ellenburg, open to public visits during normal weekday business hours;
- Periodic open house informational meetings at our local project office;
- Periodic sponsored visits to existing wind farms operated by affiliates of Marble River (Madison and Maple Ridge) to observe construction methods and turbine operation and to meet with participating landowners;
- Regular Public Notices in the Town Halls and the local press detailing any construction activities to alert local residents of potential disruption.

Construction

During development and engineering, and immediately prior to construction in any one area, the Applicant will meet with landowners, neighbors and Town officials, particularly Highway Superintendents, to discuss the precise details of the siting of improvements, transportation and construction plans and the schedule as it impacts town roads, neighbors or Landowners.

The Applicant has found that community residents are most concerned about traffic, safety, dust and construction noise while the project is being built. The Applicant will hire a Community Relations Manager who is familiar with the locality and whose primary function is to proactively communicate planned activities so as to minimize disruption to neighboring residents and Landowners and the community at large. The Project Community Relations Manager will also post regular alerts to the general community on Project construction activities and roads that will be affected.

At mobilization of the construction crews upon receipt of all permits and approvals, the Applicant will hold briefing meetings with the management and supervision staff of all major contractors. Presentations will

be given during these briefings by the permitting agencies and by the Applicant, advising the contractors of the sensitive nature of wind farm construction and what is expected of them during construction. Safety and environmental compliance will be critical elements of these briefings. Daily planning and safety meetings will be held each morning with the management and supervisory staff of all major on-site contractors.

During Construction, speed limits will be imposed and enforced on construction traffic. Dust control will be utilized. Transport of components and other activities with the potential to disrupt neighbors will be coordinated with local authorities. The Applicant and its contractors will employ safety officers to ensure the safety of the public and of the construction crews. The Applicant intends to comply fully with all conditions of the authorizing permits applying to construction and environment/permit compliance officers will be employed by both the Applicant and its contractors. Safety, community relations and environmental compliance issues will be discussed in daily planning meetings.

Operations

The applicant intends to comply fully with Town law and all conditions of the authorizing permits during the operation of the project, including all noise requirements. The Applicant will carry out project operations from an Operation & Maintenance building sited near the centre of the project. The building will be fully staffed during office hours and a responsible manager will be on call on a twenty-four-hour basis. Each Wind Energy Conversion System (WECS) will be maintained in operational condition at times, subject to reasonable maintenance and outage conditions. Each WECS will be equipped with manual and automatic controls to limit the speed of the rotor blade to within design limits. Appropriate warning signs of high voltage or electrical shock will be posted at the base of each tower. The Applicant will work with the Towns, the Landowners and local snowmobile clubs to ensure that snowmobilers in the area are aware of the relevant safety information.

Complaint Resolution Plan

Prior to construction, the Applicant will communicate to neighboring residents, the Towns and permitting agencies, the contact name and address of our Community Relations Manager and our Construction Manager (and, prior to the end of construction, our Operations Manager). The Applicant will also publish a 1-800 number to the community that will be accessed within 24 hours by constructions or operations personnel.

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

1. By calling the local or 800 numbers and speaking directly with construction and operations personnel in the field;
2. By writing to the Applicant at its local address or its principal place of business; and/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 operations of the wind facility following completion of the environmental review and securing of all permits, the Town shall notify the Applicant within 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 of a major complaint, the Applicant will inform the Town Clerk and Town Supervisor within 48 hours of the nature of the complaint and planned actions to resolve the complaint.

In the event that the Applicant receives complaints either from neighboring residents, Landowners or local businesses operations, the Applicant will promptly work directly with the complainant, in the manner outlined above, to investigate and resolve the issue to the satisfaction of both parties. In the event that the complaint is not resolved to the satisfaction of the complainant, or that an agreed upon solution is not under development within 30 days of receipt of the complaint, the complainant may refer the matter to a

mutually acceptable mediator or arbitrator. The Applicant will make every reasonable effort to resolve all complaints.

Neighboring residents are generally more concerned about potential noise, shadow flicker or potential electromagnetic interference with TV or other signals. The Applicant will conduct noises analyses and studies on potential shadow flicker during development, and will site proposed wind turbine locations to mitigate potential problems. The Applicant will conduct preliminary studies of off-air TV reception, radio stations and microwave paths, and will propose the most appropriate and cost effective solution in the event that neighboring residents experience deterioration in their reception of off-air TV or other signals.

(a) Sound: In the event of a complaint about potential turbine noise that may exceed the existing sound standards at sensitive receptor locations, the Applicant shall conduct site-specific sound studies at such locations. If a problem is found to exist, the Applicant shall determine which sound component is problematic and develop recommendations for correcting the problem.

(b) Shadow Flicker: In the event of a complaint about turbine shadow flicker, the Applicant shall conduct site-specific studies at such locations. If a problem is found to exist, the Applicant shall determine which flicker source is problematic and develop recommendations for correcting the problem. The Applicant shall utilize a wide scope in proposing effective responses to satisfy the neighboring resident's complaint as permitted under applicable laws and regulations.

(c) Electromagnetic Interference: In the event of a complaint about turbine interference with microwave, radio or television reception at affected locations (e.g., residences, businesses or public agencies), the Applicant shall conduct site-specific and spectrum specific studies at such locations. If a problem is found to exist, the Applicant shall investigate potential sources, including and develop recommendations for correcting the problem. The Applicant shall have wide scope in proposing effective responses that will satisfy the neighboring residents, ranging from wind farm equipment modifications that reduce the interference to, and including, the installation of re-routing signal path equipment, the replacement of antennae or receiving equipment, or the substitution of cable, satellite or other signal securing equipment for the affected party, or the securing of electronic interference easements from affected parties, if permitted under applicable laws and regulations.

In addition to the complaint resolution process outlined above, which is mainly focused on residents and local businesses, the Applicant shall prepare, prior to construction, an extensive environmental monitoring plan. The plan shall contain the conditions of all permit approvals, licenses and agreements. The plan will be managed by the Applicant's environmental compliance officers and shall contain a stepped level of complaints and responses.

The plan will generally involve the following actions, upon notification of a complaint by the permitting agency:

1. The Applicant shall reasonably promptly conduct an appropriate study to determine the existence of any problem, its parameters and range of resolutions. Such study will be conducted by independent consultants and the results made available to the permit-issuing agency.
2. Following discussion with the permit-issuing agency, as appropriate, the complaining party and the Applicant, the Applicant shall develop and propose actions to resolve the problem.
3. The permitting agency may then attempt to resolve the problem through private discussions among the parties.
4. Once resolution that is reasonably satisfactory to each of the parties is determined, the Applicant will deliver to the permitting agency a written statement of the resolution that will be incorporated, by reference and any formal action necessary by the permit-issuing agency, into the underlying permit as a condition of operations.
5. The Applicant shall then implement the resolution actions.