



Complaint Resolution Procedures

Mission

Alabama Ledge Wind Farm, LLC's (the Applicant) mission is to deliver clean, renewable, home-produced energy. In doing so, our goal is to improve the environment; to bring economic development; and to be a good neighbor. Our development and construction 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 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 complaints will be lessened. During the development and construction process, the Applicant will communicate with participating landowners (Landowners) and the community at large through the following methods:

- Regular newsletters;
- Presentations to the Town Boards;
- Open houses;
- Visits to existing wind farms operated by affiliates of the Applicant (Madison and Maple Ridge) to observe construction methods and turbine operation and to meet with 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 neighbors are most concerned about traffic, safety, dust and construction noise while a 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.

At the mobilization of the construction crews which will occur 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 the standards expected during construction. Safety and environmental compliance will be critical elements of these briefings.

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 the 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 center 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 turbine will be maintained in operational condition at all times, subject to reasonable maintenance and outage conditions. Each turbine 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 snowmobiles in the area are aware of the potential hazards and are directed away from the towers.

Neighboring residents are generally more concerned about potential noise, shadow flicker or potential electromagnetic interference with TV or other signals. The Applicant will conduct and submit to the Town noise analyses and studies on potential shadow flicker, and will take measures to eliminate or mitigate potential problems. The Applicant will conduct before-and-after 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 due to the Project.

(a) Sound: In the event of a complaint about turbine noise that exceeds the existing sound standards at sensitive receptor locations (e.g., neighboring residences), 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 will develop recommendations for correcting the problem. The Applicant shall utilize a wide scope of effective responses to resolve the identified problem, ranging from equipment modifications that reduce the noise to the securing of noise easements from affected parties if permitted under applicable laws and regulations.

(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 will develop recommendations for correcting the problem. The Applicant shall utilize a wide scope in proposing effective responses to resolve the identified problem as permitted under applicable laws and regulations.

(c) Electromagnetic Interference: In the event of a complaint about turbine interference with microwave, radio, telephone, 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 and will develop recommendations for correcting the

problem. The Applicant shall have wide scope in proposing effective responses that will resolve the identified problem, ranging from wind farm equipment modifications that reduce the interference, to the installation of re-routing signal path equipment; the replacement of antennae or receiving equipment; 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.

Complaint Resolution Process

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 to the community its 1-800 number that will be accessed within 24 hours by constructions or operations personnel.

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 and operations 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 operations of the wind facility following completion of the environmental review and the securing of all permits, the Town shall notify the Applicant within 5 days in writing of the details of such complaint.

The Applicant will keep a log 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, the Applicant will promptly investigate such complaints. A report of each investigation shall be made available to the Town Board. In the event that the investigation determines that the complaint has identified a problem attributable to the construction, operation or maintenance of the Applicant's Wind Farm, 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 the complainant to proceed with non-binding mediation with a mutually acceptable mediator. The Applicant will make every reasonable effort to resolve the complaint.

Once a resolution to an identified problem is determined, the Town Board in appropriate circumstance may incorporate such resolution by reference in the underlying permit as a condition of operations.

The Applicant shall implement the resolution actions whether or not such actions are incorporated as permit terms.

In addition to the complaint resolution process outlined above, 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.