



Complaint Resolution Plan

Complaint Resolution Plan

To minimize adverse project impacts during Project construction and operations, a system will be implemented for receiving and processing any complaints from residents that might arise concerning compliance with permits or approvals of the agreements between Ball Hill and the Towns, or Ball Hill's construction and operation of the Project. Ball Hill will use reasonable efforts to resolve any such complaint.

Prior to the commencement of construction, Ball Hill will assign a Community Relations Coordinator to be responsible for resolving any complaints as described above.

In addition, Ball Hill will undertake a mailing to all residents of the Towns notifying them of an email address, street address and local and toll-free telephone numbers where they can contact Ball Hill with any complaints, questions, or concerns. During non-business hours, the toll-free telephone number will be equipped with an automatic answering and time and date recording device.

Ball Hill will make reasonable efforts to respond to all complaints within five business days of receipt of any complaint. Ball Hill will maintain records and provide periodic reports to the Town Boards of any complaints received and responses, resolutions, and attempts to resolve such complaints for turbines or activities in the Towns of Villenova and Hanover.

If any complaint is not resolved within 30 days of its receipt, to the reasonable satisfaction of the complaining resident, such complaint may be noticed at the next Town Board meeting for discussion and guidance as the Board may determine appropriate consistent with applicable laws and agreements.

Attached to this complaint resolution plan are instructions on how to report a complaint during construction or operation of the Project, as well as Ball Hill policies and procedures with respect to complaint monitoring and reporting.

How to Report a Complaint Regarding the Ball Hill Wind Energy, LLC Project

Should you have a concern that arises during construction or operation of the Ball Hill Wind Energy Project, please let us know. Any complaints regarding adherence to the Ball Hill Wind Energy' LLC ("Ball Hill") permits, site preparation, cleanup, restoration or otherwise can be directed to:

Attn: On site to:
 Ball Hill Community Relations Coordinator
 Ball Hill Wind Energy, c/o
 TBD

Tel: TBD
Email: TBD

Or to Attn: Sean Flannery, Permitting Director
 Ball Hill Wind Energy, c/o
 Renewable Energy Systems Americas, Inc.
 330 2nd Avenue South, Suite 820
 Minneapolis, MN 55401

Tel: (612) 746-4028
Email: sean.flannery@res-americas.com

Upon receipt of a complaint, Ball Hill staff will request the following information from you; this information must be collected in order to allow Ball Hill to appropriately resolve the complaint:

- Your first and last name
- Your address, telephone and email
- The location of your property
- Nature of your complaint

All complaints must be recorded by our staff and maintained in a log on site.

Complaints received directly by the towns of Villenova and Hanover regarding site preparation, construction, cleanup, restoration, or operation and maintenance will be sent to Ball Hill, and the complaint will be handled according to the outlined procedure. We appreciate your cooperation and the opportunity to address your concerns.

Attached to this document are the internal procedures that Ball Hill uses to respond to and report complaints. This Complaint Procedure document will be distributed at the Town offices of Villenova and Hanover, and maintained on site at the Ball Hill Wind Project.

**Ball Hill Wind Energy, LLC
Complaint Handling Procedures for
Ball Hill Wind Energy Project**

A. Purpose:

The purpose of this document is to establish a uniform and timely method of documenting and responding to complaints received by Ball Hill Wind Energy, LLC ("Ball Hill") relating to its permits, construction, restoration and operation of the Ball Hill Wind Energy Project.

B. Complaint Documentation and Processing:

Ball Hill will document all Complaints by maintaining a record of all applicable information concerning the Complaint. Please direct complaints to:

On site to: Ball Hill Community Relations Coordinator TBD	Or to Ball Hill Wind Energy, LLC: Sean Flannery 330 2 nd Avenue South, Suite 820 Minneapolis, MN 55401 612-746-4028 sean.flannery@res-americas.com
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Upon receipt of a Complaint, Ball Hill will maintain a record of the following:

- a. Name of Complainant, address, phone number, and e-mail address.
- b. Precise property description or parcel identification number.
- c. Name of Ball Hill representative receiving Complaint and date of receipt.
- d. Nature of Complaint
- e. Activities undertaken to resolve the Complaint.
- f. Final disposition of the Complaint.

In maintaining records, the Ball Hill representative will:

- 1. Determine the nature of the Complaint - If the record is not a Complaint but rather a request, general comment, inquiry or question, it will be forwarded to the representative responsible for follow-up. Records of this type will not be recorded as complaints.
- 2. If the record is a Complaint, it will be handled according to the process described as follows.
 - i. A form will be completed for each Complaint received. The form is included as an attachment to this document. Information to be provided on the form will include that enumerated in Section B, items (a) through (f) of this Ball Hill document.
- 3. The Ball Hill representative will contact the appropriate project personnel to follow up with a resolution. The project personnel will process the Complaint on the same day the Complaint is received, and document the record according to the Complaint Report Form (see attached form).
- 4. The Complaint Report Log will be properly maintained and updated to include the current status of each Complaint received.

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Complaint Handling Procedures for
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I. Ball Hill Complaints Report Log – Distribution:

The Complaint Report Log will be circulated quarterly around the 15th of the month (March, June, September, December) to the Ball Hill contacts listed below, as well as the appropriate designee of the SEQR Lead Agency as necessary:

Ball Hill Community Relations Coordinator
TBD

Sean Flannery, Permitting Director
Ball Hill Wind Energy c/o
Renewable Energy Systems Americas, Inc.
330 2nd Avenue South, Suite 820
Minneapolis, MN 55401

Tel: (612) 746-4028

Email: sean.flannery@res-americas.com

Mary Uchida, Counsel
Renewable Energy Systems Americas, Inc.
11101 W. 120th Ave, Suite 400
Broomfield, CO 80021

Tel: (303) 439-4200

Email: mary.uchida@res-americas.com

Supervisor, Town of Villenova
TBD

Supervisor, Town of Hanover
TBD

