
Complaint Management Plan (DRAFT)

South Hill Road,
Villanova, NY

Applicant:

Villanova Wind 3, LLC

Villanova Wind 4, LLC

Villanova Wind 5, LLC

For Activities At:

South Hill Road

Villanova, NY 14062

Prepared by:



New Leaf Energy

22 Century Hill Drive

Latham, NY 12110

Dated: July 2023

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 Villenova Wind 3, LLC, Villenova Wind 4, LLC, and Villenova Wind 5, LLC (referred to as the "Project") are appropriately received, investigated, and resolved. This document outlines the methods for how the complaints will be managed.

2.0 Complaint Notification

Complaint Hotline

The owner shall establish, advertise, and maintain a local or toll-free telephone number and 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 time/date recording feature.

TO BE DETERMINED

Name

Phone Number

Email Address

Mailing Address

Complaint Documentation

The owner shall document all complaints by maintaining a Complaint Log of all applicable information concerning the complaint. The Town of Villenova Town Supervisor shall be notified by the owner when a resident complaint is received.

3.0 Complaint Investigation & Resolution

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

Complaint Investigation

The owner shall investigate legitimate complaints 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 investigate and to resolve the complaint shall be recorded in a Complaint Log.

Complaint Resolution

The owner shall implement commercially reasonable corrective measures to eliminate or mitigate the conditions giving rise to verified and reasonable complaints. If a complaint cannot be satisfactorily resolved within 30 days, the owner shall raise the matter at a town meeting for discussion and guidance from the Town Board consistent with applicable law and agreements.
