

3. COMPLAINT RESOLUTION

The following complaint resolution procedure will assure that concerns by neighbors regarding wind turbine noise are addressed in a timely manner while, at the same time, preventing abuse of the complaint process. The complaint resolution procedure shall be as follows:

- 1) The complaint process shall be in place for the life of the Project.
- 2) A complaint phone number and contact person shall be provided to the Town Clerks and Selectboards of Milton and Georgia.
- 3) GMCW will provide an initial acknowledgement to complaints within 1 to 2 business days.
- 4) Complainants will be requested to provide GMCW with the following information related to the complaint
 - a. Location of the observed sound
 - b. Time and date the sound occurred
 - c. Weather conditions (snow cover, cloud cover, wind direction and relative speed, etc)
 - d. Description of the sound.
- 5) GMCW shall record the complainant information, and weather, turbine operating status, and power output during the time of the complaint.
- 6) GMCW will investigate as described below if the complaint represents a permanent residence within 1.5 km (0.9 miles) of the turbine string, and, based on monitoring and/or modeling, there appears a reasonable possibility that the Project sound level is within 5 dBA of the CPG exterior noise limit at the complaint location, and not related to abnormal Project operation or maintenance.
 - a. The A-weighted sound level from the closest monitoring location shall be extrapolated to the complaint location by means of the following formula to determine whether the sound level there is likely to be within 5 dBA of the exterior sound limit:

$$L_{pc} = L_{pm} + 20 \log (D_m/D_c), \text{ in dBA}$$

Where

L_{pc} = Estimated sound level at the complainant location

L_{pm} = Sound pressure level determined at the nearest monitoring location

D_m = Distance from the turbine string to the relevant monitoring location

D_c = Distance from the turbine string to the complainant location

- b. If the extrapolated sound level is not within 5 dB of the exterior sound limit, then the wind farm operator will respond to the complainant, but is not required to conduct additional sound testing. Similarly, if the complaint is a result of abnormal operation, the operator will respond to the complainant and make necessary repairs, but will not be required to conduct sound testing

- c. If, on the other hand, the sound level is within 5 dB of the exterior sound limit, then GMCW will offer the homeowner testing to determine the attenuation value of the affected structure. If the offer is accepted, testing will be conducted using the ASTM E966-10 standard, 10, *Standard Guide for Field Measurement of Airborne Sound Insulation of Building Facades and Façade Elements (2010)*. If no such request is made, a 15 dB value will be used.
- 7) Sound monitoring will be conducted if (a) the sound level is within 5 dB of the exterior sound limit (based on the initial screening described above) and the attenuation value of the structure (based on the outside-to-inside test) does not exceed 12 dB, or (b) the sound level is within 3 dB of the exterior sound limit (based on the initial screening described above).
- 8) Sound monitoring will not be repeated in a representative area during any five year period unless operational or maintenance changes result in a reasonable assumption of higher turbine sound levels. Nothing in this paragraph removes the ability for a party to petition the PSB for additional testing nor does it exclude the PSB from requiring additional testing during this period to address extenuating circumstances.
- 9) Complainants may be asked to log sound events over a period of time to help identify influences that affect the sound. If the factors identified above demonstrate that follow-up sound monitoring is warranted, monitors will be set up by a noise control engineer no later than four weeks after the complaint. GMCW shall make all reasonable efforts to conduct such monitoring under conditions similar to those existing at the time the complaint arose.
- 10) If the complaint occurs within the first year of operation (or during any additional Board-ordered monitoring period), the monitoring will conform to the above criteria; otherwise it will be based on methods that will be developed in response to the type of complaint issued. The methods to be used will be developed based on information gained during the first year of operation and the entire monitoring database, and will be filed for review by the complainant and PSB. A resident may request that the Board, by order, require an additional round of monitoring at any time, and the request shall include an explanation of why the resident believes additional monitoring is needed. If the methodology described in Section 2.6(5) is used, the condition which corresponds to the operational status during the complaint should be accounted for.
- 11) Because of the complexity of complaint resolution, full cooperation of the complainant and the adherence to the above test procedures is necessary.
- 12) GMCW shall develop a protocol for informing a resident when it intends to conduct any exterior sound monitoring and work with the resident to determine an appropriate location for the monitoring equipment. GMCW will also provide information on turbine functionality during the monitoring period when it provides the results of the monitoring to the resident.
- 13) The official results of the monitoring shall be contained in a report that is submitted to the complainant, the Department of Public Service and the PSB. This report will contain specific information collected during the complaint monitoring, including wind speed and direction, operational status of the turbines, sound levels, and the raw sound level data collected by the noise control engineer conducting the tests.
- 14) If it is found that the project sound level at any permanent residence is above the allowable limit, GMCW shall take all remedial steps necessary to bring the sound levels produced by the turbine(s) into compliance with allowable levels, as required by the CPG