

QUESTIONS FOR GMP (owner/developer), PSD, and PSB

- 1) **What procedure is in place for a person affected by wind generators (C) to file a complaint? If the process varies for different projects, please explain the differences.**

Please have a description, in writing, for the record that addresses the following:

- Does your company have a written policy for public complaints? Please bring to the committees and/or send electronically prior to the meeting date.
- Do you have separate procedures for sound as opposed to other types of complaints?
- Does your company have a single telephone #, email and person to respond within a specific timeframe?
- Who does the public contact?
- Who answers the phone/email?
- Is it recorded, where, and by whom?
- What response to the situation can be expected?
- Who has the burden of proof?
- Does (C) know what is going on?
- Does (C) know when the resolution/closure is achieved?
- Who is responsible to make all of the above happen?
- Who pays for the system around this?
- What does it cost to implement the complaint system (including any monitoring required in your CPG)?
- What is your company timeline for completing work on any complaints?
- Is that information provided to the PSB and within what timeframe?

- 2) **How is the remedy to complaints designed, documented, and implemented?**

- By whom and in what timeframe? Who oversees compliance?
- How does (C) and the public know what is happening?
- Who pays for it and how does the public know how much?

- How many complaints have resulted in satisfactory resolution to complainants?
- Are individuals with recurring complaints treated differently from new complainants?
- Please provide examples of responses to complaints.

3) How is compliance with CPGs monitored and enforced?

- By whom?
- Who pays?
- How frequently – in terms of site visits or other?
- For what time period
- What happens when companies do not comply?
- Where is the burden of proof?
- How does the public know? Is this information posted for public access?
- How is it documented, by whom, and where? What records are kept with respect to monitoring and compliance activities?
- How does (C) complain when it is believed that compliance is not happening? How can the public initiate a compliance inquiry/investigation? How does the public know that the request is acted on, resolved, or not appropriate for investigation?

ADDITIONAL QUESTIONS FOR JUNE TIERNEY – PUBLIC SERVICE BOARD

1) **What are the PSB policies and procedures for monitoring and enforcing CPG compliance? Are these in PSB rules?**

- Is this information posted for public access?
- How many complaints has the PSB received? Acted on?
- How many open dockets are there on wind turbine noise complaints? What is their status?
- What are the possible satisfactory resolutions for complaints?

QUESTIONS FOR COMMISSIONER HARRY CHEN – DEPARTMENT OF HEALTH

Please have a description, in writing, for the record that addresses the following:

- What procedure is in place for a person affected by wind generators (C) to file a complaint?
- Does the DOH have guidance documents relating to potential effects of sound on public health? Do any relate to wind? Has information from other countries been used to develop the DOH's information?
- How and when is DOH involved in complaint proceedings for wind generation facilities?
- Do "expert witnesses" vetted by DOH become neutral consultants?
- Where is DOH regarding potential effects of wind generation facilities on neighbors' health?
- How many complainants has DOH interviewed?
- How are other variables eliminated when issues around wind are identified as public health concerns?
- How, where, and by whom are all of the above records kept and are they available to the public?