

MINNESOTA PUBLIC UTILITIES COMMISSION
COMPLAINT HANDLING PROCEDURES FOR
LARGE WIND ENERGY CONVERSION SYSTEMS

A. **Purpose:**

To establish a uniform and timely method of reporting complaints received by the Permittee concerning Permit conditions for site preparation, construction, cleanup and restoration, operation, and resolution of such complaints.

B. **Scope:**

This document describes Complaint reporting procedures and frequency.

C. **Applicability:**

The procedures shall be used for all complaints received by the Permittee and all complaints received by the Commission under Minn. Rule 7829.1500 or 7829.1700 relevant to this Permit.

D. **Definitions:**

Complaint: A verbal or written statement presented to the Permittee by a person expressing dissatisfaction or concern regarding site preparation, cleanup or restoration or other LWECs and associated facilities site permit conditions. Complaints do not include requests, inquiries, questions, or general comments.

Substantial Complaint: A written Complaint alleging a violation of a specific Site Permit condition that, if substantiated, could result in Permit modification or suspension pursuant to the applicable regulations.

Unresolved Complaint: A Complaint which, despite the good faith efforts of the permittee and a person(s), remains to both or one of the parties unresolved or unsatisfactorily resolved.

Person: An individual, partnership, joint venture, private or public corporation, association, firm, public service company, cooperative, political subdivision, municipal corporation, government agency, public utility district, or any other entity, public or private, however organized.

E. **Complaint Documentation and Processing:**

1. The Permittee shall designate an individual to summarize complaints for the Commission. This person's name, phone number and e-mail address shall accompany all complaint submittals.

2. A Person presenting the Complaint should to the extent possible, include the following information in their communications:
 - a. Name of Complainant, address, phone number, and e-mail address.
 - b. Date of complaint
 - c. Tract or parcel number
 - d. Whether the complaint relates to (1) a Site Permit matter, (2) an LWECS and associated facility issue, or (3) a compliance issue.

3. The Permittee shall document all Complaints by maintaining a record of all applicable information concerning the Complaint, including the following:
 - a. Docket Number and Project Name
 - b. Name of complainant, phone number and e-mail address.
 - c. Precise property description or parcel number.
 - d. Name of Permittee representative receiving Complaint and date of receipt.
 - e. Nature of Complaint and the applicable Site Permit conditions(s).
 - f. Activities undertaken to resolve the Complaint.
 - g. Final disposition of the Complaint.

F. Reporting Requirements:

The Permittee shall report all complaints to the Commission according to the following schedule:

Immediate Reports: All substantial complaints shall be reported to the Commission the same day received, or on the following working day for complaints received after working hours. Such reports are to be directed to the Commission's Consumer Affairs Office at 1-800-657-3782 or consumer.puc@state.mn.us. Voice messages are acceptable. Email E-mail Subject Line should read "EFP Substantial Complaint Docket Number (WS-XX-XXX) ".

Monthly Reports: By the 15th of each month, a summary of all complaints, including substantial complaints received or resolved during the preceding month, shall be Filed to Dr. Burl W. Haar, Executive Secretary, Public Utilities Commission, using the Minnesota Department of Commerce eDocket system (see eFiling instructions attached to this permit).

If no Complaints were received during the preceding month, the permittee shall submit (eFile) a summary indicating that no complaints were received. Permittee shall commence complaint reporting at the beginning of project construction and continue through the term of the permit.

G. Complaints Received by the Commission or the Department of Commerce:

Complaints received directly by the Commission or the Department of Commerce from aggrieved persons regarding site preparation, construction, cleanup, restoration, operation and maintenance shall be promptly sent to the Permittee.

H. Commission Process for Unresolved Complaints:

Initial Screening: Commission staff shall perform an initial evaluation of unresolved Complaints submitted to the Commission. Complaints raising substantial LWECS Site Permit issues shall be processed and resolved by the Commission. Staff shall notify Permittee and appropriate person(s) if it determines that the Complaint is a Substantial Complaint. With respect to such Complaints, each party shall submit a written summary of its position to the Commission no later than ten days after receipt of the Staff notification. The Complaint will be presented to the Commission for a decision as soon as practicable.

I. Permittee Contact for Complaints:

Permittee will eFile the Project's Complaint Contact information within 14 days of the Order granting a site permit and will include the Project's Complaint Contact information in the mailing to landowners and local governments.

**MINNESOTA PUBLIC UTILITIES COMMISSION
COMPLIANCE FILING PROCEDURE
FOR PERMITTED ENERGY FACILITIES**

1. Purpose

To establish a uniform and timely method of submitting information required by the Commission energy facility permits.

2. Scope and Applicability

This procedure encompasses all compliance filings required by permit.

3. Definitions

Compliance Filing – A sending (filing) of information to the Commission, where the information is required by a Commission site or route permit.

4. Responsibilities

- A) The permittee shall eFile all compliance filings with Dr. Burl Haar, Executive Secretary, Public Utilities Commission, through the Commission's eDocket system. The system is hosted by the Department of Commerce at: <https://ww.edockets.state.mn.us/EFiling/home.jsp>

General instructions are provided on the website. To eFile a document a Permittee must be registered and obtain a User ID and Password.

- B) All filings must have a cover sheet that includes:

- 1) Date
- 2) Name of submitter / permittee
- 3) Type of Permit (Site or Route)
- 4) Project Location
- 5) Project Docket Number
- 6) Permit Section Under Which the Filing is Made
- 7) Short Description of the Filing

- C) Filings that are graphic intensive (e.g., maps, plan and profile) must, in addition to being eFiled, be submitted as paper copies and on CD. Copies and CDs should be sent to:

- 1) Dr. Burl W. Haar, Executive Secretary, Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, MN, 55101-2147, and,
- 2) Department of Commerce, Energy Facility Permitting, 85 7th Place East, Suite 500, St. Paul, MN, 55101-2198.
- 3)

Additionally, the Commission may request a paper copy of any eFiled document.