

Steuben Wind Project

Community Outreach, Communication, and Complaint Resolution Plan

Mission

EC&R's (EC&R Northeast, LLC) mission is to complete the construction of the Steuben Wind Project with the least amount of impact and inconvenience to the residents of Hartsville and Hornellsville and its neighboring community.

Communications

EC&R is committed to maintaining open communications with the Towns of Hartsville and Hornellsville in order to maximize cooperation during the construction phase. A communication link with the Towns will be established prior to the commencement of construction of the wind facility. The communication link will be comprised of EC&R's Construction Manager, EC&R's Outreach Coordinator, the Environmental Monitor, and representatives from the Towns of Hartsville and Hornellsville (e.g., Code Enforcement Officers, Highway Superintendents), and a local community resident selected from both towns (collectively referred to as the "communications group"). Scheduled meetings as required by each Town will provide open communications between EC&R and the local communities.

An open communications policy will ensure that the community and Town officials are aware of the EC&R construction schedule. All equipment transportation schedules and transportation routes will be made public through the communications link that is established with the Towns. Prior to construction, EC&R will provide a documented record of all existing conditions of major roads and infrastructure within the proposed project area. The Towns of Hartsville and Hornellsville Highway Superintendents will be involved in the documentation of existing conditions within their respective municipal boundaries. This record will help to resolve any construction or post-construction period concerns regarding existing roads and infrastructure.

During final commissioning of the turbines, EC&R will verify the manufacturer's guaranteed sound levels to ensure that the source is consistent with the assumptions in the model utilized in the sound evaluation conducted for the DEIS. This information will be provided to the communications group in the form of a short report or memorandum. In accordance with local requirements, an independent certification shall be provided after construction to demonstrate compliance with noise thresholds set forth in the applicable regulations.

Resolution Procedure

EC&R will set up a toll-free number for use by the local residents. In the event that a local resident of Hartsville, Hornellsville or a neighboring community has a complaint, question or concern, he/she will be able to voice the complaint, question or concern directly through the toll-free number. All complaints, questions and concerns should be first addressed to the EC&R Project Manager.

Upon receipt of a question or complaint that the construction or operation of the Project is inconsistent with applicable local laws or permits for the Project (a "Complaint"), the EC&R Project Manager will contact the complainant and work with the complainant in good faith to resolve the Complaint. EC&R is committed to resolving any and all Complaints on a case-

by-case basis. During the applicable construction period, a copy of any written Complaint and notation of any verbal Complaints received by EC&R shall be provided to the communications group, who will provide input as necessary to resolve the complaint. If the Project Manager and the complainant do not mutually agree that a Complaint has been appropriately addressed, the Project Manager will refer the concern to upper-management within EC&R, who shall continue to work with the individual to resolve the Complaint. If the Complaint remains unresolved within 20 days after referral to the upper-management with EC&R, the Complaint shall be referred to the communications group for a final resolution by a majority vote of that group. Such resolution may be appealed by either party to an independent arbitrator as provided below.

The Project Manager shall maintain a written log of all received Complaints, documenting the date and manner in which the Complaint was resolved, and provide the communications group copies of all Complaints received by the EC&R Project Manager.

Both the Complainant and EC&R shall be entitled to appeal the resolution of a Complaint to an independent arbitrator, and the Complaint will be resolved in accordance with the arbitration rules of the American Arbitration Association as then in effect and applying New York law. Neither party shall be entitled to commence or maintain any action in a court of law with respect to any matter in dispute until such matter or request for relief shall have been submitted to and decided by the chosen arbitrator.