

## **NOISE COMPLAINT AND RESOLUTION PLAN – HIGH BRIDGE WIND**

The steps outlined in this noise complaint resolution plan ensure that the community has a method to register their noise complaints or concerns in a timely manner, and also provide checks so the process is not abused. This plan is in effect upon commencement of construction and will be in effect for the life of the project.

### **Complaint Response – Construction**

If the Sound Complaint location is more than one (1) mile from active construction activity, the complaint will be logged but no action will be taken. A sample Sound Complaint Log Sheet is attached to this Plan.

If the Sound Complaint is less than one (1) mile from active construction activity, the following steps will be taken:

1. A representative from the construction firm will confirm the activity is taking place during permitted construction hours. If not, the activity will cease immediately. If yes, the representative will follow steps 2 and 3 below.
2. A representative from the construction firm will visit the site of the complaint during construction activity to listen and observe.
3. Construction personnel will try to determine if any equipment is not functioning properly and thus creating unusual sound. If so, this equipment will be repaired or replaced as soon as practical. If not, no further action will be taken.

### **Complaint Response – Operations**

If any operational noise complaints are received, a Sound Complaint Log Sheet will be filled out. A sample is attached to this Plan. If the Sound Complaint represents a residence within one mile of any wind turbine, and based on monitoring and/or modeling, there appears to be a reasonable possibility that the sound level induced by the Project is greater than 40 dBA at the complainant's location, and the sound is not related to Project maintenance or abnormal operational conditions, then High Bridge Wind will investigate the incident as follows:

- Determine whether the sound level at the complaint location is likely to be greater than 40 dBA by reviewing the pre-construction sound modeling.

High Bridge Wind is not required to conduct sound testing if:

- The modeled sound level is below 40 dBA, or
- The complaint has occurred as a result of abnormal operation. In this case, High Bridge Wind shall make necessary repairs.

High Bridge Wind shall conduct sound monitoring if:

- The complaint location is further than 0.5 miles from any post-construction sound compliance monitoring locations (see Post-Construction Compliance Monitoring report), or
- If there is a reasonable possibility that conditions have changed that affect wind turbine sound levels, or
- The last sound monitoring was conducted more than three years ago.

High Bridge Wind will not, as a result of additional complaints, repeat sound monitoring in a representative area during any three-year period following the first complaint response procedure for that area, unless changes in system operation or turbine maintenance can be reasonably assumed to have resulted in higher turbine sound levels. During the first year of operation, sound monitoring in response to complaints will be addressed as part of the first-year Sound Monitoring Protocol.

High Bridge Wind may request that a Complainant maintain a written log of potentially offending sound events over some reasonable period of time, in order to assist in identifying influences that may affect the sound from the turbines. If the identified factors demonstrate that follow-up sound monitoring is warranted, High Bridge Wind shall make reasonable efforts to conduct such monitoring under conditions similar to those existing at the time the complaint arose. High Bridge Wind may have access to a sound level meter within 24 hours of request. This meter may be used to perform “spot checks” of sound levels at the area of complaint.

High Bridge Wind shall inform a resident when it intends to conduct any exterior sound monitoring and cooperate with the resident to determine an appropriate location for the monitoring equipment. If High Bridge Wind determines that a Sound Complaint is not valid for two separate instances at the same location, then any future complaint, beyond the first two, requires that particular complainant to pay the cost of sound testing.

### **Reporting**

If any complaint-based sound monitoring is conducted by High Bridge Wind, the results of the testing shall be submitted in a report within 45 days of the completion of that monitoring. This report shall go to the complainant, and if requested, to the Town Clerk of Guilford, and NYS DPS. The report shall include the following information during the monitoring period:

- Ground-level wind speed and direction
- Operational status of the wind turbines
- Summary of sound levels, and
- Raw sound level data as logged by the sound level meter during the program.

If, as the result of a complaint resolution, it is determined that the sound level at any non-participating residence, attributable to the Project, is above the 45 dBA (1-hour  $L_{eq}$ ) project standard, High Bridge Wind shall take steps to identify the issue and evaluate practical measures to reduce sound levels at the receptor and/or mitigate the issue by other measures.

## Sound Complaint Log Sheet -- High Bridge Wind

Personnel Answering the Phone:

Date (MM/DD/YY):

(circle) Mon. Tue. Wed. Thur. Fri. Sat. Sun.

Time of the Call:

### Complaint Information

Name of Caller:

Address of Caller:

Phone Number of Caller:

Name of Person with the Complaint:

Address of Person with the Complaint:

Phone Number of Person with the Complaint:

Time of Bothersome Activity:

Construction or Operational Sound Complaint? (circle one)

Complaint:

Construction Equipment Activity During the Time of the Complaint (if applicable):

Closest wind turbine to complainant:

Approximate power output of this wind turbine during time of complaint (kW):

Follow-up action and/or Resolution of complaint:

Signature