



**Canandaigua Power Partners, LLC (CPP) and Canandaigua Power Partners, LLC II (CPP II),  
both wholly owned subsidiaries of TerraForm Power, LLC (TerraForm)  
Cohocton Wind Facility & Dutch Hill Wind Facility Turbine Replacement Project  
Complaint Resolution Protocol**

**Mission**

To ensure that turbine replacement activities and future operation of the Cohocton and Dutch Hill Wind Facilities (collectively referred to hereafter as the Wind Facility) result in the least amount of impact and inconvenience to the residents of Cohocton and its neighboring communities.

**Background**

TerraForm is committed to ensuring that an accessible process is in place for community members to voice concerns pertaining to the Wind Farm Facility, and for those concerns to be addressed as quickly and effectively as possible. Maintaining detailed records of all complaints, and the resolutions that follow, is an important aspect of the Complaint Resolution Protocol.

**Policy**

The policy of TerraForm is to take all reasonable actions necessary to rectify legitimate interference or disturbance issues that are a direct result of the Turbine Replacement Project and operation of the Wind Facility.

**Procedure**

1. TerraForm will establish a toll-free number (866-920-6834) and ensure that the number is published in the local newspaper of record and provided to the County and Town officials, emergency responders, schools, and public libraries within the Project Area prior to the commencement of construction. A copy of the Complaint Resolution Protocol will be made available at the Cohocton Town Offices, the Town Library, and TerraForm's local office located at 10535 Rynders Road, Cohocton, New York, and will also be included on the Company website ([www.terraform.com](http://www.terraform.com)). A resident with a complaint can either call the toll free number



and leave a message 24 hours a day, contact the Operations staff (via the control center) by email ([dlenergy.geroc.com](mailto:dlenergy.geroc.com)) or go directly to the local Terraform office to register the complaint.

2. TerraForm will be responsible for keeping a log with every complaint received (see sample complaint log sheet attached to this document). The log book will contain all pertinent information about the person making the complaint, the issues surrounding the complaint and the date that it was received. The log book will also contain the resolution that was suggested and implemented and the date that the matter was resolved. TerraForm will make the log available to the Town upon request.
3. Residents who register a complaint with TerraForm will receive correspondence from the company no later than 48 hours after registering the complaint. The intent of the initial correspondence is to garner more information about the individual's complaint. In instances where the conversation with company personnel does not immediately resolve the complaint, TerraForm will investigate the complaint and work with the complainant in good faith to resolve their concerns within a reasonable time. TerraForm will respond in writing if a complaint is not resolved within 30 days of receipt of the complaint. As practicable, complaint response timelines will be accelerated during the construction phase to accommodate the potential immediate nature of complaints received during this phase.
4. After TerraForm has provided a response to the complainant pursuant to Step 3 above, company personnel will follow up with the complainant after a reasonable amount of time to inquire if the matter has been resolved and determine if there are any residual issues that need further attention. The results of the complaint follow-up will be recorded on the Complaint Log Sheet.
5. TerraForm will report to the Town any complaints not resolved within 60 days of receipt. If there are issues specific to a complaint that remain unresolved, TerraForm may engage in more formal conflict resolution. Further action will consider project-specific factors and will be decided on a case-by-case basis, using input from outside consultants, legal counsel, and upper management, as appropriate.



## Complaint Log Sheet

Personnel/Receiving the Complaint:	
Method of Receiving Complaint (circle one): Phone Email Mail Other (describe)	
Date Complaint Received (MM/DD/YY):	(circle) Mon. Tue. Wed. Thur. Fri. Sat. Sun.
Time Complaint Received:	

### Complaint Information

Name of Complainant:
Address of Complainant:
Phone Number of Complainant:
Date/Time of Bothersome Activity:
Construction or Operation Complaint? (circle one)
Complaint (describe in detail):

### Resolution and Follow-up

Definition of problem after investigation by Project personnel:
Description of corrective measures taken:
Date corrective measure(s) completed:
Date first letter sent to complainant: (copy attached)
Date second letter sent to complainant: (copy attached)
Follow-up actions if correctives measure(s) unsuccessful or unavailable:

This information is certified to be correct: \_\_\_\_\_

(Attach additional pages and supporting documentation, as required.)