



Heritage Wind Complaint Resolution Plan

December 2024

Prepared by:

Heritage Wind, LLC
c/o Apex Clean Energy
120 Garrett Street, Suite 700
Charlottesville, VA 22902

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Introduction

Founded in 2009, Apex Clean Energy is a full-service renewable energy company focused on bringing utility-scale generation facilities to market, from site origination and financing to turnkey construction and long-term asset management.

Heritage Wind, LLC, an indirect subsidiary of Apex Clean Energy, is proposing the Heritage Wind project (the Project), an up to 173.6-megawatt (MW) wind energy generating facility, on leased private land in the Town of Barre, Orleans County, New York. Heritage Wind plans to construct, operate, and maintain the Project in a manner that is consistent with its Siting Permit, all applicable laws, regulations, and principles of responsible community engagement.

It is always our hope that no issues emerge for landowners, neighbors, local officials, or first responders during construction, operation, or decommissioning of the facility. If an issue does arise, it will be addressed by Heritage Wind through the transparent and effective complaint resolution process detailed below.

Heritage Wind takes complaints received from non-participating landowners, participating landowners, and members of the public very seriously. This plan will ensure concerns or problems voiced by members of the community are addressed in a timely manner, promote quality control and accountability for facility staff, and reveal constructive patterns over time that can be used to improve our services.

Purpose

Heritage Wind is committed to ensuring that an accessible process is in place for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible.

An important aspect of the complaint resolution plan is maintaining a detailed record of all complaints and the resolutions that follow. This plan outlines how the Project will receive and document complaints, respond to complaints promptly, and report on the resolution of the complaint as required.

Policy

Heritage Wind is committed to addressing complaints in a timely, efficient, and respectful manner through this complaint resolution process. While some issues may require more time to investigate and resolve than others, the project will work in good faith to resolve all complaints as soon as practicable.

The complaint resolution process has the following elements:

- A clear and simple way to file the complaint
- An immediate response indicating that the complaint was received
- A prompt process for reviewing the complaint and determining a course of action
- A report back to the complainant on the course of action to address the complaint
- A final report back to the complainant on the resolution of the complaint and filing of complaint logs with the required permitting authorities (State agencies)

The complaint process is tracked in a database system to ensure the full archive of complaints and their resolutions remains accessible.

The Project has received a Siting Permit to construct and operate by the Office of Renewable Energy Siting and Transmission (ORES). The Siting Permit (available via the Document Matter Management page for the project, under Matter 21-00026, [here](#)) requires the Project to be sited in such a way to avoid and minimize potential environmental and other impacts and have safeguards in place to protect the public. This complaint procedure is not only required by ORES, but a welcome method of communication directly between the public and the Project if there are unexpected issues that require attention.

Procedure

Public Notification of Complaint Resolution Process

At least fourteen (14) business days prior to the commencement of construction, Heritage Wind will provide the following information: (1) a map of the Project; (2) a brief description of the project; (3) a summary of the construction schedule and general transportation routes; (4) the name, telephone number, email and mailing address of key Project contacts; (5) the procedure and methods of registering complaints; (6) contact information for ORES and the NYSDPS; and (7) other information as required.

This information will be provided in the following ways:

- By postal mail to participating landowners and non-participating landowners within 5 miles of the Project boundary.
- To local and county officials and emergency personnel as outlined below:

Town of Barre Supervisor
14317 West Barre Rd, Albion, NY 14411

Barre Fire Department
4709 Oak Orchard Rd, Albion NY 14411

Orleans County Administrator
14016 State Route 31 West, Suite 201, Albion, NY 14411

Orleans County Emergency Management
14064 W. County House Rd, Albion, NY 14411

Mercy Flight EMS
4781 East Saile Drive, Batavia, NY 14020

- Via publication in the local newspaper of record, including the *Batavia Daily News*, *Orleans Hub*, and *Lake Country Pennysaver*.
- Posted on the Project website (including link to electronic complaint portal) at www.heritagewindpower.com.
- Via display in public places at the Barre Town Hall, Hoag Library, Albion post office, and at the project office.
- Filed with ORES for posting on the Document Matter Management website for the Project.

Details on the location and schedule of construction activities will also be published on the Project website and updated regularly to keep the public apprised of construction activities. To minimize the potential for complaints associated with the construction process, information regarding transportation routes will be shared via the Project website.

Other practices intended to limit construction disruption may include construction speed limits, dust control, adjustment to construction hours, and other practices as necessary and appropriate. Heritage Wind's Siting Permit includes a site-specific condition, 6(i), which limits construction and routine maintenance activities to the hours of 7 a.m. to 8 p.m. Monday through Saturday, with some exceptions. Daily construction planning meetings held by the contractor during construction will address permit compliance, safety, complaint resolution, and other topics.

Prior to the completion of construction, the Project will update the contact information for the facility operations manager and other Project staff responsible for managing complaints during the operational phase to the same list and in the same manner as the pre-construction notice outlined above. This information will be updated on the Project website as needed throughout operations.

Complaint Submission

Complaints or questions may be submitted through an online complaint form found on the project website at www.heritagewindpower.com or by calling Apex Clean Energy's 24/7 construction & operations toll-free number (866) 370-9546.

For safety reasons, members of the public will not be allowed on-site during construction to register complaints with project staff or contractors. If construction workers are approached directly with complaints, the complainant will be referred to the online portal or toll-free number to register their complaint.

During operations, complaints may be filed in person at the Project office, where the complainant may utilize the online portal on a computer or complete a paper complaint form to be recorded by the Project's facility manager on behalf of the complainant and share the assigned complaint number once submitted.

Complaints may be submitted by mail to the Heritage Wind project office until the permanent operations and maintenance facility are completed or by email at info@heritagewindpower.com. Complaints received by mail or e-mail will be logged into the project's complaint tracking system for investigation, follow-up, and resolution.

Once construction has begun, information regarding the complaint resolution process will be posted on the Heritage Wind website.

To ensure Heritage Wind can thoroughly investigate and address any issue, complainant's will be asked to provide as much information as possible regarding the issue, including:

- Full Name
- Mailing Address
- Phone Number
- Email address (if applicable)
- Date and time of the issue that prompted the complaint
- Location of issue
- Property Owner Where Complaint Originated
- Detailed description of the complaint, including any information that may help to identify the source of a concern (e.g., location of dust incident, type of noise or vibration, description of construction vehicle, direction of observation, duration of issue, etc.).

An online complaint submission form will be available at www.HeritageWindPower.com/complaints for electronic submission of complaints.

All complaints and follow-ups will be tracked through a stakeholder relationship management (SRM) system, paired with a 24/7 answering service.

Project Contact Information:

Staff Contact: (Site Manager/Facility Manager/Public Engagement Contact)

Project Toll-Free Number: TBD

Apex Clean Energy 24/7 Construction and Operations number: (866) 370-9546

Mailing Address: Heritage Wind, 18 North Main Street, Albion, NY 14411

Project Email Address: info@heritagewindpower.com

Project Website: www.HeritagewindPower.com

Complaint Tracking

After receiving a complaint, project staff will investigate the complaint to determine its significance and explore potential resolutions. This process may include follow-up conversations with the complainant to understand the nature of the complaint (traffic, noise, vibration, dust, etc.) and its source. Complaints received during construction will be investigated within 24 hours. Complaints received during a business week once the Facility is operating will be investigated within 24-hours.

Administrators will track the complaint using the following procedural resolution levels, which will be referenced in required reporting:

1. Message Received
2. Initial Review
3. Action Assigned
4. Action Taken
5. Report Back to the Complainant
6. Resolved

In some cases, a resident or stakeholder may simply want to express a concern or opinion that does not require any further action. In those circumstances, the conversation will be archived, but no additional follow-up is required.

Complaint Evaluation and Response

If, after initial review, it is determined that the filed contact is an inquiry that requires follow-up or is a complaint, a project representative will reach out to the complainant to acknowledge receipt the same manner the complaint was transmitted (e-mail, mail, or through the online complaint portal) to obtain additional information about the complaint, except in the case of complaints received through the 24/7 answering service, where the complaint is acknowledged upon receipt.

As the complaint is investigated, the complainant can check the status of their complaint or follow up with the project team by utilizing their assigned complaint number.

Heritage Wind staff will work with the appropriate contractors, personnel, and relevant stakeholders to determine the conditions causing the complaint and identify a resolution. Heritage Wind will keep a record of communications with the complainant regarding the actions taken to resolve the complaint. Heritage Wind will follow up with complainants after taking action to ensure that the complaint was resolved and evaluate whether the underlying cause has been addressed to prevent those conditions from occurring again at the same location or elsewhere within the facility.

Unresolved Complaints

All complaints not resolved within 30 days of receipt will be reported by Heritage Wind to ORES and NYSDPS staff. Heritage Wind will work with the complainant to address and/or resolve any such complaints as soon as reasonably practicable.

If the identified problem is not resolved, Heritage Wind may propose alternative options for resolution with the complainant. Complaints not resolved within 60 days may be mediated. Further action to resolve the dispute beyond mediation will be dependent on project-specific factors on a case-by-case basis.

Reporting

The Project will maintain a log of all complaints received using the complaint log template attached to this plan. This log will include all complaints submitted through the online complaint portal, all complaints received via the 24/7 answering service, and all other complaints logged by project staff via e-mail, in-person, and via other means.

The complaint log will include basic information regarding the complaint (name of complainant, date complaint received, nature of complaint, results of investigation, plan for resolution, follow-up with complainant), and copies of supporting documentation as required.

In general, Heritage Wind will submit annual complaint tracking reports to ORES and NYDPS staff and file the reports with the Executive Director of ORES and Secretary of the NYDPS. All noise and vibration complaints will be reported to NYSDPS staff, with a copy to ORES, monthly during the first year of commercial operations and quarterly thereafter, as required by applicable regulations.

If the Town of Barre, Orleans County, or ORES receive complaints directly regarding project construction or operation, those jurisdictions should notify Heritage Wind as soon as possible and provide details of any such complaint in writing. Upon receipt, Heritage Wind will investigate the complaint as outlined above.

The Report will include current contact information for a 24-hour, seven-day-a-week complaint portal and live answering service that the public may contact with complaints.

Reports will be sent by the following means:

- Filed on the ORES DMM for the Project: [NYSDPS-DMM: Matter Master](#)
- Sent to the NYSDPSC Secretary:

Hon. Michelle L. Phillips
Secretary to the Commission
Empire State Plaza, Agency Building 3
Albany, NY 12223
Secretary@dpws.ny.gov

Online Complaint Portal Example:

[Home](#)[Access a Complaint](#)[+ Submit a Complaint](#)

Submit a Complaint

To file an official complaint, please follow the instructions below:

1. Indicate if your complaint relates to an operating project or a project under construction in the Type dropdown list.
2. Please enter the details of your concern. Be as specific as possible. Include any relevant date(s), location(s), important details, and names of people involved. Add photos, if applicable.
3. If you would like to receive a follow-up, please provide your contact details in the appropriate section.
4. Select the specific project of your complaint in the Project Name/Location dropdown. If the project is not listed, it is not a project that is in construction or owned and operated by Apex Clean Energy.

Type (required)

Select...

Project name / Location (required)

Select...

Description (required)
Complaint details...

Attach files

Select files... or drag and drop the files here

IDENTIFICATION

Title

Select...

First name (required)
Enter your first name...

Last name (required)
Enter your last name...

☒ I would like to be informed by email of the progress of the case.

Email (required)
example@example.com

Phone
Enter your phone number...

Address
Enter your address...

Is this your first time using the grievance portal?
☒ Yes ☐ No

☐ I have read and accept the terms and conditions and the privacy policy.

Send