

APPENDIX B
COMPLAINT RESOLUTION PLAN



WESTCHESTER WIND PROJECT

Complaint Resolution Plan

Natural Forces
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Overview

Natural Forces Developments Limited Partnership (the Proponent) is committed to addressing any public concerns regarding the Westchester Wind Project (the Project) in Cumberland County, Nova Scotia. The intention is that this plan can inform the public on the ways that they can communicate their concerns to the Proponent and how concerns will be addressed.

Purpose

The purpose of this plan is to ensure all public concerns are addressed consistently and effectively. The Proponent aims to:

- Manage concerns and complaints openly, promptly and properly;
- Resolve concerns and complaints as soon as possible; and
- Learn from the issues and minimize any impacts the Project has on the community.

Scope

This plan details how concerns can be reported to the Proponent regarding the Project, and how the Proponent will address those concerns.

Procedure

All concerns or complaints related to the Project will be directed to Amy Pellerin:

Amy Pellerin, Director - Canadian Development
Natural Forces
Address: 1801 Hollis Street, Suite 1205, Halifax, NS, B3J 3N4
Phone: 902 422 9663

The complainant will be notified upon receipt of the complaint. The Proponent will investigate complaints within 20 days of being receiving; upon which complainants will be notified of how the concern was or will be addressed.

Sound Levels and Shadow Flicker

Complaints regarding sound levels and shadow flicker will be assessed on a case by case basis. The Proponent will follow the steps listed below in resolving the issue:

- 1) Conduct an investigation to understand the conditions under which elevated sound levels or shadow flicker issues are experienced. The specific date, time, location of observed shadow flicker, and local weather conditions (including wind direction and wind speed) will be noted for each incident of elevated sound levels or shadow flicker, as well as the duration of the event.
- 2) If it is determined from the investigation that the shadow flicker was caused by the Project, the Operations Team for the Project will work to identify the best mitigation based on the circumstances, such as screening, discussed below.

- 3) The Operations Team will track any such events along with the supporting data, and will track the success of any mitigation measures employed in consultation with the complainant, which will inform future resolutions.

The complainant will also be asked to record any additional incidents or occurrences.

If several occurrences of issues regarding sound levels and/or shadow flicker that arise from the Project, an assessment of the causes of the impacts will be conducted and a monitoring program will be developed and implemented in consultation with the complainant.

Mitigation measures to reduce sound levels and shadow flicker have been described in the Environmental Impact Assessment and will be discussed with the Project Operations Team.

Construction and Operation

Complaints regarding construction and operation activities will be discussed with workers or contractors involved.

Solutions to the complaints will be established with worker(s) and contractor(s), and complainants will be informed of how issues are addressed.

If complaints persist, then worker(s) and contractor(s) may be dismissed.

Closure

This plan acts as a guidance document to result in the resolution of any complaints communicated to the Proponent about the Project. Ultimately, the situation of the individual complaints will more specifically inform the procedure followed to address them.

If the complainant is not satisfied with the response from the Proponent in addressing their complaint, the complaint will be referred to a higher authority within the company to further resolve the issue.