

Unifor Clean Wind Energy Project

Noise Complaint and Resolution Procedure

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Amended

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1 INTRODUCTION

The Unifor Clean Wind Energy Project is located at the Unifor Family Education Centre in the Municipality of Saugeen Shores, near the Town of Port Elgin. The wind farm consists of one (1) ENERCON E-48 wind turbine. Construction of the Unifor (formally CAW) Clean Wind Energy Project started in late 2011. The overall generation capacity of the turbine is 800 kW, but the project was being constrained to 500 kW. The project was further constrained to 300 KW operation and is currently running under an amended ECA for operation at 300 KW.

2 PURPOSE

Under the Environmental Compliance Approval Unifor has obligations regarding complaint response, communication and record retention. To address these obligations, Unifor has prepared this procedure with the following purposes:

1. to ensure that complaints related to noise are received, logged, responded to and addressed in a consistent and timely manner, and
2. to ensure that the method for initiating complaints is made available to interested stakeholders.
3. to ensure that the guidelines as laid out in the Environmental Compliance Approval are followed and MECP guidelines and protocols are adhered to.

The sections below detail the methods for initiating complaints, the details of a complaints tracking and reporting procedure, the communication of complaints received to the Ministry of the Environment, and the process for complaint investigation and resolution.

3 COMPLAINT RESPONSE PROTOCOL

3.1 Complaint Initiation

Complaints can be lodged through the submission of an official complaint form (see attached), and submitted to Unifor by mail to: 115 Shipley Avenue Port Elgin ON N0H 2C5, by fax to: 519.389.3222, by email to: cleanwindenergy@unifor.org, or at a designated "drop-box" located at the rear parking entrance of the Unifor Family Education Centre. Alternatively, phone messages can be left at 519-389-3210. Forms are also available on the Unifor website for download: <https://www.unifor.org/en/education/wind-turbine-project>

Complainants should indicate the following information on the complaint form:

- the date and time of the event,
- the location the event occurred,
- the nature of the complaint, and
- any relevant weather conditions (wind speed, direction, precipitation, etc.),
- contact info for the complainant (name, address, phone, email)

The MECP will be contacted within 2 business days of receiving the complaint. Follow-up with the complainant will be undertaken if necessary, to obtain any additional details for a proper investigation of the complaint. If necessary complainants will be informed of actions taken to address their concerns.

Information on how a person may file noise complaints is available from the Unifor Clean Wind Energy Project website, <https://www.unifor.org/en/education/wind-turbine-project> A complete copy of this Noise Complaint Resolution Plan is also available for download on the Unifor Clean Wind Energy Project website.

All complaint records will be held by the Unifor for a period of at least 5 years, according to its obligations under the Environmental Compliance Approval.

These records will be made available to the Ministry of the Environment upon request.

3.2 Records and Tracking

“Unifor Clean Wind Energy Project Noise Complaint Form” (see attached) when received will be used to populate the information on the Unifor Complaint Worksheet by Unifor staff to initiate the complaint resolution process, with details obtained from the complainant as necessary.

The Unifor Complaint Worksheet includes the following information:

Initial Information:

- Complaint number assigned;
- Method of how contact was initiated;
- Resident location;
- Resident name and contact information;
- Date and time when complaint was received;
- Date and time of complaint occurrence;
- Duration of the complaint period;
- Details regarding nature of complaint;
- Performance parameters of wind turbine generator during complaint period; and
- Meteorological data during complaint period;
- Date of notification to MECP (per condition 5.1) of the Environmental Compliance Approval.
- Date of Notification to MECP (per condition 5.2) of the Environmental Compliance Approval.

Investigative Information:

- Date and time measurements conducted;
- Performance parameters of wind turbine generator during measurements; and
- Meteorological data during measurement period.

Resolution Information:

- Description of measures taken to resolve to address the cause of each incident to which the complaint relates and to prevent similar occurrence in the future.
- Each Complaint Management Form will be assigned a unique file number for tracking purposes.

3.3 Notification of Complaints

Notification of complaints will be provided to the District Manager at the MECP District Office in Owen Sound within two (2) business days of receipt of the complaint, in accordance with Section 5.1 of the Environmental Compliance Approval. This notification will be provided in writing with all pertinent information populated in the Unifor Complaint Worksheet.

3.4 Complaint Investigation

Unifor will review any complaints received and immediately initiate investigation of the details of the complaint and undertake corrective actions as necessary. Any steps taken to identify and resolve the problem will be recorded in the Unifor Complaint Worksheet.

If immediate actions do not rectify the complaint, additional corrective or investigative actions will be taken as prescribed by the MECP.

Unifor will provide the MECP District Manager with this information, as stipulated in the conditions of the Environmental Compliance Approval.

Responsive monitoring may be performed as required if complaints are not resolved through discussions between the complainant, Unifor and the MECP. It is understood that these investigations will follow the methodology described in the Ministry of Environment document entitled "Compliance Protocol for Wind Turbine Noise". The duration of the monitoring will vary depending on meteorological conditions, in order to allow for meaningful assessment of variations in wind speed, wind direction, and weather conditions.

3.5 Complaint Resolution

If, based on the monitoring, it is deemed that the MECP sound level limits are satisfied, then the complaint is considered resolved and the Unifor Complaint Worksheet will be closed. The MECP may undertake its own investigations further to those undertaken for Unifor.

If it is determined that the sound levels may be out of compliance, corrective actions will be taken according to MECP requirements. The Unifor Complaint Worksheet will be updated to include the results of the investigation and any actions or plans to bring the wind turbine generator into compliance.

If there are any other potential remedial actions which may result in compliance with the sound level limits, these should also be indicated on the Complaint Management Form. After the remedial action plan is implemented, Unifor may repeat the investigative measurements to determine if the mitigation was effective.

If mitigation does not result in compliance with the sound level limit, further actions will be determined in cooperation with the MECP. As mitigation is implemented the MECP and the complainant will be kept informed. The Unifor Complaint Worksheet will be updated and copies will be provided to the MECP.