



Complaint Resolution Procedure

Copenhagen Wind, LLC's mission is to complete the construction of the wind facility with the least amount of impact and inconvenience to residents in the Towns of Denmark, Champion and Rutland, and their neighboring communities.

Copenhagen Wind, LLC will identify individuals that can be contacted if any resident has a complaint during project construction or operation. During construction this individual will be the project Site Construction Manager. During operation the primary point of contact will be the plant manager. Contact information for these individuals will be posted at the local Project office, published in the local newspaper and provided to all Town Supervisors/Village Mayors, Town/Village Clerks, and codes enforcement officials. In addition, Copenhagen Wind, LLC will set up an 800 telephone number for use by the local residents during construction and prior to the opening of the local Project office. The 800 number will be provided to each Town and all interested parties, as well as distributed/posted for the general public within the project area. In the event that a local resident of a participating community (or a neighboring community) has a question or concern, he/she will be able to voice the question or concern directly through the 800 number. Upon completion of the local Project office and the Company establishing a point of contact, the 800 number will be discontinued.

Upon receipt of a question or a concern, the Site Construction Manager or Plant Manager will contact the individual within 48 hours of receipt of a complaint, and work with them in good faith to resolve the issue. Copenhagen Wind, LLC is committed to resolving any and all concerns on a case-by-case basis. During the construction period, a copy of any complaint received by Copenhagen Wind, LLC will be provided to the environmental monitor, who will provide input as necessary to resolve the complaint. During project operation, records of complaints will be shared with local codes enforcement officials. If the on-site Project representative and the individual do not mutually agree that a concern has been appropriately addressed, the on-site representative will refer the concern to upper-management

within Copenhagen Wind, LLC and the Town officials, who shall continue to work with the individual to resolve the concern.

Copenhagen Wind, LLC's Site Construction Manager and Plant Manager will log all received complaints and concerns, documenting the date and manner in which the complaint was resolved. A log documenting this process will be available at the local Project office.