

# CAW Clean Wind Energy Project

## *Noise Complaint Resolution Plan*

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**M.K. INCE AND ASSOCIATES LTD.**

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## 1 INTRODUCTION

The CAW Clean Wind Energy Project is located at the CAW Family Education Centre in the Municipality of Saugeen Shores, near the Town of Port Elgin. The wind farm will consist of one (1) ENERCON E-48 wind turbine. Construction of the CAW Clean Wind Energy Project started in late 2011. Full operation of the turbine is scheduled to commence on or about March 25, 2013. The overall generation capacity of the turbine is 800 kW, but the project is being constrained to 500 kW.

An Acoustic Assessment was completed for the project site in January 2009. Simulations showed that the selected location for the turbine complied with Ministry of the Environment (MOE) Noise Guidelines (Noise Guidelines for Wind Farms, Interpretation for Applying MOE NPC Publications to Wind Power Generation Facilities, October 2008 (4709e)) for a Class 2 noise environment (i.e. semi-urban).

The Acoustic Assessment has been reviewed by the Ministry of the Environment (MOE) and the project has been granted a Certificate of Approval (Air) (NUMBER 3991-7P8KPZ, issued on March 2, 2009).

## 2 PURPOSE

Under the Certificate of Approval the CAW has obligations regarding complaint response, communication and record retention. To address these obligations, M. K. Ince and Associates Ltd. (MKI) has prepared this plan 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.

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.

Methods used to perform on-site noise monitoring are not detailed within this document, but will largely follow the Ontario Ministry of the Environment document entitled “Compliance Protocol for Wind Turbine Noise” (PIBS# 8540e), released in late 2011, which is presently used as a standard for MOE.

## 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 the CAW by mail, fax, electronic mail or at a designated “drop-box” located at the rear parking entrance of the CAW Family Education Centre. Alternatively, phone messages can be left at 519-389-3210. A hard copy of the form will be circulated to individuals residing with a 1500m radius of the wind turbine. Forms will also be made available on the CAW website for download:

[www.caw.ca/cleanwindenergy](http://www.caw.ca/cleanwindenergy)

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) to assist with follow-up by CAW staff.

The MOE 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. Complainants will be informed of actions taken to address their concerns or notice of closure to the file.

Information on how a person may file noise complaints will be available from the CAW Clean Wind Energy Project website, [www.caw.ca/cleanwindenergy](http://www.caw.ca/cleanwindenergy). A complete copy of this Noise Complaint Resolution Plan will also be available for download on the CAW Clean Wind Energy Project website.

This information will also be distributed in an Information Bulletin to residences within a 1500m radius of the wind turbine. Beyond the distance of 600m the maximum wind turbine noise is expected to remain below 35 dBA and indistinguishable from ambient noise. The Information Bulletin will be distributed around the time of commissioning of the project in the fall of 2012, prior to turbine commissioning testing.

Once a complaint is received, MKI or the CAW will follow up with the complainant to obtain any additional details necessary for a proper investigation of the complaint.

All complaint records will be held by the CAW for a period of at least 2 years, according to its obligations under the Certificate of Approval.

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

### **3.2 Records and Tracking**

The “CAW Clean Wind Energy Project Complaint Management Form” (see attached) will be completed by CAW staff to initiate the complaint resolution process, with additional details obtained from the complainant as necessary.

The Complaint Management Form includes the following information:

#### **Initial Information:**

- Resident location;
- Resident contact information;
- Date and time when complaint was received;
- Date and time of complaint occurrence;
- Details regarding nature of complaint;
- Performance parameters of wind turbine generator during complaint period; and
- Meteorological data during complaint period.

**Investigative Information:**

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

**Resolution Information:**

- Determination of compliance to the applicable MOE noise guidelines using measurements conducted;
- Actions taken to resolve the issue; and
- Date file closed.

Each Complaint Management Form will be assigned a unique file number for tracking purposes.

As experience with the Complaint Management Form is gained through its potential application, the form may be refined by MKI to increase its functionality.

### **3.3 Notification of Complaints**

Notification of complaints should be provided to the District Manager at the MOE District Office in Owen Sound within two (2) business days of receipt of the complaint, in accordance with Section 4 of the Certificate of Approval (Air). This notification should be provided in writing by submitting a copy of the initiated Complaint Management Form. In addition to providing this to the MOE, a copy should also be forwarded to the complainant.

Notification should also be provided to the MOE and complainant once the Complaint Management Form is closed. This should occur by submitting a copy of the completed form to the parties. This notification should occur within ten business days of the issue being resolved.

### **3.4 Complaint Investigation**

The CAW 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 Complaint Management Form.

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

The CAW will provide the MOE District Manager with this information, as stipulated in the conditions of the Certificate of Approval.

Responsive monitoring may be performed as required if complaints are not resolved through discussions between the complainant, the CAW and the MOE. 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 MOE sound level limits are satisfied, then the complaint is considered resolved and the Complaint Management Form will be closed. The MOE may undertake its own investigations further to those undertaken for the CAW. Upon closing the form the complainant will be informed.

If it is determined that the sound levels may be out of compliance, corrective actions will be taken according to MOE requirements. The Complaint Management Form 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, the CAW 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 MOE. As mitigation is implemented the MOE and the complainant will be kept informed. The Complaint Management Form will be updated and copies will be provided to the MOE and the complainant.

## **4 QUALIFICATIONS AND LIMITATIONS**

M. K. Ince & Associates Ltd. has prepared this Noise Complaint Resolution Plan in accordance with its proposal and information provided by its Client. The information and analysis contained herein is for the sole benefit of the Client and may not be relied upon by any other person.

The contents of this report are based upon our understanding of guidelines and regulations which we believe to be current at this time. Changes in guidelines, regulations, and enforcement policies can occur at any time, and such changes could require modifications to this proposal.

While we have referred to and made use of reports and specifications prepared by others, we assume no liability for the accuracy of the information contained within those reports and specifications.