

**PSEG LONG ISLAND LLC
on Behalf of and as Agent for the
LONG ISLAND LIGHTING COMPANY d/b/a LIPA**

Southampton to Deerfield Transmission Project

ENVIRONMENTAL MANAGEMENT AND CONSTRUCTION PLAN

Appendix D

Complaint Management and Resolution Plan

This Complaint Management and Resolution Plan was prepared to satisfy Certificate of Environmental Compatibility and Public Need (Certificate) Condition 37, which states:

The Certificate Holder shall create a Complaint Management and Resolution Plan to be included as part of the EM&CP. The Complaint Management and Resolution Plan shall:

- a. Identify and include procedures for filing a complaint (e.g. by telephone, email, website, mail, or in-person) including protocols, if any, that may be unique based on the type of complaint (e.g. noise, dust) or Project phase (e.g. pre-construction, construction, post-construction); communication protocols the Certificate Holder will follow to inform the complainant of actions taken to address the complaint; and the steps the Certificate Holder will take if the complaint remains unresolved. The Plan shall also include a description of how the complaint process will be communicated to the public (i.e. via the Project website, community meetings, NOI to Commence Construction, etc.) as well as copies of any public materials informing potential complainants how or when to contact the Certificate Holder to file a complaint. A copy of a blank complaint form and log form will be included in the Complaint Plan.
- b. Require the Certificate Holder to report to DPS Staff every complaint that cannot be resolved after reasonable attempts to do so, and describe the actions taken to address the complaint, within ten (10) business days after receipt of the complaint. The Certificate Holder shall retain a record of complaints received, which records shall be made available during monthly audit meetings.
- c. Require the Certificate Holder to retain, for a period of five (5) years from receipt of complaint, electronic copies of: (i) the telephone logs for any calls made to the Project's toll-free number; and (ii) any submission to the Project email/website. Such records shall be made available to DPS Staff upon request. The requirement to retain such electronic copies shall terminate five (5) years from the date the notice required by Condition 44 has been provided to the Secretary.

COMPLAINT MANAGEMENT AND RESOLUTION PLAN

The full-time construction oversight and supervision personnel along with contact information are included in the EM&CP. Additionally, the following Project contact personnel will facilitate the submission and receipt of comments and complaints:

Southampton to Deerfield Project:
631- 237-7196
info@southampton2deerfield.com
www.southampton2deerfield.com

Secretary
New York State Public Service Commission
Empire State Plaza, Agency Building 3

Albany, NY 12223-1350
Phone: 518-474-6530
secretary@dps.state.ny.us

Public Information Officer
New York State Public Service Commission
Empire State Plaza, Agency Building 3 Albany, NY 12223-1350
Phone: 518-474-7080
web.questions@dps.ny.gov

DPS Staff General Complaints Office of Consumer Services
New York State Department of Public Service
Empire State Plaza, Agency Building 3 Albany, NY 12223-1350
Phone: 800-342-3377 (8:30 a.m. to 4:00 p.m.)
<http://www.dps.ny.gov>

DPS Staff Environmental Compliance
Director of the Environmental Certification and Compliance Section
of the Office of Electric, Gas, and Water
New York State Department of Public Service
Empire State Plaza, Agency Building 3 Albany, NY 12223-1350
Phone: 518-486-7847

The Project has made available to the public a toll-free or local phone number, for the duration of construction and restoration of the Project, to receive inquiries or complaints, if any, from any member of the public about the construction of the Project. Acknowledgement of the receipt of the inquiry or complaint shall be responded to by a member of the Project team within one (1) business day. The phone number shall include a recorded outgoing message that will, when a call is not answered by a person, provide the caller with: (i) the number to be called at any time in case of emergency, (ii) the phone number and email address of the Secretary, and, (iii) the phone number of the Commission's Environmental Compliance Section.

The Project website provides a means for the public to communicate with the Project, to sign up for email updates or to register complaints or ask questions, through a direct link to a comment form. The Project email will also be available to receive complaints or inquiries during the duration of construction and restoration of the Project. The Project will post construction notices and other publicly relevant information about the Project, including fact sheets, news updates, schedules, night-time work, and traffic information to the Project website. The Project website shall allow users to subscribe to an electronic mailing list for Project updates and/or notifications.

Property owners abutting the Project route, community officials, and other identified community stakeholders will receive notification of the anticipated start of construction. This notification will include the Project website, information on how to sign-up for Project emails, the Project hotline phone number, and Project email address.

Complaints concerning the construction of the Project will be reviewed by the PSEG Long Island External Affairs Office, to understand the nature of the complaint. Thereupon, the Project team will investigate the problem and the course of action necessary to address the situation. The Project will report to DPS Staff, every complaint, and describe the actions taken to address the complaint, within ten (10) business days after receipt of the complaint. Where the complainant provides contact information, the Project will inform the complainant of actions taken to address the complaint. The Project will review a record of the complaints received at the monthly audit meetings. Upon completion of all actions with respect to the complaint, the Project will record the outcome of the investigation as well as the resolution.

Complaints may be categorized and addressed as follows:

Construction Disturbances

- Could include complaints about disturbances from construction activities such as noise, vibrations, or dust. Once the initial complaint is received, the Project's public outreach team will speak with the complainant to fully understand the nature of the complaint. The Project's public outreach team will then coordinate with the Project's construction management team to explore potential causes and potential mitigation measures at the field level. If the issue cannot be resolved in the field, then the public outreach team will continue to communicate with the complainant about the timeline, expectations of the disruptive activity, and a satisfactory resolution for all parties.

Access and Traffic

- Could include complaints received concerning traffic disruptions, driveway or delivery access. Once the initial complaint is received, the Project's public outreach team will speak with the complainant to fully understand the nature of the complaint. The Project's public outreach team will then coordinate with the Project's construction management team to find means to prevent or limit disruptions during construction. If the issue cannot be resolved in the field, then the public outreach team will continue to communicate with the complainant about the timeline, expectations of the disruptive activity, and a satisfactory resolution for all parties.

Restoration and Property Damage

- The Project will restore to equal or better condition all work areas disturbed by construction and is dedicated to limiting any possible property damage. If any damage is proven to be caused by construction, the Project will repair or restore the damaged property. Complaints received regarding restoration and/or property damage will be documented by the field team on site where possible. Once the initial complaint is received, the Project's public outreach team will speak with the complainant to fully understand the nature of the complaint. All claims of damage will require photo evidence, a description of events, and cost estimates for repair. Claims will be submitted to the project team for review. The Project team will determine the acceptance or rejection of the claim and the complainant will be informed of the determination, including any necessary remedial actions if restoration was deemed unsuccessful.

Other

- All other complaints will be received by the project outreach team and first addressed at the field level. If it is determined the issue cannot be resolved in a timely manner in the field, the complaint will be brought to the larger project team to review. Potential mitigation or compensation measures will be discussed and implemented as necessary. Throughout the process the complainant will be updated on the review and determination. All complaints will be reported as required.

The complaint management and resolution process flow chart is provided as Appendix D-1.

Appendix D-1 Complaint Management and Resolution Process Flow Chart

