

Reporting Concerns and Complaints about Wind Projects in Niagara:

(Last updated: June 29, 1 2014. Errors/omissions are unintentional.)

Where to Report a Complaint about Noise, Light, Shadow flicker, other concerns:

1. MOE- Spills Action Centre , MOE Noise Complaint Form available
2. Wind Company
3. Health Canada- Adverse Reaction Report (Radiating Device)

Call 911: To Report any Emergencies Requiring *FIRE* AMBULANCE* POLICE*

1. *Contact Ministry of the Environment (MOE Niagara District):*

Business hours (Monday-Friday; 0830-5pm): 905-704-3900 or 1-800-263-1035

*Pollution Tips Line 1-866-663-8477

After hours call: **"Spills Action Centre"** 1-800-268-6060

2. *Contact Wind Company:*

- Vineland Power Incorporation:

289-447-6112

Office: 905.684.1111

Fax: 905.684-2260

Email: team@vinelandpower.ca

HAF Wind Project

222 Martindale Rd. P.O. Box 1116

St. Catharines, ON L2R 7A3

- Niagara Region Wind Corporation (NRWC):

905-390-3306

Toll Free: 1-855-720-2892

Email: info@nrwc.ca

KEY CONTACTS:

- Robert Daniels, Vice President Niagara Region Wind Corporation
277 Lakeshore Road East, Suite 211
Oakville, ON L6J 6J3
- J.A. (Al) Leggett, BA, MCIP, RPP, Project Manager
Stantec Consulting Ltd.
300- 675 Cochrane Drive West Tower
Markham, ON L3R 0B8

3. **Contact Health Canada (Federal):** “Adverse Reaction Report for Radiating Devices”: 1-866-225-0709

(Note: Noise is considered a “Radiating” form of energy)

Use online form for reporting

<http://www.hc-sc.gc.ca/contact/ewh-semt/hecs-dgesc/ccrp-prpcc-eng.php>

Consumer and Clinical Radiation Protection Bureau Health Canada
775 Brookfield Road
A.L. 6302C
Ottawa, Ontario K1A 1C1

E-mail: ccrpb-ccrpcc@hc-sc.gc.ca

Telephone: 613-957-2991

Toll Free: 1-866-225-0709

Teletypewriter: 1-800-465-7735 (Service Canada)

Keep your own log and record responses to complaints:

- Include specifics in your complaints
- Note time noise started and stopped, date, turbine location, weather conditions, any other comments
- Compared to other noises; Why is this a problem?
- If your concerns or complaints become chronic, it's okay to “bundle” the reports eg weekly, monthly (Often a simple calendar is used for recording) **BUT** make it clear the reporting is for *multiple* complaints & not to be counted as “one”
- Note who you speak to, or if assigned an incident number, or Report ID
- Keep copies of any letters, personal records.
- Be persistent and don't be Deterred from Reporting.

“ Noise Complaint Form Ministry of the Environment “ is also available (**audible noise only**)

Compliance Protocol for Wind Turbine Noise; Guideline for Acoustic Assessment and Measurement.

www.Ontario.ca/Environment

Ministry of the Environment
Public Information Centre:
Telephone: 416-325-4000
Toll free: 1-800-565-4923
E-mail: picemail.moe@ontario.ca