

**PSEG LONG ISLAND LLC  
On Behalf of and as Agent for  
the LONG ISLAND POWER AUTHORITY f/k/a LONG ISLAND  
LIGHTING COMPANY d/b/a LONG ISLAND POWER AUTHORITY**

**Commercial Avenue Equipment Project  
Case 25-T-0243**

**Environmental Management and Construction Plan**

**APPENDIX D  
Complaint Management and Resolution Plan**

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ATTACHMENT D-1 – COMPLAINT MANAGEMENT AND RESOLUTION FLOW CHART

# 1 INTRODUCTION

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This Complaint Management and Resolution Plan (CMRP) was prepared for the Commercial Avenue Equipment Project (Project).

## 1.1 Plan Overview

The CMRP 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.
- 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 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 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.

## **2 COMPLAINT MANAGEMENT AND RESOLUTION PLAN**

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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 regarding the construction of the Project. Acknowledgment of the receipt of the inquiry or complaint shall be responded to by a member of the Project team within one 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, sign up for email updates, or register complaints or ask questions via 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 news updates, schedules, nighttime work and traffic information, on 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, instructions for signing up for Project emails, the Project hotline phone number, and the Project email address.

### **2.1 Submission of Comments and Complaints**

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:

Commercial Avenue Equipment Project:  
631- 213-6715  
[info@commercialaveequipment.com](mailto:info@commercialaveequipment.com)  
[www.commercialaveequipment.com](http://www.commercialaveequipment.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](mailto: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](mailto: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

## 2.2 Procedures

Complaints concerning the construction of the Project will be reviewed by the PSEG Long Island Project Team to understand the nature of the complaint. Thereupon, the Project team will investigate the problem and determine the necessary course of action to address it. The Project will report to DPS Staff on every complaint and describe the actions taken to address it within 10 business days of receipt. 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 regarding the complaint, the Project will record the investigation's outcome and the resolution.

A Complaint Management and Resolution Process Flow Chart is included as Attachment D-1.

## 2.3 Categorizing Complaints

Complaints may be categorized and addressed as follows:

### Construction Disturbances

The “construction disturbances” category 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.

### Access and Traffic

The “access and traffic” category 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.

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 have been 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 whether to accept or reject the claim, and the complainant will be informed of the determination, including any necessary remedial actions if restoration is 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 that 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.

# **Attachment D-1 – Complaint Management and Resolution Process Flow Chart**

