

May 10, 2011

Re: Docket No. 2009-02 – Laidlaw Berlin Biopower, LLC

To Whom it May Concern,

Please be advised that the City of Berlin has had an opportunity to review the Informal Compliant Resolution Plan proposed for the Laidlaw Berlin Biopower project. By signature below, and in accordance with the State of New Hampshire Site Evaluation Committee's Certificate, this plan has been deemed acceptable by the City of Berlin, NH.



Patrick MacQueen
City Manager, City of Berlin

COMPLAINT RESOLUTION PROCEDURE

Laidlaw Berlin BioPower (LBB) will establish a 24-hour toll-free telephone number and a mailing address for the submission of any complaints regarding activities at the project site.

The phone number and mailing address will be published in a newspaper of local distribution.

Any parties aggrieved by actions at the project site and seeking relief will be required to provide the following information:

- Name
- Address
- Contact information including telephone number and mailing address
- Nature of the complaint including:
 - Date of occurrence
 - Description of impact(s) causing complaint
 - Time and duration of occurrence
 - Other supporting facts or evidence of impacts

Any complaints not providing the above information will be considered non-responsive and dismissed.

LBB will seek to contact the complainant within 24 hours and investigate any responsive complaints within 48 hours of receipt.

LBB will seek to provide the complainant with an oral summary of the complaint investigation findings, along with any proposed remedies and the expected time to resolve or conduct further investigations, within 24 hours of completing the initial investigation.

A written summary of the complaint, findings, proposed resolution or additional investigations necessary will also be provided to the Berlin City Hall Attn. City Manager, within 24 hours of contacting the complainant.