

Ms. Tricia L. DeBleeckere
Minnesota Public Utilities Commission
121 7th Place East STE 350, St. Paul, MN 55101

RE: Big Blue Site Permit Major Deviations

September 19, 2017

Dear Ms. DeBleeckere

Big Blue has some major deviations from the permit. They did not adhere to the Site Permit granted by the PUC on August 17, 2011.

Complaint Procedure

Big Blue submitted to the Docket an "Updated Complaint Procedure" (20139-91108-01) on September 9, 2013. The procedure specifically states:

Substantial Complaint is a written Complaint alleging a violation of a specific Site Permit condition that, if substantiated, could result in Permit modification or suspension pursuant to the applicable regulations.

Furthermore:

All Substantial Complaints will be reported to the Commission by phone or e-mail the same day the complaint is received, or on the following working day for complaints received after working hours. The report will be directed to HVTL Permit Compliance at (800) 657-3794 or doc.energypermitcompliance@state.mn.us. Voice messages are acceptable. c. If the complaint is deemed a Substantial Complaint, the appropriate project representative will contact the complainant directly to discuss the issue and determine whether and how it can be resolved.

On Monday morning September 11th at 8:30 am, a neighbor and I drove to the Big Blue office and planned to hand deliver a formal complaint from Lora Moore, myself and a verbal complaint from our neighbor to Charlie Hoemberg. However, he was not on site. Nobody from Big Blue was available on site. Nobody was there to take our complaints and discuss the extreme jet noise that T8 and T9 produced the weekend of 9-8 to 9-11. Finally, a Gamesa technician named Ben was very cordial and took our complaints and said he would deliver them to Charlie. We had Substantial Complaints about the acceptable db level of the permitted levels and we wanted to know when the jet noise will be fixed.

I believe Big Blue has once again breached the Site Permit. Did they contact the Commission the same day, September 11th, as our substantial complaints? If not, then they did NOT comply with the Complaint Procedure and did NOT contact the Commission the same day the complaint was received. It has been over 9 days since we formally complained and Big Blue has not contacted me to verify they have received the complaint about the jet noise, and their planned remedy.

The Big Blue complaint procedure is out-dated and difficult and needs to be revamped. Many of us neighbors and residents of the project have verbally complained about the noisy clicky clack and the jet noise coming from the turbines to Charlie, however he did not report those verbal complaints to the Commission. He failed to report to the Commission all of the verbal complaints we had for him over the years. Not until this past February did he tell us we needed to complain on the formal complaint forms. Therefore the Complaint Compliance Reports do not accurately reflect the complaints and frustrations we have had for these noisy turbines since day-one.

Lastly, when Charlie is gone, and nobody from Big Blue is available, how should we complain? There is no way to physically deliver a complaint to a Big Blue employee, and verbally complaining has been demonstrated to be as effective as talking to a rock. There are no methods or procedures, or electronic way to complain when often times a Big Blue employee is not on site. I do not trust a phone call verbal complaint will be submitted to the Commission accurately. Since for the past 4 years, the verbal complaints were never submitted. Therefore I ask the Site Permit be suspended until the PUC and Big Blue can fix each issue, or revoke the Site Permit completely so decommissioning can begin.

Sincerely,

Dan Moore
Farmer
Blue Earth, Mn