

TL 649 Wood to Steel Replacement Project – Noise Complaints Procedures

Mitigation Measure NOI-3

Construction Noise Complaints.

The proposed project applicant shall submit to CPUC for review and approval a set of procedures for responding to and tracking complaints received pertaining to construction noise, and shall implement the procedures during construction. At a minimum, the procedures shall include:

- a) Designation of a Public Liaison dedicated to the project to track and respond to noise complaints for the project;
- b) Protocols for receiving, responding to, and tracking received noise complaints; and
- c) Maintenance of a noise complaint log that records received complaints and how complaints were addressed, which shall be submitted to the CPUC for review upon request.

SDG&E has identified Regional Public Affairs Manager Todd Voorhees as the Project's dedicated public liaison person before and during construction. He will be able to respond to concerns from neighboring property owners about noise, dust, and other construction disturbances as required.

SDG&E will include contact information for the public liaison in all notices distributed to the public, collateral materials to include a Project fact sheet and on the Project web page.

SDG&E has established a toll-free project information telephone number (**1-844-765-6388**) to receive inquiries or complaints during construction.

The following procedures have been developed for handling and responding to calls:

- A Project team member will be available during construction hours to answer the toll-free information line. If a team member is not available to answer the phone, or if a call is received after normal business hours, a voicemail service will be set up for callers to leave their inquiries. Team members will monitor the message system throughout the day to ensure that any inquiries are answered in a timely manner.
- SDG&E will respond to all inquiries and complaints within two business days of receipt.
- A Project Information Call Log will be developed and maintained throughout construction to include the following information:
 - Caller Name and Phone Number
 - Date/Time of call
 - Issue/Concern
 - SDG&E Response/Resolution
 - Date of SDG&E Response/Resolution
- The Project Information Call Log will be made available to the CPUC for review upon request.
- The Project Information Line and Call Log will be discontinued upon Project energization.