

# HILLCREST SOLAR PROJECT

Case No. 17-1152-EL-BGN

January 15, 2021

Ohio Power Siting Board  
Docketing Division  
180 East Broad Street, 11<sup>th</sup> Floor  
Columbus, Ohio 43215-3793  
Attn: Grant Zeto

**RE: Hillcrest Solar I, LLC**  
**Case Nos. 17-1152-EL-BGN, 18-1267-EL-BGA, 20-0614-EL-BNR**

**Notice of Compliance with Certificate Condition #11 - During the construction and operation of the Solar Farm, Hillcrest shall submit to Staff a complaint summary report by the fifteenth day of April, July, October, and December of each year for the first five years of operation. The report should include a list of all complaints received through the Applicant's complaint resolution process, a description of the actions taken toward a resolution of each complaint, and a status update if the complaint has yet to be resolved.**

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Dear Mr. Zeto;

Hillcrest Solar I, LLC ("Hillcrest Solar") is certified to construct a solar-powered electric generation facility in Brown County, Ohio in accordance with the Certificate of Environmental Compatibility and Public Need (CECPN or Certificate) from the Ohio Power Siting Board (OPSB) on February 15, 2018 (OPSB Case Number: 17-1152-EL-BGN), Order on Certificate on February 21, 2019 (OPSB Case Number 18-1267-EL-BGA) and Construction Notice for the Point of Interconnection/Transmission Line Project on June 21, 2020 (OPSB Case Number: 20-0614-EL-BNR).

In accordance with Certificate Condition #11, the following is a summary of complaints received by Hillcrest Solar I, LLC regarding the Hillcrest Solar Project (the Project) from the fourth quarter of 2020 (October 1 – December 31). This summary report submission was delayed to 2021 in order to deliver a complete record of complaints received in 2020.

Hillcrest Solar received 8 formal complaints that were addressed according to the Hillcrest Solar Complaint Resolution Process (docketed December 12, 2019 according to Certificate Condition #10). A Comments and Complaints Form was filled out for each issue and details recorded in an internal complaint tracking table. Project personnel, including the Owner's Site Representatives and Lands and Community teams and/or PCL (Contractor) followed up with the individual to listen to their concerns and discuss solutions. All complaints received by Hillcrest Solar as of January 1, 2021 regarding the Project are considered resolved, but solutions such as maintenance of roads to prevent dirt and mud accumulation is ongoing.

Attached please the tracking table for details of each compliant as well as the associated Comment and Compliant Form regarding compliance with Certificate Condition #11 of the Opinion, Order and Certificate issued on February 15, 2018 in Case No. 17-1152-EL-BGN. For the privacy of those who submitted a complaint, personal information (phone number, address, etc.) has been redacted.

We are available, at your convenience, to answer any questions you may have.

Sincerely,

A handwritten signature in blue ink that reads "Julia Mancinelli". The signature is written in a cursive, flowing style.

Julia Mancinelli, Director – Environment

Attachments: Hillcrest Solar Complaint Tracking Table  
Hillcrest Solar Project Comments and Complaint Forms

**Hillcrest Solar I, LLC – Compliant Tracking Table – Third Quarter of 2020 (July 1 – September 30)**

Date Complaint Received	Name	Method of Contact	Complaint Description	Action Taken by Hillcrest Solar	Resolution	Date of Resolution
October 9, 2020	Amanda Widmeyer	Email	Widmeyer reported that a worker from the Project had knocked on her door at 6am to request a tow out of a ditch on her property. They refused and called authorities. The vehicle was pulled out of the ditch by another worker but left damage and debris on the property. Widmeyer requests that drivers be more cautious and follow the rules of the road.	The Site Representative met with Widmeyer to inform his communications with all workers on site. He left his information so that he could respond directly to incidents in the case that an event such as this were to occur again.	All site personnel were reminded of their responsibility to obey the rules of the road and respect the community.  The worker responsible for the incident was identified and dismissed from the Project. It is noted that this worker lives in the area and will likely still be on the road but is no longer affiliated with the Project.	October 12, 2020
October 12, 2020	Jeremy Hill	Phone	Hill was upset about the amount of garbage that is left on site. Hill also noted that reckless driving from site personnel had resulted in gravel thrown at his vehicle as well as on his property and a chicken run over.	The Site Representative met with Hill and his wife to discuss their concerns. The issue was discussed with PCL to bring about more awareness of trash management on site.	Garbage was picked up from their property. Payment of \$300 was delivered to Hill for his chicken and for the inconvenience of the garbage.	October 14, 2020
October 20, 2020	Alan Jackson	Email	Jackson referenced the letters sent to landowners by Hillcrest Solar on January 20, 2020 and June 30, 2020 that stated Project working hours. He was unhappy that crews were working on Sundays and delivery trucks were idling with their lights on near his property very early in the morning. He also noted dust and dirt being tracked out from site entrances onto the road as well as covering his personal vehicle.	The Site Representative relayed his comments along with Cravens (see below) to PCL, whom instructed foremen to monitor crews to ensure they were not socializing after the work day. Street cleaning in the area was increased with the additional street sweeper. Opaque fencing was installed to reduce the impacts of delivery drivers arriving before the site gates opened in the morning.	The Lands and Community Director relayed the actions taken by Hillcrest Solar to Jackson.	October 23, 2020
October 21, 2020	Diana Cravens <i>(Note: Cravens is neighbours with Jackson. They live across from a main site entrance)</i>	Email	Cravens was unhappy about the volume of traffic in the morning. As with Jackson, she stated delivery drivers were arriving around 6:00am and idling in front of her hours with lights on. She also references the dust settling on her porch-covering her patio furniture. Cravens also said that with the dust she was unable to host gatherings outdoors and voiced concern for the potential for site personnel to spread the illness.	Cravens' comments regarding dust, delivery trucks and worker socializing were relayed along with Jacksons. All workers on the Hillcrest Solar Project must wear a face covering on site and abide by all COVID-19 protocols including not coming to work when experiencing symptoms and/or when in known contact with someone who has tested positive or in self-isolation.	The Lands and Community Director relayed the actions taken by Hillcrest Solar to Cravens.	October 23, 2020
October 28, 2020	Patricia Rowlands	Email	Rowlands asked Hillcrest Solar if there was a way to keep Greenbush Road clear as she was having difficulty seeing the road lines due to dirt. Her and her husband's trucks would get dirty when driving through the Project area.	The street sweeper operator was informed that more attention would be required on Greenbush Road.	The Lands and Community Coordinator let Rowlands know that a second street sweeper was added to the fleet to help manage the dirt and keep the roads as clean as possible. Rowlands thanked her and noted that the second sweeper was making a difference.	November 3, 2020
October 29, 2020	Unnamed	Phone	Brown County Soil and Water Conservation District received two calls from neighbors that water had accumulated on their properties due to the Project. Brown County relayed this information to the Environmental Coordinator.	The calls came during a significant rain event, and as per protocol the Environmental Monitor was scheduled for an inspection of stormwater BMPs the following day. All issues were noted in internal reports and forwarded to PCL. The issues were resolved within 1 week of the report.	Brown County did not pass on the contact information for the neighbours, so the information regarding stormwater BMP inspection and maintenance protocol was passed on to the callers through Brown County along with contact information if they wanted to follow up with the Site Representatives in the future.	November 5, 2020
November 6, 2020	Charles Gallimore	Gallimore called Open Road Renewables (previous Owner), whom forwarded the message to Hillcrest. Gallimore also dropped by the site office.	Gallimore was upset with the traffic caused by construction as well as the dust and headlights shining into his home from workers in the evening and early morning.	The Site Representative listened to Gallimore's concerns and emailed PCL to address workers regarding the headlight issue and remind them of the importance of respecting the community.	The Site Representative informed Gallimore of the actions taken by Hillcrest to address the dust (sweepers) and traffic (communications to site personnel).	November 9, 2020

November 9, 2020	Nicole Oberrecht	Email	<p>Oberrecht had driven over a bolt on 286 which popped her tire.</p> <p>The Land and Community Coordinator called Oberrecht to discuss reimbursing her for the expenses of replacing the tire and her inconvenience. They also discussed the actions being taken by Hillcrest Solar to keep the roads clean.</p>	<p>Oberrecht contact the Land and Community Coordinator to confirm receipt of the reimbursement and thanked her for being so prompt to respond.</p>	November 10, 2020
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# HILLCREST SOLAR PROJECT

## COMMENTS AND COMPLAINTS FORM

Date: October 9, 2020

Name: Amanda Widmeyer

Address: [REDACTED]

City: Mt. Orab

State: Ohio

Zip code:

Phone:

Email: [REDACTED]

### Comment or complaint received:

In person ☐

By phone ☐

By email ☒

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

AW contacted the Hillcrest Solar email and noted that she was a long time resident of the community of Buford, where our crews were working. She explained that she was reaching out to advise of her concerns about the safety issues that she believed some of the workers present for the local residents. AW noted that morning, around 6 a.m., a gentleman from site knocked on her front door. He was asking for her husband to pull him out of their yard as he had driven off the road, through their very deep ditch and into their yard at the edge of their property line. AWs husband called the police and the employee had left before police arrived.

AW further noted that as a mother who had been preparing her children to get on the school bus, she could not fathom what would have happen had this incident happed later on that morning. She explained her husband did not have the means to pull the worker out of the ditch, so instead the worker continued to rev his engine and tear up their yard as he tried to get his car back across the ditch.

AW explained the man was able to get out of their ditch because another worker came along with a chain and pulled him out of her yard and through the ditch which then soaked their yard and road in transmission fluid and screw car parts in the yard and ditch and onto the road.

AW enclosed pictures which showed the length of the skid marks. AW also explained she was concerned with the driving habits of the workers. She noted they do not stop at stop signs and that they go over the speed limit. This concerned her so much that she now no longer let her children go outside, except to go on and off the bus. AW noted that crews also back into her driveways.

AW ask that we reiterate the rules of the road to the workers and said that she would be happy to assist us in any way.

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Jason Sirois went to speak with AW. He confirmed that our contractor will be communicating to all employees across the Project the need to keep the speed down and be respectful of the neighbours when travelling on the local roads. JS agreed with her that these workers reflect poorly on the Project, and that it won't be tolerated. JS let her know that if her husband does happen to remember the vehicle that drove onto her property, to please have him give JS a call, and that they would take the appropriate actions for this worker.

JS let AW know that if she did not see a change in the upcoming days for her to please give him a call.

INNERGEX

## Mitigation measures

(Please describe the mitigation measures or corrections taken/made, if required)

On October 12, JS sent Don Demers of PCL an email with a photo of the crew's car who was in AWs ditch. The car was identified by AWs neighbours. JS said he had been driving 70 MPH and let him know which lot he was parked in.

Later on October 12, Don Blumenthal dismissed the driver of the Truck identified in the photo from employment. Don explained the driver noted he was a local who lives ~10 minutes from the project site. He noted that a neighbor flagged him down a few weeks ago and asked him to slow down. The driver said he had slowed down considerably but noted he was still driving 40 mph or so. He wanted to talk to a PCL Representative and Don confirmed with him that PCL and the Owner support Deltro's and decision to let him go. NOTE: He will likely be driving in the area, as he lives nearby, but will not be employed on this project.

## Feedback and information

For complaints, when and by what means was a response made to the party filing the complaint?

## Additional information

Date completed on: October 12, 2020

\_\_\_\_\_  
Responsible for comment and complaint follow-up

### How to File a Complaint

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email [Hillcrest\\_Solar@innergex.com](mailto:Hillcrest_Solar@innergex.com).

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

## COMMENTS AND COMPLAINTS FORM

Date: October 12, 2020

Name: Jeremy Hill

Address: [REDACTED]

City: Mt. Orab

State: Ohio

Zip code:

Phone:

Email:

### Comment or complaint received:

In person ☐

By phone ☒

By email ☐

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

Jeremy Hill call Jason Sirois explaining that he was upset by the amount of garbage that is continuously left in his yard. On top of the garbage, JH explained that the day before, someone on the site crew pulled into his driveway to turn around, and this person proceeded to spin his tires, which threw gravel and hit his truck as they were leaving. JH also noted that 2 months ago, someone purposely ran over their chicken that was alongside the road. JH noted they are also finding rocks in their lawn, which appears to be the clear rock that is used in the ditches and some access points.

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

JS went and met with JH and his wife after receiving the call. While JS was there, he picked up 2 pop bottles, 3 water bottles, an empty ty-wrap bag, and some misc. plastic from the front lawn.

### **Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

JS explained to Don Demers of PCL that with the grass dying back, the extent of the garbage around the neighborhood is out of control. JS suggested they get laborers to do a sweep of the local roads and pick up trash. JS noted that while not all of the trash is from the Project, a good majority of it was. Innergex also processed a payment for the Hills of \$300.00 for the dead chicken and the inconvenience of having to pick up the garbage on their front lawn all summer.

### **Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

### **Additional information**

Date completed on: October 14, 2020

\_\_\_\_\_  
Responsible for comment and complaint follow-up

#### **How to File a Complaint**

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email [Hillcrest\\_Solar@innergex.com](mailto:Hillcrest_Solar@innergex.com).

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).



# COMMENTS AND COMPLAINTS FORM

Date: October 20, 2020

Name: Alan Jackson

Address: [REDACTED]

City: Mt. Orab

State: Ohio

Zip code:

Phone:

Email: [REDACTED]

## Comment or complaint received:

In person ☐ By phone ☐ By email ☒

## Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

## SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

In his email, Alan Jackson noted that in the letter sent to adjacent landowners from Hillcrest on January 20, 2020 that it stated working hours would be 9:00am to 7:00pm Monday to Friday and then in the subsequent letter received on June 30, 2020 that work hours had been extended to include Saturday 9:00am to 5:00pm. AJ explained he was upset because these hours were not being adhered to. AJ explained crews were working after dark on most days and that crews were now also working on Sundays which included heavy truck traffic coming.

AJ noted delivery trucks often arrived when gates were closed and drivers would sit in their cars, with the cars on, until the gates were open. AJ noted that one evening he had seen as many as 4 semi trucks parked there all night.

AJ noted that semi trucks often used Jake brakes when entering the area which he found too loud and annoying.

AJ was upset that many crew members would sit outside the entrance gates to the project and socialize loudly after work with their headlights shining. He said crews would often would play music from their cars so loudly he had difficulty hearing his television. He also felt that many crews drove in an unsafe manner.

AJ noted that there were large amounts of dust and dirt being tracked out onto the road in front of his homes. He explained the dirt was packed onto the pavement like bumps and that driving on it felt like being on a dirt road. AJ recognized that there was an attempt to clean the roads with a road sweeper which he felt did not do a sufficient job. AJ noted the street sweeper only put more dirt and gravel onto his concrete driveway as well as his neighbors new blacktop driveway.

To further reiterate the issue of dust, AJ noted that his pickup would be parked 100 feet from the road and 2 days after it was washed, it was covered with dust. AJ recognized that projects and construction take time but he thought the amount of dust and gravel being tracked onto his property was unacceptable.

## **Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

The following day, Nick Adams of INE relayed complaints to PCL. PCL instructed foreman to monitor crews exiting the site in the evening to ensure they were not parking and socializing. Multiple crews who had been seen speeding in and around the project area were fired. Street cleaning in Alan Jacksons area increased immediately and the number of people working in the area also decreased/moved to other parts of the project. PCL also planned to install fencing that would reduce the amount of light, similar effect to blinds. Rachel Crary also followed up with AJ via email.

## **Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

## **Additional information**

Date completed on: October 23, 2020

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Responsible for comment and complaint follow-up

### **How to File a Complaint**

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If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

# HILLCREST SOLAR PROJECT

## COMMENTS AND COMPLAINTS FORM

Date: October 21, 2020

Name: Diana Cravens

Address: [REDACTED]

City: Mt. Orab

State: Ohio

Zip code: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

### Comment or complaint received:

In person ☐

By phone ☐

By email ☒

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Diana Cravens complained to Hillcrest Solar explaining she felt there had been no consideration for non-participating landowners. DC explained one of the access points for the project was directly across from her and her neighbour, Alan Jackson's, driveway. DC explained it had become difficult for her to exit onto the street in the mornings due to the high volume of traffic. She noted that if crew members arrived early, before the gates were opened, then the crews would sit in their cars and traffic would build up, which, she felt, worsened the situation. DC noted that noise from construction was beginning around 6a-630a most mornings and that semi trucks leave their motors running and use jake brakes. In reference to noise, DC also noted crews playing music loudly in their cars and that this noise "shakes her house". DC also noted there had been times in the evening that crew members would sit in their cars and their headlights would shine into her home. DC also raised concerns about crews not wearing masks and not social distancing. She was concerned about COVID-19 spreading and affecting the community. DC referenced the letter Hillcrest Solar sent adjacent landowners earlier in the year which discussed Hillcrest's commitment to being a good neighbour, which DC felt has not been the case. DC also explained her frustration with the amount of dust and gravel which she felt there had been no attempt to contain to the job site. DC explained that Greenbush East Rd. felt as though a person were driving on a gravel road. DC further explained that the large amounts of dust had made it very difficult to do anything outside. She noted that her porch chairs were covered in dust and that her windows could not be left open as dust would get indoors and that having safe, social distanced gatherings outside were also not possible, in her view. DC explained she had tried to sweep her driveway many times but that it was packed with so much gravel she could not complete the task. DC also noted that the road sweeper, which she saw as Hillcrest's attempt to mitigate the gravel and dust, did a poor job. DC reiterated many times that both her and her neighbour, Alan Jackson, were fed up with the construction process.

**INNERGEX**

## **Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

The following day, Nick Adams of INE relayed complaints to PCL. PCL instructed foreman to monitor crews exiting the site in the evening to ensure they were not parking and socializing. Multiple crews who had been seen speeding in and around the project area were fired. Street cleaning in Diana Cravens area increased immediately and the number of people working in the area also decreased/moved to other parts of the project. PCL also planned to install fencing that would reduce the amount of light, similar effect to blinds. Rachel Crary also followed up with DC via email.

## **Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

## **Additional information**

Date completed on: October 23, 2020

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### **How to File a Complaint**

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email [Hillcrest\\_Solar@innergex.com](mailto:Hillcrest_Solar@innergex.com).

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

# HILLCREST SOLAR PROJECT

## COMMENTS AND COMPLAINTS FORM

Date: October 28, 2020

Name: Patricia Rowlands

Address: \_\_\_\_\_

City: Mt. Orab

State: Ohio

Zip code: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: [REDACTED]

### Comment or complaint received:

In person ☐

By Email ☒

By phone ☐

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

Patricia Rowland's emailed Hillcrest asking if there was a way to keep Greenbush Road clear and clean as she drives this route often and could no longer see the lines on the road due to the amount of dirt and mud. PR also let Hillcrest know that both her and her husband's trucks were covered in dirt and mud after driving through the project area.

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Maclean Nash reached out to PR via email letting her know that a second street sweeper had been added to the fleet in an effort to help mitigate the dirt in the area and keep the roads as clean as possible.

Later in the week, PR emailed MN again, thanking MN for her prompt response and let her know the additional sweeper had made a difference.

**INNERGEX**

**Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

**Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

**Additional information**

Date completed on: November 3, 2020

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Responsible for comment and complaint follow-up

**How to File a Complaint**

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email [Hillcrest\\_Solar@innergex.com](mailto:Hillcrest_Solar@innergex.com).

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

## COMMENTS AND COMPLAINTS FORM

Date: October 29, 2020

Name: Unnamed neighbours of Project

Address: \_\_\_\_\_

City: Mt Orab

State: OH

Zip code: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Comment or complaint received:

In person ☐ By phone ☒ By email ☐

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

Brown County Soil and Water Conservation District received two calls on the morning of October 29, 2020 that water had been accumulating on their farms due to the Project. The complaints came during a significant rain event. BC forwarded their concerns (but not their names or addresses) to Hillcrest Solar.

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Hillcrest Solar thanked BC for sending forward the issues, and gave the contact information of the site representatives to pass onto the callers in the event that they wanted to follow up regarding resolution of the issues. No calls were received.  
As per protocol, the environmental monitor was scheduled to visit the site for an inspection the following day to inspect BMPs post rain event. All issues were noted in internal reports and forwarded to PCL. The issues were resolved within a week of the report.

**Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

All BMPs are regularly inspected and repaired. Contact information was left with BC for forwarding to callers in the future.

**Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

The complainers did not respond to follow up communication.

**Additional information**

Date completed on: Nov 5, 2020

Madison Walsh

Responsible for comment and complaint follow-up



# HILLCREST SOLAR PROJECT

## COMMENTS AND COMPLAINTS FORM

Date: November 6, 2020

Name: Charles Gallimore

Address:

City: Mt. Orab

State: Ohio

Zip code:

Phone:

Email:

### Comment or complaint received:

In person ☒ By phone ☐ By email ☐

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

Charles Gallimore called Open Road who forwarded his message to Hillcrest. CG left a message explaining he was upset by the amount of traffic construction was causing, the amount of dust in the area, and crews headlights shining into his home in the evening and early morning. The same day he left his message he also stopped into the site office to try and speak with someone about his complaints.

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Jason Sirois went to speak with CG. JS listened to his complaints and committed to addressing them. JS emailed PCL late last night to address the issue of crews shining their lights into landowners' homes.

The men ended up sharing some laughs and CG thanked JS for his time.

INNERGEX

**Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

JS let PCL know of the complaints and JS also let GC know that they had added another street sweeper in an effort to keep the roads as clean as possible.

**Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

**Additional information**

Date completed on: Nov. 9, 2020

\_\_\_\_\_

Responsible for comment and complaint follow-up

**How to File a Complaint**

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email [Hillcrest\\_Solar@innergex.com](mailto:Hillcrest_Solar@innergex.com).

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

## COMMENTS AND COMPLAINTS FORM

Date: November 9, 2020

Name: **Nicole Oberrecht**

Address: [REDACTED]

City: **Lynchburg**

State: **Ohio**

Zip code: [REDACTED]

Phone: [REDACTED]

Email:

### Comment or complaint received:

In person ☐ By phone ☒ By email ☐

### Nature and description of comment or complaint

(Description, circumstances, place and time if relevant, etc.)

Maclean Nash called Nicole Oberrecht back after she called. NO explained that the previous week she had been driving down SR 286 and had driven over a bolt which popped her tire. She then had to change her tire on the side of the road and take it into a shop to have her tire replaced. NO then explained that while she was washing her car on Nov. 10, she noticed another bolt in a different tire. She said that she knew we could not keep all of the roads clean, but that she had been driving for 20 years and never had anything like this happen before and she attributed these incidences to our construction. MN empathized with her and said they had been receiving similar grievances from her neighbours. NO said she would be happy to provide receipts and that her first tire cost her \$150.00. MN got all of the appropriate info from NO and said she would speak with the accounting department to send her a cheque for \$300 as reimbursement. NO thanked her for that and for calling her back so promptly.

### SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

#### Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

The same day, MN issued a cheque request to accounting.

**Mitigation measures**

(Please describe the mitigation measures or corrections taken/made, if required)

Reimbursement for tires and let NO know that we had a second street sweeper to keep the roads as clean as possible.

**Feedback and information**

For complaints, when and by what means was a response made to the party filing the complaint?

**Additional information**

Date completed on: Nov. 9 , 2020

\_\_\_\_\_  
Responsible for comment and complaint follow-up

**How to File a Complaint**

Please submit either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email [Hillcrest\\_Solar@innergex.com](mailto:Hillcrest_Solar@innergex.com).

If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**1/14/2021 7:09:25 PM**

**in**

**Case No(s). 17-1152-EL-BGN, 18-1267-EL-BGA, 20-0614-EL-BNR**

Summary: Notice Notice of Compliance with Condition No 11 - Q4 2020 Complaint Summary  
Report electronically filed by Ms. Madison Walsh on behalf of Hillcrest Solar I, LLC