

HILLCREST SOLAR PROJECT

Case No. 17-1152-EL-BGN

October 12, 2023

Ohio Power Siting Board
Docketing Division
180 East Broad Street, 11th 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.

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, Hillcrest Solar is recording and tracking all complaints received regarding the Hillcrest Solar Project (the Project). Hillcrest Solar received **four** formal complaints during this period. Comments and Complaints Forms were filled out for each of the issues and details were recorded in an internal complaint tracking table. Our Site Manager has followed up with the individuals to listen to their concerns and discuss solutions. The complaints have been addressed and resolved according to the Complaint Resolution Process as per Certificate Condition #10, though various actions, including vegetation management and improvements to site drainage that will be ongoing for the remainder of 2023 and into spring of 2024.

Attached please find copies of the tracking table for details of the complaint as well as the associated Comment and Complaint Form regarding compliance with Certificate Condition #11. 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 script is cursive and fluid, with the first name "Julia" and last name "Mancinelli" clearly legible.

Julia Mancinelli, Senior Director – Environment

Hillcrest Solar I, LLC – Compliant Tracking Table – Third Quarter of 2023 (July 1 to September 30)						
Date Complaint Received	Name	Method of Contact	Complaint Description	Action Taken by Hillcrest Solar	Resolution	Date of Resolution
August 8, 2023	Jay Holden	In person and by phone	Mr. Holden had several concerns relating to vegetation management (over-spraying and overgrowth of Cottonwood trees) as well as ongoing drainage concerns at his property.	Hillcrest Solar Site Manager followed up with a phone call to Mr. Holden on September 10 to discuss his concerns and work through solutions.	Hillcrest Solar will reduce the spraying area to a 5-ft swatch in the interim and will review the vegetation management approach for next year. The overgrown Cottonwood trees were trimmed back. The drainage issue will be addressed with additional mulch.	August 8, 2023
August 23, 2023	Joseph Evans	By phone	Mr. Evan had complaints related to vegetation management and felt several areas of the site were overgrown and needed weeding. He would also like a tour of the site.	Hillcrest Solar Site Manager followed up with a phone call to Mr. Evans to discuss his concerns.	Most of the vegetation concerns will be addressed by late October 2023. Some of the larger, less frequently mowed areas may need to be addressed later during scheduled mowing. This can be affected by delays due to rainfall.	September 30, 2023
August 29, 2023	Roger Rom	By phone	Mr. Rom was concerned about the changes in drainage to his property since the construction of the project. He noted that	Hillcrest Solar Site Manager followed up with a phone call to Mr. Rom to discuss his concerns.	Drainage at the site will be addressed late in 2023 to spring 2024.	September 30, 2023
August 30, 2023	Terry Adkins	By phone and in person	Mr. Adkins reported that a site (NovaSource) vehicle drove by his property and the driver made a rude hand gesture.	Hillcrest Solar Site Manager called to resolve the issue twice, including sending the NovaSource driver of the vehicle in person to make an apology.	Nothing further is required	September 7, 2023

HILLCREST SOLAR PROJECT

COMMENTS AND COMPLAINTS FORM

Date: 09/11/23

Name: _____

Address: _____

City: _____

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.)

Jay gave Mac Hussey a call, Mac then went to talk with Jay at his house to hear about a few of his concerns.

(1) He was concerned about the amount of spray underneath the panels we were using, as he said it doesn't look good and isn't good for the land (it's about a 10-ft swath, where the normal mower cannot reach). He said he'd understand spraying around the individual posts, but that he was actually told there would be no spray on the site (though it sounds like he heard this through a neighbor-not through Innergex).

(2) He said the drainage in Site A across his house could still use improvement. He thinks a French drain will be needed.

(3) He said there are Cottonwood trees growing through the fence line around A (NW area specifically).

(4) He was wondering if we'd ever have any interest in allowing him or others to plant and harvest hay.

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)

1. a. Action item: Reconsider the vegetation operations to see if we can reduce or eliminate spraying (Mac responsible)
b. Action item: Verify with the development team that landowners are receiving accurate information about our intentions of managing their land on our project (the use of herbicide in this case).
2. a. Action item: Address drainage. It is already the next area on the list for us to work on. We are just working on an area in Site D first.
3. a. Action item: Mac to have vegetation team cut them down and spray that area of the fence.
4. a. Action item: Will consider approach in future planning for the site.

Mitigation measures

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

Sept. 10, 2023 - Mac was able to follow up on Jay Holden's complaint about the spray. Mac apologized to him about the initial over-spray near his house but told him that the plan has been to spray about a 5-foot swath under the panels. JH was respectful and calm, however he made it very clear that he did not think we needed to spray anything under the panels at all other than maybe a few inches around each individual post. He said he understood the need for spray at times having used it much himself, but he thought there were better options available to us. Mac explained that we wanted to work with him and would see what we can do after evaluating next year's vegetation management plan this Winter. Other items that were discussed: Mac explained was still tracking for action to see if we could better address the drainage at the corner of his property. JH said he thought the screening beds near his house could use some mulch. JH Noted the work we did cleaning up the trees around the fence lines and appreciated it. JH explained he might be interested in bidding for some vegetation work next year.

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: __September 11, 2023_____

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.

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.

COMMENTS AND COMPLAINTS FORM

Date: August 25, 2023

Name: Joseph Evans

Address:

City:

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.)

Mr. Evans let Mac know he had several complaints.

- 1) The large ditch in Site B is overgrown and needs mowed.
- 2) The vegetative screening beds along the northern end of Site B need weeding.
- 3) The bulk mowing inside the fence is not good enough.
- 4) Mr Evans let Mac know he would like to ride around the site with Mac and look at the land.

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)

Action items: 1) Mr. Evans' complaint about the site being overgrown is accurate. Mac will let contractor know it needs addressing. This work should only take a day and then Mac will focus more on proactively maintaining it. 2) Another valid complaint. There is a contractor already working on weeding and Mac expects them to be in this specific area in the following week to trim the beds and then fresh mulch will be added and will replace any dead shrubs/trees. Mac's goal is to complete the full maintenance on all the beds by Oct. 20, 2023. 3) This is a more difficult complaint to address as we only have 3 cuts scheduled /year and rainfall can slow the work. 4) Mac told Mr. Evans to call him when he is free and he will happily drive him around the site. Mac hopes meeting Mr Evans will lessen his worries.

Mitigation measures

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

Sept. 19, 2023 After mowing the large ditch on JE yard and starting to work on his vegetation beds, Mac called JE last week and left him a voicemail. JE returned Mac's call today, and noted everything was looking better, and thanked us. JE did say he'd still like a tour of his land sometime, but said he'd call Mac sometime later this year about it, since he was very busy right now.

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: ____08/25/23_____

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.

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HILLCREST SOLAR PROJECT

COMMENTS AND COMPLAINTS FORM

Date: August 29, 2023

Name: Roger Rom

Address: [REDACTED]

City: Mt. Orab

State: Ohio

Zip code: [REDACTED]

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.)

Roger Rom, who lives against the fence line south of Site A, explained to Mac Hussey that he was unhappy with the drainage effects the site has had on his land. Roger explained there used to be a bigger ditch in the land next to him, but that it was filled during construction. He said since then, his land has been more wet during the Fall and Winter—where his horses used to be able to walk everywhere with no mud, there is now mud during those seasons. Roger let Mac know he had delivered a letter to somebody during construction (didn't know name or company), and that he never heard back. Mac told Roger he would contact him in 2-3 weeks to see if he would like to look together at the ditch he is discussing. Roger was satisfied with this and thanked Mac for his time.

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)

INNERGEX

Mitigation measures

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

Drainage at the site will be addressed later in 2023 to spring 2024.

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: 2023-08-29 _____

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.

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.

COMMENTS AND COMPLAINTS FORM

Date: August 30, 2023

Name: Terry Adkins

Address: [REDACTED]

City: [REDACTED]

State: Ohio

Zip code: [REDACTED]

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.)

Terry Adkins called Mac and explained that a solar truck had just driven by him and made a rude gesture. Terry was very angry, and said he wanted disciplinary action. Mac apologized to him and told him he would look into it. IMac called the NovaSource techs, and it was confirmed one truck had just driven by Terry's house. Mac asked about the incident, but NovaSource said they didn't do any such thing and that there must have been a misunderstanding. As NovaSource was still near Terry's house, they said they would walk over to Mr. Adkins to say hello and apologize for any misunderstanding. NovaSource coming to Terry's to apologize for any misunderstanding, only made Terry angrier and he told NovaSource to leave his property. NovaSource's lead tech, Randy Rothwell, arrived on the scene and did talk to Mr. Adkins for about ten minutes. Mr. Adkins called Mac afterwards, and while giving many compliments to Randy, said he still expected us to fire the first truck of technicians for the incident. Mac did not say anything and just let Mr. Adkins continue to vent before telling him at the end of the call that I would follow up with him.

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)

Unless Terry calls Mac the following day, Mac intends on letting Mr. Adkins calm down before calling him back tomorrow. If Terry asks if Mac will be firing the employee, Mac will say that they are contractors and that we have informed their supervisor of the incident.

NovaSource will also be staying off that road (Mount Road), unless absolutely necessary for work.

JMac followed up with Mr. Adkins via phone on Sept. 7, 2023. Mr. Adkins seemed to have cooled down and he reiterated his concerns about what happened that day, but he also said he wasn't going to ask what action we took with the worker. He felt it wasn't his business and that he'd rather not know.

Mac let Mr. Adkins know he had emphasized to the team on how to respect the smaller county roads around the site (slow speed, use only if necessary). Mac thanked him for bringing his concerns our way and reminded him to continue reaching out to me with any issues.

Feedback and information

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

Additional information

Mitigation measures

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

Date completed on: ____08/30/2023_____

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.

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.

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

10/16/2023 12:12:55 PM

in

Case No(s). 18-1267-EL-BGA, 20-0614-EL-BNR

Summary: Notice Notice of Compliance with OPSB Certificate Condition #11;
Quarterly Complaint Summary for Hillcrest Solar Project electronically filed by Ms.
Kate Schendel on behalf of Innergex Renewable Energy and Ms. Kate Schendel.