



Case No. 17-1152-EL-BGN

April 9, 2020

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 and 18-1267-EL-BGA**

**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) and Order on Certificate on February 21, 2019 (OPSB Case Number 18-1267-EL-BGA).

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 first quarter of 2020 (January 1 – March 31). Construction commenced on January 27, 2020.

Hillcrest Solar received 5 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 Owners 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 April 1, 2020 regarding the Project are considered resolved.

Attached please find copies of the tracking table for details of each complaint as well as the associated Comment and Complaint 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, appearing to be 'J. Mancinelli', enclosed within a light gray rectangular box.

Julia Mancinelli, Senior Manager – Environment

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

## Hillcrest Solar 1, LLC – Compliant Tracking Table – First Quarter of 2020 (January 1 – March 31)

Date Complaint Received	Name <sup>1,2</sup>	Method of Contact	Complaint Description	Action Taken by Hillcrest Solar	Resolution	Date of Resolution
January 30, 2020	David Hall, non participating adjacent landowner	Called main office, Vancouver	Mr. Hall called upset, saying one of the project crews was driving on his driveway and noted his property was not a point of access to the project. Mr. Hall explained the crew's truck became stuck and caused damage to his driveway because it had to be towed out.	Ms. Cray called Mr. Hall the day the complaint was received, and he thanked her for the call, noting that the main reason he called was because he did not want this issue to be ignored. On February 2, 2020 Mr. Sirois emailed Mr. Demers of PCL with details of the situation and the complained. Mr. Sirois asked Mr. Demers to speak with his crews to confirm if it was in fact one of PCL's personnel who caused the damage, and, if so, that it be rectified. Later on February 2, Mr. Demers confirmed it was one of his crews that caused the damage during the pile testing.	Mr. Demers of PCL spoke with Mr. Hall directly and the two parties came to a resolution. They decided that once the ground dries in a few months, Mr. Hall would call PCL so they could schedule a time to come to the property with a skid steer and level out the ground and spread grass seed. PCL felt Mr. Hall appreciated the visit and PCL's willingness to correct his driveway.	February 3, 2020
February 7, 2020	Anthony (last name unknown), non participating landowner	In person, PCL site office.	Anthony came to the PCL site office to complain about a construction delivery truck driving on Clements Rd. As Clements Rd. is a dead-end street, the large truck had to turn around on Anthony's property.	Mr. Sirois looked into this issue and realized that if one were to Google directions to access the job site it would direct you to use Clements Rd. To rectify this issue, PCL has informed all site personnel and delivery drivers that Clements Rd is to be avoided.	All delivery drivers and site personnel are told not to access the site via Clements Rd. There have been no recorded issues since this restriction was implemented.	February 7, 2020
March 3, 2020	Susan Dickerson, non participating landowner	Email	Ms. Dickerson emailed noting that she lives across the street from the Project, noting construction was beginning everyday at 7am, and that PCL was parking across the street from her home. She noted while she would get used to the noise, her main concern was that her two, very large English Mastiffs would attack someone if they parked too close.	45 minutes after Ms. Dickerson's email was received, Mr. Sirois visited Ms. Dickerson to introduce himself and confirm if PCL was parking outside of the Project Area.	Mr. Sirois and Ms. Dickerson chat was polite and productive. Mr. Sirois reached out to PCL and asked that they no longer park in this area. PCL confirmed they would adjust and have done so since.	February 3, 2020
March 17, 2020	Marty (no last name given)	Called main office, Vancouver	Marty called the Vancouver office explaining he was upset about how much dirt/gravel was on the road near the site. He left his number and said he wanted to speak with someone about this issue and said he would also be open to meeting someone on site to discuss.	Ms. Nash forwarded this message to Mr. Adams who called Marty within an hour of receiving the complaint. Marty further explained to Mr. Adams that mud tracked onto Moon Rd. and stuck to the underside of Marty's vehicle. It was determined the tracked mud was caused by RB Jergens during tree clearing activities in Site E and was largely cleaned up shortly after Marty made the complaint.	The site was manually cleared of major debris shortly after Marty made the complaint and was fully cleaned up by the end of the week when larger cleaning equipment was sourced.	March 20, 2020
March 24, 2020	William Jones	Called main office, San Diego	Mr. Jones called, expressing concern with the amount of dirt, rocks, gravel, etc. being left on the road and his main concern was that it could potentially damage his new vehicle. Mr. Jones also noted his neighbor across the street has classic cars and he didn't appreciate the mess, either. Mr. Jones was hoping PCL would use a street sweeper to keep the roads clear of debris.	Mr. Demers of PCL emailed Mr. Jones back the same day his complaint was received. Mr. Demers let Mr. Jones know they were in the process of building the access road entrances into Site B located south of 286 and West of Driver Collins. Mr. Demers informed Mr. Jones that the road work equipment he was seeing along the roadway would not continue throughout the duration of construction (i.e. only required to construct the entrances). Mr. Demers explained that he could contact him if he had any further questions or concerns.	The road was cleared of debris and road cleaning continues to be a daily task on the construction site due to current muddy conditions. Control measures like gravel entrances (designed to knock mud from vehicle tires) have been installed at site access points and will continue to be maintained throughout construction of the Project. Mr. Jones thanked Mr. Demers for the email.	March 24, 2020

<sup>1</sup> Hillcrest Solar 1, LLC/Innervex Renewable Energy staff members include Rachel Cray (Manager - Lands & Community), Maclean Nash (Coordinator - Lands & Community), Jason Sirois (Owners Site Representative), Nicholas Adams (Owners Site Representative)

<sup>2</sup> PCL (Contractor) staff member includes Don Demers (Superintendent)

# HILLCREST SOLAR PROJECT

## COMMENTS AND COMPLAINTS FORM

Date: January 30, 2020

Name: David Hall

Address:

City:

State:

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.)

David called the Vancouver office. He spoke with the front desk and explained he was upset because it was his understanding one of our contractors had drove on his driveway which they are not to do as David is not a participating landowner in the Hillcrest project. David further explained that the crew member's truck became stuck, had to be towed out, and resulted in damages to his driveway.

### 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)

Rachel Cray called David Hall the same day the complaint was received and he thanked her for the call and noted the main reason he called was that he did not want his issue to be ignored.

On February 2, 2020, Jason Sirois of Innergex emailed Don Demers of PCL with details of the situation and the complaint. Jason asked Don speak with his crews to confirm if it was one of his personnel who caused the damage and, if so, that it be rectified.

It was confirmed on February 2, 2020 the damage caused to David Hall's driveway occurred during the pile testing. PLC talked to all their subcontractors and it was determined the crews installing the test piles caused the damage.

PCL spoke with David Hall on February 3, 2020 and came to a resolution.

**INNERGEX**



### **Mitigation measures**

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

It was determined once the ground dries out in a few months, David Hall would call PCL so they could schedule a time PCL could run down with a skid steer and level out the ground and spread grass seed around. PCL felt David Hall was appreciative of the visit and PCL'S willingness to correct his driveway.

### **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: February 3, 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).

# HILLCREST SOLAR PROJECT

## COMMENTS AND COMPLAINTS FORM

Date: February 7, 2020

Name: Anthony.  
Address: [REDACTED]  
City: [REDACTED]  
State: [REDACTED] 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.)

Anthony (last name unknown) came to the PCL construction office to complain about a construction delivery truck driving on [REDACTED]. As [REDACTED] is a dead-end street, the large truck had to turn around on Anthony's property.

### 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)

It was determined that when Google's directions for [REDACTED] the best directions to the job site, it directs you to use [REDACTED]

To correct this issue, PCL has ordered a sign & will install it at the entrance of [REDACTED] informing people this road is not to be used by Hillcrest construction.

**INNERGEX**

**Mitigation measures**

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

PCL has ordered a sign to ensure construction crews do not use [REDACTED]

**Feedback and information**

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

Jason Siwis communicated the complaint to the Land Team via email the day after the complaint was received.

**Additional information**

Date completed on: Feb

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

March 17, 2020 Name: "Marty"

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

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.)

Marty called the Vancouver office explaining he was upset about how much dirt/gravel was on the road near site. He left his number and said he wanted to speak with someone about this issue and said he would also be open to meeting someone on site.

### 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 gave this message to Nicholas Adams who called Marty within an hour of receiving the complaint. Marty further explained to NA that mud tracked onto Moon Rd and stuck to the underside of Marty's vehicle. The tracked mud was caused by RB Jergens during tree clearing activities in site E and was largely cleaned up shortly after Marty made the complaint.



**Mitigation measures**

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

The site was mostly cleared up shortly after Marty made the complaint and PCL was informed of the issue and plans to address this issue.

**Feedback and information**

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

Innergex responded promptly to the complaint and explained the issue to the contractor who plans to address and sort this issue.

**Additional information**

Date completed on: March 17, 2020

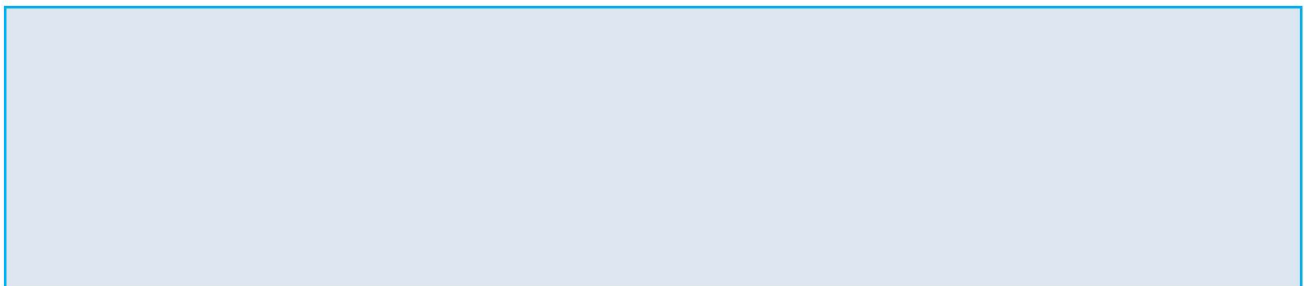
Responsible for comment and complaint follow-up

**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).

---

**INNERGEX**

## COMMENTS AND COMPLAINTS FORM

Date: March 3, 2020

Name: Susan Dickerson

Address: [REDACTED]

City: [REDACTED]

State:

Zip code:

Phone:

Email: [REDACTED]

### Comment or complaint received:

In person

By phone

By email – email

### Nature and description of comment or complaint

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

Susan emailed [Hillcrest\\_solar@innergex.com](mailto:Hillcrest_solar@innergex.com) noting she lives across the street from the project and that construction is beginning at 7am and PCL is parking on the street across from her home. She noted she has 2 English Mastiffs and that while they would adjust to the noise, she asked that PCL not park across the street.

### 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 emailed Susan back as soon as the emailed was received, apologizing for the noise. Maclean asked for her address so she could cross check to see if PCL workers are parking in non-designated parking areas. Simultaneously, Site Rep. Jason Sirois spoke to PCL to get this matter sorted.

### **Mitigation measures**

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

Jason Sirois went to Susan's home ~45 minutes after the email was received. Jason and Susan had a chat in which Susan explained her main concern was that her dogs would attack someone if they parked too close. Their conversation was polite and productive. Jason spoke with PCL and they confirmed they will no longer park near Susan's home.

### **Feedback and information**

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

The complaint was addressed immediately internally, and our Site Representative reached out to the party filing the complaint within the hour complaint was received and rectified the issue.

### **Additional information**

---

Date completed on: March 3, 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).





March 24, 2020

Name: William Jones

Address: [REDACTED]

City: [REDACTED]

State: OH

Zip code:

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.)

William Jones called into USHO with a concern about the trucks and heavy machinery being driven along his road. He was concerned with the amount of dirt, rocks, gravel, etc. being left on the road and that it may damage his new vehicle. William also noted his neighbor across the street has classic cars and he too doesn't appreciate the mess either. William Jones was hoping PCL would use a street sweeper to keep the roads clear of debris.

**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)

Don Demers of PCL emailed William Jones back the same day letting him know they were in the process of building the entrances into Site B located south of 286 and West of Driver Collins. Don informed William Jones that the road work equipment he was seeing along the roadway would not continue throughout the duration of construction. Don let William know that William could contact Don if he had any further questions or concerns.

## **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?

William Jones contacted PCL via phone

## **Additional information**

Date completed on: March 24, 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).

**INNERGEX**

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

**Commission of Ohio Docketing Information System on**

**4/9/2020 6:53:52 PM**

**in**

**Case No(s). 17-1152-EL-BGN**

Summary: Notice Notice of Compliance with Certificate Condition No. 11 - Compliant Report  
Q1 2020 electronically filed by Ms. Julia M Mancinelli on behalf of Hillcrest Solar I, LLC