

HILLCREST SOLAR PROJECT

Case No. 17-1152-EL-BGN

April 15, 2024

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 **three** formal complaints during the first quarter of 2024 (December 16, 2023 – April 15, 2024).

Please find attached the running log of complaints and complaint resolutions attached to this letter. As this format is still new to both Innergex and the OPSB, we are happy to receive feedback on the new rolling log.

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

Sincerely,



Julia Mancinelli, Senior Director – Environment

Quarter	Date Complaint Received	Name	How they contacted INE	Nature of Primary Complaint	Complaint Description	Action Taken by INE	Resolution	Date of Resolution
Q1, 2024	2024-04-11	Sean Young (for mother Pat Fults)	By phone	Drainage	Mr. Young called to report a tree growing in a ditchline on our property that was causing backup of water onto his mother's property. He was wondering if Innergex could remove the tree to increase drainage flow and keep water off his mother's lawn. He said the area was wet enough at times last year to cause their mower to get stuck.	Hillcrest Solar Site Manager received the call, acknowledged the complaint, thanked Mr. Young for calling. Operations staff will look into it and keep him updated on the plan moving forward, though it may take some time to resolve given the overall rainy conditions. The Site Manager looked at it right after the call, took photos, and will be following up with Mr. Young to attempt to schedule a time when they can look at it together to ensure the Site Manager fully understands the problem and receives feedback from Mr. Young on the proposed course of action.		
	2024-02-23	Jay Holden	By phone	Vegetation	Mr. Jay Holden, landowner in Site A at Hillcrest, expressed concern over the use of herbicide spray on site. His understanding was that there would be no spraying on site. He is concerned it will lead to erosion and ponding of water that will prove very detrimental. He was hopeful that no spray on his land would allow it to better recover/rejuvenate from crop planting/harvesting to be healthy land afterwards, one of the main reasons he said he decided to lease his land to the project. He understands spraying gravel areas, around combiner boxes, and the fence lines, but does not think anywhere else needs to be sprayed.	Hillcrest Solar Site Manager was able to arrange with the landscaping contractor to mow parcel A as requested. It was noted that due to the size of the site, it would not be possible to do this for all other landowners. If the mowing is not effective due to moisture levels in the soil, we may have to revert back to spraying.	The area requested will be mowed instead of sprayed.	2024-03-20
	2024-02-06	Terry Adkins	By phone	Mud/Dirt/Roadway impacts	Hillcrest Solar Site Manager called Mr. Adkins just to check in. Mr. Adkins mentioned to keep an eye on the gravel spilling over Gate D2 driveway and into the roads, saying that it could be a hazard for bikers. He didn't seem too concerned about it and said he periodically cleans it up himself. He also said he has a new dog and asked us to be careful around it on the roads.	Hillcrest Solar Site Manager told Mr. Adkins he would keep a closer eye on the gravel to sweep it periodically, and also said he would tell the technicians about the new dog.	Hillcrest Solar Site Manager to check on the gravel spillage periodically and inform site technicians about the new dog.	2024-02-06
Q3 2023	2023-08-30	Terry Adkins	By phone and in person	Personnel	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	2023-09-07
	2023-08-29	Roger Rom	By phone	Drainage	Mr. Rom was concerned about the changes in drainage to his property since the construction of the project.	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.	2023-09-30
	2023-08-23	Joseph Evans	By phone	Vegetation	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.	2023-09-30
	2023-08-08	Jay Holden	In person and by phone	Vegetation	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.	2023-08-08
Q1 2023	2023-01-24	Terry Adkins	In person and by phone	Multiple complaints	Mr Adkins' main concerns have been regarding members of the public driving UTVs in the vicinity of the project, concerns that drainage in a specific problem drainage area has not been adequately addressed, clarifying the Project's vegetation screening requirements with respect to his property, and that he would appreciate more communication from Hillcrest Solar.	Hillcrest Solar Site Manager followed up with a phone call to Mr Adkins on January 24 to discuss his concerns and work through solutions. Mr Adkins and the Site Manager have also had several more phone calls through Q1, some initiated by Mr Adkins, others initiated by the Site Manager.	Hillcrest Solar installed several "no UTV" signs in the area of concern and filed a complaint regarding the UTVs trespassing on Hillcrest Solar property with the sheriff's office. The Site Manager has arranged for contractors to improve the drainage when the ground and weather conditions allow. The vegetation screening has been planted in accordance with the Project's permits and no additional planting is required. The Site Manager has reiterated his desire to be an engaged and considerate neighbor and will continue to communicate frequently with Mr Adkins.	1900-01-00
Q2 2022	2022-05-18	Eliana Siders	Phone	Noise	Siders contacted Hillcrest Solar regarding a buzzing/humming sound that made her and her animals uncomfortable. She noted that it felt as though the air was "charged".	Siders' address was compared to the location of the Hillcrest Solar Project. Siders' resides approximately 5 miles away from the Project but happens to be close to a utility's substation.	The complaint was deemed unlikely to be caused by the Project due to it's distance away from the Siders' location. The individual was informed of this and referred to the utility for resolution.	2022-05-18
	2021-03-16	Daryl Napier and David Hall	Phone	Other	Napier has experienced interference with his two way radio since December. When the Site Representative went to see Napier he also spoke with Hall whom had a similar complaint.	Some AM frequencies may be affected by the underground cables and inverters. The Lands and Community Coordinator reached out the radio manufacturer for advice and are working with the company and Napier to find out if there are options to reduce interference.	Reducing interference is still being investigated, and the Project is maintaining discussions with landowners regarding solutions.	
	2021-02-05	Wade James Young	In person at site office	Personnel	Young flagged that site personnel were exceeding speed limits, there was damage to his property on the road shoulder, street sweepers were leaving mud when pulling into his driveway to turn around, and asked that the Project improve his driveway.	The Site Representative walked about the site with Young to hear his concerns and prepare a solution strategy. Speed was made a main topic of regular site construction meetings.	The Site Representative will be monitoring side roads more often to ensure speed limits are obeyed. Road repair is planned prior to COD on all county roads, and touch ups were made on Young's driveway to make up for the street sweeper's activity. Residential driveways are not to be used by large vehicles for turn arounds without permission.	2021-02-05

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Q1 2021	2021-01-22	Cheryl Toney	Phone	Views	Toney expressed concern regarding the visual screening adjacent to her vacant lots. She was concerned that if she decided to sell the lots in the future, the view of the Project would impact the sale. She also informed Hillcrest Solar of Project personnel driving above speed limits and mud and dirt on the roads.	The Site Representative, Project Manager, Environment Coordinator, and Lands and Community Coordinator reviewed her properties in relation to the visual screening detailed in the Landscape Plan submitted to the OPSB and shared with landowners in preconstruction community events.	The Site Representative explained to Toney that as there were no residences on the lots, it was not included in the Landscape Plan. The street sweeper was sent to clean the roads near Toney's residence, and crews were reminded of the speed limits on local roads.	2021-01-30
	2021-01-20	Jill Maham	Phone	Mud/Dirt/Roadway impacts	Maham was unhappy that she had to wash her car frequently due to construction dust. She was also concerned about ruts on her property by the shoulder of the road from heavy vehicles. She also inquired about visual screens in addition to the existing treeline between her property and the Project.	The Site Representative, Project Manager, Environment Coordinator, and Lands and Community Coordinator reviewed her properties in relation to the visual screening detailed in the Landscape Plan submitted to the OPSB and shared with landowners in preconstruction community events.	A car wash voucher was delivered to Maham. Road repair is planned prior to COD on all county roads. As Maham has a large area of natural vegetation between the residence and the Project, no additional visual screening was installed as per the Landscape Plan. This was explained to Maham.	2021-01-30
Q4 2020	2020-11-09	Nicole Oberrecht	Email	Other	Oberrecht had driven over a bolt on 286 which popped her tire.	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.	Oberrecht contact the Land and Community Coordinator to confirm receipt of the reimbursement and thanked her for being so prompt to respond.	2020-11-10
	2020-11-06	Charles Gallimore	Gallimore called Open Road Renewables (previous Owner), whom forwarded the message to Hillcrest. Gallimore also dropped by the site office.	Traffic	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).	2020-11-09
	2020-10-29	Unnamed	Phone	Drainage	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.	2020-11-05
	2020-10-28	Patricia Rowlands	Email	Mud/Dirt/Roadway impacts	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.	2020-11-03
	2020-10-21	Diana Cravens	Email	Multiple complaints	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.	2020-10-23
	2020-10-20	Alan Jackson	Email	Noise	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.	2020-10-23
	2020-10-12	Jeremy Hill	Phone	Other	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.	2020-10-14
	2020-10-09	Amanda Widmeyer	Email	Personnel	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.	2020-10-12

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Q3 2020	2020-09-18	Marty Richmond	Marty Richmond called Jason Sirois	Multiple complaints	<p>Marty called and detailed many issues to Jason.</p> <ul style="list-style-type: none">- Marty was upset by the large chunks of mud (+6" diameter) that were on Driver Collins. JS knew this was from the crews pulling out from pull out (Westside) beside the borehole. JS went back and kicked the chunks off the road after his phone call with MR. JS explained to Don Demers of PCL that crews needed to install clean gravel in the ditch or restrict in/out traffic to the matted area. JS asked DD if DD could confirm that the street sweeper was making his way down this far.- Marty expalied he was upset because Deltro had been running telehandlers with full spools of cable down Mount Rd. MR expalined one time they pulled onto his concrete driveway fully loaded to get out of the way for oncoming traffic. MR was concerned that the heavyweight of the telly and reel of the cable would crack his driveway. Marty explained this was happening on Saturdays though he was not sure when it last happened last.- Marty explained he was upset about the mud on the road and how it is migrating down his driveway onto his property. Marty asked that if that happens again that INE/PCL would come by with the street sweeper and clean off his driveway. JS agreed and also let Marty know that if INE would pay to get his wife's car washed/cleaned over the next few months- Marty explained the field adjacent to his house (North end of Block 32) is overgrown with weeds and has choked up the drainage ditch between his property and the project property and as a result it was backing up water onto his lawn when it rains hard. Marty stated this had never happened before. JS asked DD if PCL could get this area, which is Project property, mowed down with the large tracker and get the ditch cleaned out afterward.	<p>Regarding the large chunks of mud, Jason went to the area on Driver Collins and kicked the chunks of dirt off the road. Jason told Don Demers that clean gravel would need to be put in the ditch or that traffic would need to be restricted in this area. Don Demers also confirmed that there was a full time street sweeper working in this area which now also includes weekends.</p> <p>Regarding the telehandler coming onto Marty's driveway, Don Demers will investigate and speak to crews to ensure this does not happen again.</p> <p>Regarding the mud on the road and how it is migrating onto Marty's driveway, DD asked JS to find a time that would work for Marty to have the street sweeper come by.</p> <p>Regarding the overgrown fields, JS asked DD if PCL would get this area, which is project property, mowed down with the large tracker and get the ditch cleaned out afterward. DD let JS know that the bush hog is waiting on a drive shaft part, which was expected to arrive Sept. 18. DD let JS know they would get the area mowed that afternoon or early tomorrow.</p>		
	2020-09-10	Mary Willoughby	Mary Willoughby called Rachel Crary of INE.	Traffic	<p>Mary Willoughby explained she was upset becasue of the traffic and construction and said it was negatively affecting her daily life. She explained she finds the numbers of workers and the proximity of them to her home upsetting. MW said she no longer feels comfortable letting her dogs out due to all of the construction and when she goes outside she feels as though there is always a worker staring at her. MW explained she was upset about the location of the road and the O&M building being so close to her property and that there was no longer the spacious feeling one expects living in a rural setting. MW said she no longer feels the trees INE is planting for screening will be sufficient and that they will block her view of the sunrise. MW also said she was concerned about the value of her home being impacted by the project. MW asked if it would be possible to be bought out.</p>	<p>RC let MW know Innergex had never bought a neighbor out before and assured her that studies have shown that the project won't impact her property value. RC explained that construccction was happening at a high level now but would not last and would be coming to a close in the coming months. RC ommitted to calling MW back in the following week to see if the situation had improved. Jason Sirois offered to meet with MW to discuss any personnel concerns so she'll have his name and number.</p> <p>Rachel Crary will also remind MW in the next call that INE had accomodated her request to plant trees around her property which were a considerable cost to Innergex.</p>		
	2020-08-22	Neighbours across the road from site D gate D2 on Mount Rd. (Likely, Terry and Julie Adkins).	Adkins' complained to Deltro who was running equipment near their home.	Multiple complaints	<p>Adkins' are, and always have been very unsupportive of the project and they are not happy that the project is across the road from their home. Deltro was running some equipment between Site B and D when 'someone' locked the gate on them. As they were standing there on the inside of the gate figuring what happened, a lady (pretty certain it is the property owner across the road) came up and was yelling at them as she recorded them with her phone. She was upset about the amount of mud on the roads. As she was yelling at the crew, she proceeded to fall off her bike and landed on the road. They asked if she was okay, but she jumped on her bike and rode off.</p>	<p>PCL has been spoken to numerous times about the mud, but within the past 2 weeks, the amount of mud has increased. While PCL has a sweeper attachment that goes on the end of a skid steer, it is not efficient and doesn't do a great job. Jason Sirois was told on Thursday, Aug. 20, 2020 that they recognized they have a problem and had ordered proper street sweepers (2), and should arrive within the next 7 days.</p>		
	2020-08-21	Teresa and Douglas Waldron	Resident flagged Wood Supervisor.	Personnel	<p>A family was walking their dog down Moon Rd and a couple of PCL pile driving workers on a UTV swerved at a dog as they were driving down the road. The landowner/neighbour told a Wood Supervisor who was in the general area of the incident.</p>	<p>PCL was not sure of who these workers were but once the complaint was received, PCL drove the roads try and find them and talk to them. Jason Sirois also drove around site.</p>	<p>While PCL was not cetain of who these workers were, they had a hunch. PCL will check the cameras on site and will take appropriate disciplinary action. Later in the day, Don Demers (PCL) got further colour on the story and all three workers involved were fired.</p>	2020-08-21
	2020-08-20	Resident on Mount Road (individual lives across the street from access gate on the North end of Site D).	Resident flagged Cardo employee.	Dust	<p>Resident was upset by the large amount of dirt and dust on the road which the resident explained was a continous problem.</p>	<p>Cardno employee advised crews and INE of the complaint and explained that he had noted in almost every inspection he made that crews needed to clean track out on the roads. He explained that roads should be swept throughout the day to limit dirt and sediment being tracked on the roads and that it was a clear violation to the permit.</p>	<p>Crews committed to cleaning the roads more regularly.</p>	2020-08-21
	2020-07-29	Marty	Marty filed complaint to crews on Driver Collins Rd.	Other	<p>A non participating landowner complained to crews on Driver Collins and Moon Rd as one of the workers was tracking equipment across Driver Collins in the dark without flaggers or lights creating a hazardous situation and the tracked dirt also impacted Marty's vehicle.</p>	<p>The following day, crews ran a sweeper down Moon Rd. and Driver Collins to address the landowners concern.</p>		2020-07-30

Quarter	Date Complaint Received	Name	How they contacted INE	Nature of Primary Complaint	Complaint Description	Action Taken by INE	Resolution	Date of Resolution
	2020-07-21	Mary Willoughby	Mary Wiloughby contacted Rachel Crary	Views	Mary Willoughby called Rachel Crary regarding her property, which is adjacent to the Hillcrest substation and O&M Building. MW described the appearance of the the substation, O&M and solar arrays as a priosn yard. MW expressed concerns about aesthetics and her view once the autumn arrives and the leaves begin to fall from the trees. MW asked if it was possible for us to have more fir trees planted to visually screen the project from her home. MW also noted that she could hear the workers' conversations from her home.	Rachel Crary relayed MW concerns the larger team. While screening activities would not take place until Oct./Nov. they noted planting more evergreens would not be an issue. The team also marked the screening plans with edits around the O&M building to include more screening and gave those edits to PCL.	The team edits the screening plans to make it more robust and committed to screen more around the O&M building and provided those edits to PCL.	2020-07-22
	2020-07-13	Wade James Young	Donovan Blumenthal of PCL saw Wade James Young on the road outside of area E's west access gate.	Noise	DB stopped his car as he noticed WJY was taking photos of the pile driving activity in Block 50. DB asked if everything was OK and extended his hand to which WJY said "youre not going to do anything for me". A conversation began which started calm however WJY began speaking of his mother's health and his tone changed. WJY spoke at length about his mother, saying all of the noise from the Pile Driving was hard on his mother, explaining she is diabetic, and needs shots and that the noise inhibits her sleep. WJY said many times that DB should meet her and then DB would understand. WJY said that if the noise led her to her dealth, that "you will all have hell to pay" and mentioned somone paying for her death multiple times. WJY also said that he had driven all the way to the back side and "you all didnt know it".	This message was relayed to Rachel Crary. RC reached out to WJY wife, Kim and let her know that if the AC units were not sufficient the option to stay at the CountrySide Inn was still available. Kim noted she was happy with the AC units. RC also texted WJY on July 15, 2020 and he was still focused on his mothers health, his concern had switched from her being able to sleep to her having a nervous breakdown. WJY asked that RC communicate with Kim.	INE has let the Young's know the option to stay at the local Inn was still an option, however, they had not got back to say if they wanted to take advantage of an alternate space while the Pile Driving occurs near WJY mother's house.	
	2020-07-02	Female Driver in white Corvette.	While driving, a local neighbour stopped and compalained to one of the workers.	Traffic	The female drivers complaint was that people working on the project were driving too fast on Driver Collins Rd. She did not provide her name or any contact info.	PCL sent out an email that same day to all their subcontractors to slow down on side roads.		2020-07-02
Q2 2020	2020-06-25	Wade James Young	Wade James Young contacted PCL admin who then advised INE of the complaint.	Multiple complaints	Wade James Young's concern was that the noise from the Pile Driving would have a negative impact on his mothers health. He explained that he had Kenny Howells information and had been trying to get into contact with thim. Don Demers of PCL and Jason Sirois spoke with WJY later that day. WJY was very upset and explained that his family had been in the area since the 1970s. He explained that his mother was 80 yo and suffering from diabetes and is only able to sleep intermitently throughout the project and that the project and pile driving was creating excessive noise. PCL was concerned with the nature of WJY tone as PCL believed WJY to be intoxicated and was concered when he said "Hell will come if this (the work) drives her to an early death". WJY also left a message for JS saying, "this shit will kill her and suggested the solution that Hillcrest Solar buy their home so they can leave the area.From this point on, Rachel Crary reached out to WJY and was the sole point of contact for him and his mother. RC called WJY on June 26, 2020. WJY was pleasant to speak with and he reiterated his concerns about his mother and her difficult sleeping with the increase in noise due to the pile driving.		RC spoke with Kim Young on July 7, 2020. They decided that the best option would be to have portable Air Conditioning Units so that the mother could still have cool, air circulating in her home and keep her widows shut. RC also let them know that INE would pay their electric bill for July and August and that Jason Sirois or Nick Adams would help install them if help is necessary. Kim Young's response was "That is so wonderful of you! Your help is greatly appreciated!" RC also let them know that if this option does not mitigate the noise that the option of paying for the mother to stay at an Inn or Air BNB would still be available.	2020-07-07
	2020-05-18	Howard Hawk	Howard Hawk contacted Nicholas Adams	Drainage	Howard reached out with concerns that silt fence installed adjacent to his fields are preventing water from draining from these fields. Howard indicated that Jamie was aware of the issue and that a section of silt fence had been replaced with straw bails but that this had not corrected the issue. If this field does not drain Howard would not be able plant that field.	Nicholas Adams asked Don Demers to confirm the location of the issue and advise what corrections are recommended? Nicholas Adams said he would advise Cardno of any changes required.		
	2020-03-24	Willaim Jones	William Jones called into USHO with a concern about the trucks and heavy machinery being driven along his road.	Mud/Dirt/Roadway impacts	WJ called, expressing conceren 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. William also noted his neighbor across the street has classic cars and he didnt appreciate the mess, either. William Jones was hoping PCL would use a street sweeper to keep the roads clear of debris.	Don Demers of PCL emailed William Jones back the same day his complaint was recieved. DD let WJ know they were in the process of building the entrances into Site B located south of 286 and West of Driver Collins. DD informed WJ that the road work equipment he was seeing along the roadway would not continue throughout the duration of construction. DD expalined that WJ could contact him if he had any further questions or concerns.	WJ thanked DD for the email.	2020-03-24
	2020-03-17	Marty	Marty called the Vanccouver office.	Mud/Dirt/Roadway impacts	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 to discuss.	Maclean forwarded 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. 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 mostly cleared up shortly after Marty made the complaint and NA informed PCL of the issue.	2020-03-17
	2020-03-03	Susan Dickerson , non participating landowner	Email	Noise	Susan emailed noting that she lives across the street from the Project, noting construction was beginning everyday at 7a, 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 2, very large English Mastiffs would attack someone if they parked too close.	45 minutes after Susan's email was received, Jason Sirois visited Susan to introduce himself and confrim if PCL was parking where they shouldnt be.	JS and SD chat was polite and productive. JS reached out to PCL and asked they no longer park in this area and they confirmed they would adjust.	Feb. 3, 2020
	2020-02-07	Anthony (last name unknown, and a non participating landowner)	Jason Sirois communicated this complaint to the land team via email.	Traffic	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 steet, the large truck had to turn around on Anthony's property.	Jason 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 ordered a sign and will have it installed at the entrance of Clements Rd. informing crew not to use this route.	PCL will order and install a sign letting all construction crews aware not to use Clements Rd.	Feb. 7, 2020

Quarter	Date Complaint Received	Name	How they contacted INE	Nature of Primary Complaint	Complaint Description	Action Taken by INE	Resolution	Date of Resolution
	2020-01-30	David Hall, non participating landowner	Main office, Vancouver	Personnel	DH 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. DH explained the crew's truck became stuck and casued damage to his driveway because it had to be towed out.	Rachel Crary called David 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 Jason Sirois emailed Don Demers of PCL with details of the situation and the complained. Jason asked Don he speak with his crews to confirm if it was in fact one of his personnel who caused the damage, and, if so, that it be rectified. Later on February 2, DD confirmed it was one of his crews that caused the damage during the pile testing.	PCL spoke with David Hall directly and the two parties came to a resolution. They decided that once the ground dries in a few months, DH 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 DH appreciated the visit and PCLs willingness to correct his driveway.	Feb. 3, 2020

**This foregoing document was electronically filed with the Public Utilities
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Case No(s). 17-1152-EL-BGN, 18-1267-EL-BGA, 20-0614-EL-BNR

Summary: Notice 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. electronically filed by Ms. Kate Schendel on behalf of Innergex Renewable Energy and Schendel, Kate.