



# **Facility Communication and Complaint Management Plan**

**Cider Solar Farm**  
**ORES Matter No. 21-01108**

Towns of Elba and Oakfield, Genesee County, New York

**Hecate Energy Cider Solar LLC**  
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**July 2024**  
Revision 1

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## Attachments

- Attachment A. Project Team Contact Information
- Attachment B. Example Complaint Submission Form
- Attachment C. Complaint Log Template

**Document Revision Table**

Revision	Date	Description of Change
0	7/11/2024	Initial filing to DMM.
1	09/26/2024	Updated contact information in Attachment A

## 1.0 Introduction

This Facility Communication and Complaint Management Plan (CCMP) addresses the requirements outlined in 19 NYCRR § 900-10.2 (e)(5) “Facility Communication Plan” and 19 NYCRR § 900-10.2 (e)(7) “Complaint Management Plan” of the 94-c regulations, as well as Sections 7.1(e)(5) and 7.1(e)(7) of the approved Permit Conditions of the Siting Permit for a Major Renewable Energy Facility for the Cider Solar Farm (the Project or Facility) issued by the Office of Renewable Energy Siting (ORES) on July 25, 2022 (Siting Permit) (ORES Matter No. 21-01108). The CCMP includes both the Facility Communication Plan (FCP) and the Facility Complaint Management Plan as detailed in Sections 2.0 and 3.0 of the Plan respectively.

This CCMP will be provided to the Towns of Elba and Oakfield. As required by the Siting Permit, a copy of the final plan is also being filed with ORES, prior to initiating construction activities. The Permittee will maintain contact with ORES, DPS and Towns of Elba and Oakfield representatives during Facility construction and will encourage those representatives to communicate any public complaints to the Owner, as they may be received. This CCMP is a living document and should be updated as determined necessary during and post-construction.

### 1.1 Project Description

Hecate Energy Cider Solar LLC (Hecate or Permittee or Owner), shall construct, operate and maintain an up to 500-megawatt (MW) alternating current photovoltaic (PV) solar energy generation facility, referred to as the Cider Solar Farm (Project). The Project will interconnect on-site to the New York Power Authority (NYPA) Dysinger – New Rochester 345-kilovolt (kV) transmission line to deliver power to the New York State (NYS) electricity grid. It is anticipated that the Project will be constructed between 2024 and 2026, with a planned Commercial Operation Date in 2026.

The Project Site consists of approximately 2,500 acres of land, roughly located to the north and west of the Village of Elba, and north of the Village of Oakfield. The northern portion of the Project Site is bisected by the NYPA 345 kV Dysinger – New Rochester transmission line and the Empire Gas Pipeline, which are located adjacent to each other and run east-west through the Project Site. The Project substation interconnects to the NYPA transmission line in the center of the Project Site, west of Graham Road in the Town of Elba, Genesee County. Land use in the Project Site is predominantly active agricultural land.

The PV panels for the Project will be ground-mounted on a low-profile racking system that will be supported by small steel posts driven into the ground. The Project will utilize single axis tracking structures, which allow the panels to follow the sun from east to west throughout the day and produce additional renewable energy. In addition to solar panels, the Project will consist of inverters, transformers, a new substation, gravel access roads, security fencing, landscape screening and temporary construction staging and laydown areas.

### 1.2 Purpose and Overview

Project construction and operation methods have been designed to avoid or minimize any cause for complaints. However, should they occur, this CCMP has been developed to establish a process for responding to any public complaints, comments, and questions regarding the Project in a consistent, respectful, and timely manner.

The Permittee is contracting with one or more experienced engineering, procurement, construction (EPC) contractors to design and construct the Project. The Permittee will require the contractors to implement and follow the CCMP and incorporate it into their project specific plans during construction. During operations, the Owner will engage one or more Operations and Maintenance (O&M) Service Providers to operate and maintain the Project. The Owner will require that the CCMP is followed and implemented by the O&M Service Provider in close coordination with the Owner’s management team.

## 2.0 Facility Communications Plan

### 2.1 Introduction

The Facility Communication Plan (FCP) addresses the requirements outlined in 19 NYCRR § 900-10.2(e)(5) Facility Communication Plan” and Section 7.1(e)(5) of the approved Siting Permit. The FCP details communication procedures for both the construction and operation of the Facility, as well as Facility contact information, public outreach and notifications, and stop work orders.

### 2.2 Facility Communications Procedures

General information about the Facility is posted on the Facility’s website ([www.cidersolarfarm.com](http://www.cidersolarfarm.com)), including information about the status of the Facility, contact information for Facility representatives, and the process of filing a complaint or comment. During the construction phase, website posted information will include the anticipated construction schedule. During Facility operation, information will be posted on the website regarding anticipated routine site activities and periodic maintenance work on site.

**Figure 1** below provides a flow chart for the organization structure for communications for Facility staff during construction. **Attachment A** includes the name and contact information for each Project Team member listed in **Figure 1**.

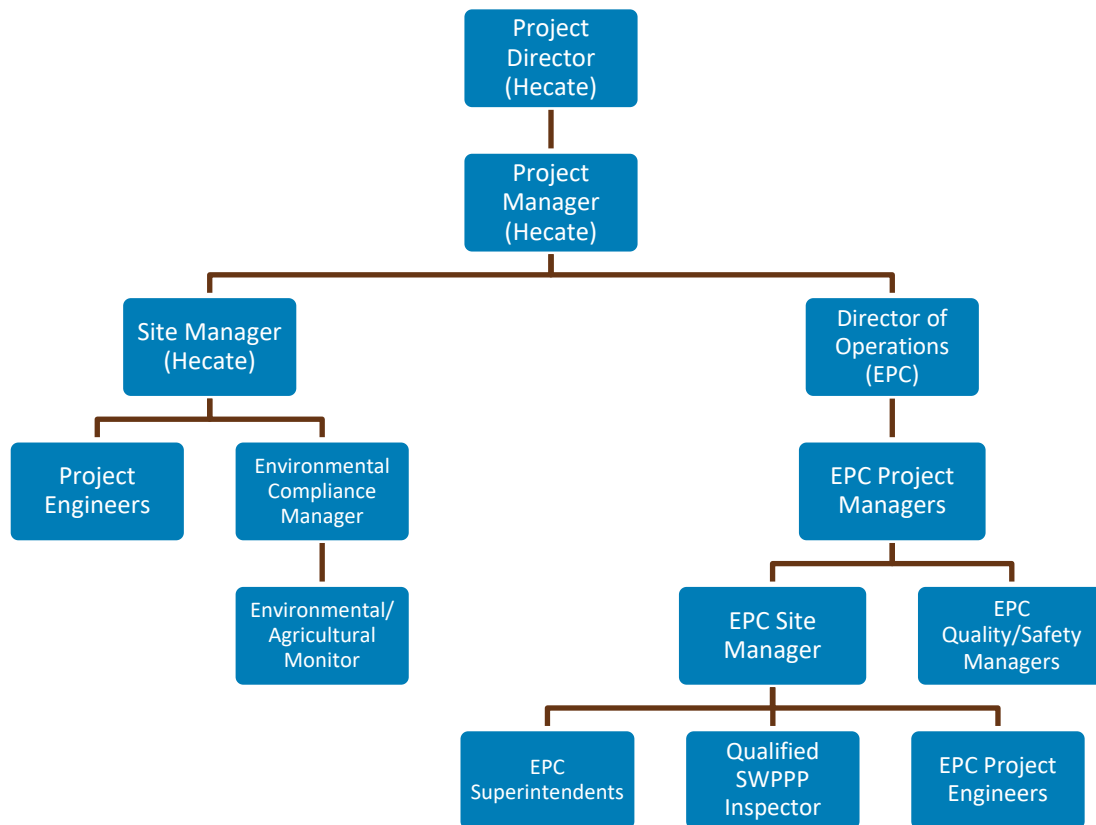


Figure 1. Organizational Structure for the Genesee County Solar Facility Construction Team.

### 2.3 Contact Information

As part of the development and planning for the Facility, a toll-free telephone number and an email address have  
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been established for receiving and tracking communications from the public. Prior to commencement of construction, the Permittee will provide notification to the public containing the name, mailing address, toll-free telephone number, and email address of the Facility contact for development and construction. During Facility construction, this telephone number and email will be maintained or if changed will be included in the posted information on the Project website and at the Project Site. The Permittee will use the following means to communicate with interested public stakeholders, municipalities, ORES, and the New York State Department of Public Service (DPS).

- Project Website: ([www.cidersolarfarm.com](http://www.cidersolarfarm.com))
- Posted signs at the Project Site
- Mailings as required
- Periodic notices in local newspapers as required
- Toll-free telephone numbers: (833) 529-6597
- Email: ([CiderSolar@HecateEnergy.com](mailto:CiderSolar@HecateEnergy.com))

The Permittee will require that contact information is posted for the construction contractors and O&M service providers responsible for managing the construction and operation phases of the Facility.

## 2.6 Pre-Construction Outreach

Construction and operation activities have the potential to be disruptive in localized areas, generally from construction dust, noise and traffic. Potential stakeholder and community questions and concerns can be avoided or minimized through clear communication prior to and during construction. Therefore, the Permittee will conduct ongoing community, landowner and stakeholder outreach efforts and file notices in compliance with Siting Permit conditions to clearly communicate with stakeholders and the public.

Many complaints can be avoided by implementing routine communication with the community and relevant stakeholders. If the community is notified in advance of the potential for disruptive activities to occur (i.e., anticipated construction noise or slow vehicles), and are provided the opportunity to plan accordingly, the potential for complaints to arise is likely be reduced. Communication, including notices and outreach activities, will include information on the Complaint Resolution Process established for the Facility. This information also will be posted on the Facility website. A copy of this Plan also will be provided to the Towns of Elba and Oakfield.

The Permittee plans to implement a Traffic Control Plan to inform the public on typical construction activities, imposed and enforced work zone speed limits, transport of components, and other activities that may disrupt the community. By outlining these construction related activities prior to the commencement of work, the Permittee hopes to minimize additional comments/complaints.

In compliance with Siting Permit Condition 5.2 (“Notifications”), at least fourteen business days prior to commencement of construction the Permittee shall:

- Provide notice to local Town and County officials and emergency personnel;
- Publish notice by mail in the local newspapers of record for dissemination and at least one free publication if available (e.g., Genesee Valley Pennysaver);
- Provide notice for display in public places, which shall include, but not be limited to, the Town Halls of the host municipalities, at least one library in each host municipality, the post office in each host municipality, the Facility website, document repositories, and the Facility construction trailers/offices (when such are located on site); and
- File notice with ORES for posting on the ORES website.

In compliance with Siting Permit Condition 5.2 (“Notifications”), the Permittee shall write the notice(s) required in language reasonably understandable to the average person and shall ensure that the notice(s) contain:

- A map of the Facility;
- A brief description of the Facility;
- The construction schedule and transportation routes;
- The name, mailing address, local or toll-free telephone number, and email address of the facility contact for development, construction and operations;
- The procedure and contact information for registering a complaint;
- A list of public locations where information on the facility, construction, and the Permittee will be posted; and
- Contact information for ORES and the DPS.

## 2.7 Pre-Operations Outreach

In accordance with Siting Permit Condition 5.2 (c) and (d), prior to the completion of construction, the Permittee shall make the same notice to the public as completed for pre-construction outreach, as described above. This will include providing the contact name, telephone number, email and mailing address of the facility operations manager, as well as a map of the facility, a description of the facility, the procedure and contact information for registering a complaint, contact information for ORES and DPS, and list of the locations where information on the facility will be posted.

## 2.8 Public Notification of Comment Process

A few weeks prior to commencement of construction operations, the Permittee will publish a summary of the Facility Communications Plan in the local newspaper, including local community and general circulation newspaper, serving to address to public on the Plan. The Plan summary provides contact information such as phone numbers, email address, and physical addresses. The Plan will be provided to the Town of Elba and Oakfield, Genesee County, and available at both Town Halls and local libraries. Additionally, the Plan can be found on the project website, and will be available at the temporary construction trailer. The Permittee will be responsible for updating the project website monthly to ensure information remains current.

## 2.9 Stop Work Orders

Stop work orders will comply with Section 5.1(k) and Section 5.6(b)(2) of the Siting Permit, which state:

*Section 5.1(k) – Office Authority. The Permit Holder shall regard New York State Department of Public Service (DPS) staff, authorized pursuant to PSL §66(8), as the Office’s representatives in the field. In the event of any emergency resulting from the specific construction or maintenance activities that violate, or may violate, the terms of the siting permit, compliance filings or any other supplemental filings, such DPS staff may issue a stop work order for that location or activity pursuant to 19 NYCRR §900-12.1.*

*Section 5.6(b)(2) - The environmental monitor shall have stop work authority over all aspects of the Facility. Any stop work orders shall be limited to affected areas of the Facility. Copies of the reporting and compliance audits shall be provided to the host town(s) upon request.*

The Site Managers, Environmental Monitor (EM), and United States Environmental Protection Agency (USEPA), Occupational Safety and Health Administration (OSHA), ORES, New York State Department of Environmental Conservation (NYSDEC), and DPS Staff representatives have the right to issue a “stop work order” as a result of safety or environmental concerns during Project construction. When a safety or environmental concern arises, any concerned individual should immediately notify their site manager, Project Manager, , EPC Safety Manager, and/or the EM with information regarding the nature of the concern. The responsibility for ensuring that this notification takes place depends upon open communication between the EPC Contractor, subcontractors, and Hecate Cider-affiliated employees.

In the event Site Managers, EM, USEPA, OSHA, ORES, NYSDEC or DPS staff observe an activity that poses an

immediate threat to environmental resources or the life and/or safety of the contractor or employee carrying out the activity, a stop work order may be issued directly to Hecate Cider or the Contractor's employees or its subcontractors, either verbally or in writing. The EM will coordinate Stop Work Order notification to ORES and DPS within 24 hours via notification in the daily reports and/or by phone call.

Following the issuance of a stop work order, the EM, or EPC Safety Manager, or the Site Managers will supply the Hecate's Project Manager with:

- The specific Permit condition(s) violated,
- Corrective actions required to regain compliance and lift the issued stop work order, and
- Area(s) within construction site where the order applies.

All appropriate points of contact should convene at the location of the issued stop work order to review why and what Permit condition(s) were violated, provide directives to perform corrective actions, educate construction personnel involved in the incident, and see that corrective actions are followed through and completed so the stop work order can be lifted.

Within three days of issuing a stop work order directive the EM, EPC Safety Manager, or EPC Site Manager will document the occurrence in a non-compliance report (NCR) submitted to the Hecate's Project Manager. This report will include a summary of what violation(s) occurred and the corrective actions taken by the Contractor to resolve the non-compliance. The EPC Site Manager will be required to provide steps taken to prevent future occurrences from happening.

## 3.0 Complaint Management Plan

### 3.1 Introduction

This Complaint Management Plan (CMP) addresses the requirements outlined in 19 NYCRR § 900-10.2 (e)(5)(7) “Complaint Management Plan” and Section 7.1(e)(7) of the approved Siting Permit. The Complaint Management Plan covers procedures for both the construction and operation of the Facility.

### 3.2 Complaint Management Procedures

#### 3.2.1 Registering a Complaint

The method for registering a complaint will be clearly posted on the Project website, as well as in pre-construction, and pre-operations notices to the public (see Section 2.0, above). Complaints may be made the following ways:

- Calling the toll-free number ((833) 529-6597) or the phone number of the contractor or Facility representative;
- Speaking directly with Facility Personnel in person at the temporary construction trailer; or
- Writing to the Facility representatives at the local site address or using the designated email address (cidersolar@hecateenergy.com) or as indicated on the Facility website. A blank template for submission of a written complaint/comment is provided as **Attachment B**.

If Facility personnel are approached directly with complaints, comments, or questions during construction or operation, the complainant will be referred to the Hecate Site Manager or will take the complainant’s contact information and report the complaint to the Hecate Site Manager. The Hecate Site Manager or its designee will record the complaint and contact the complainant to verify receipt of the complaint.

#### 3.2.2 Complaint Tracking

The Permittee or designee will ensure that received complaints are recorded on a complaint log (example template provided in **Attachment C**). The Permittee or designee will log and track all complaints received and resolutions achieved, with records of the following for each complaint containing:

- The name and contact information of the person filing the complaint;
- Location and owner of the property where the complaint originated;
- Date and time of the underlying event causing the complaint;
- Description of the complaint;
- Current status and description of measures taken to resolve the complaint.

A summary of complaints received will be reported to the Hecate Project Manager and the EPC Director of Operations via regular Facility reports or sooner depending on the severity of the issue.

#### 3.2.3 Complaint Response

Upon receipt of a complaint, the Permittee or designated Facility representative will contact the complainant as soon as possible, but not longer than three business days of receipt of a complaint to determine the nature of the complaint. At that time, Facility representative will ask for a description of the complaint, location, time of day, duration, and any other defining circumstances as needed to further assess the issue.

In some cases, a local resident may just want to express a concern or an opinion and does not expect any further action. In those circumstances, a conversation with Facility representative may resolve the complaint. In those cases, the Facility representative will record the conversation on a complaint log, but no additional follow up will be required.

For other inquiries that require follow up, the Owner or Facility representative will investigate the circumstances of  
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the issue and attempt to resolve. Some issues may be easily resolved with communication and information sharing, while other issues may require more follow up and attention to the issue.

The complaint response process is limited to reasonable and objectively practical complaints that pertain to the Facility. In instances where the conversation with Facility representative does not immediately resolve the complaint, the Facility representative will investigate and work with the complainant in good faith to resolve their concerns within a reasonable time. In cases of unresolved complaints, a written response to the complainant will be provided within 30 days of receipt of the complaint. As practicable, complaint response timelines will be accelerated during the construction phase to accommodate the potential immediate nature of complaints received during this phase.

### **3.2.4 Dispute Resolution and Unresolved Complaints**

If a public complaint remains unresolved and the complainant unsatisfied within 30 days of receipt of the original complaint, then the DPS staff will be notified, and the following options may be considered to progress toward a resolution:

- Facility representative will elevate the issue to their senior Facility management.
- Facility management may engage local town officials, ORES and/or DPS staff as needed to help resolve a resolution.
- Facility management may engage a third conflict resolution expert/mediator.

Further action will consider Facility-specific factors and will be decided on a case-by-case basis. In some instances, the Permittee and the Complainant (the parties) may not agree on a resolution to a complaint. Complaints not resolved within 30 days will be brought to ORES and DPS and will be subject to further complaint resolution procedures and/or mediation. A complaint will be referred as specified by applicable regulations, if necessary. In other instances, the Permittee may determine a reasonable solution cannot be found for a complaint. In this case, the Permittee will add the complaint to the complaint log and notify the Complainant that no resolution is feasible and recommend getting in contact with ORES and DPS if there is continued disagreement. From there, the Complainant, may use the DPS complaint resolution procedures to seek a resolution.

In the instance of repeated/similar complaints, or complaints addressing the same issue the Permittee will address the entirety of these complaints in one solution.

### **3.3 Public Notification of Complaint Process**

A few weeks prior to commencement of construction operations, the Permittee will publish a summary of the Complaint Management Plan in the local newspaper, including local community and general circulation newspaper, serving to address to public on the Plan. The Plan summary provides contact information such as phone numbers, email address, and physical addresses. The Plan will be provided to the Town of Elba and Oakfield, Genesee County. Additionally, the Plan can be found on the project website, and will be available at the temporary construction trailer. The Permittee will be responsible for updating the project website monthly to ensure information remains current.

### **3.4 Annual Reports**

As required by Siting Permit Condition 7.1(7)(vii), annual reports of complaint resolution tracking must be provided to ORES staff and DPS staff, and which must also be filed with the Executive Director of ORES and the Secretary of the DPS.

## **Attachment A. Project Team Contact Information**

## Project Team Contact Information

Title	Last Name	First Name	Company	Phone	Email
Environmental Compliance Manager	Sullivan	Diane	Hecate	315-439-6818	dsullivan@hecateenergy.com
Project Director	Bettadapur	Chandra	Hecate	630-200-7952	cbettadapur@hecateenergy.com
Hecate Project Manager	Khalilnejad	Kiana	Hecate	818-756-8344	kkhalilnejad@hecateenergy.com
Hecate Site Manager	Pease	Eddie	PEC Construction Management	509-947-5395	epease@pec-cm.com
EPC Director of Operations	Rygg	Luke	Primoris	720-582-9603	lrygg@prim.com
EPC Senior Project Manager	Brown	Zach	Primoris	720-392-5990	zach.brown@prim.com
EPC Project Manager	Gershokowitz	Jay	Primoris	720-402-5021	jgershokowitz@prim.com
Senior Project Manager	Matus	Daniel	Applied High Voltage (AHV)	518-428-3560	Daniel.matus@ahvsllc.com
EPC Site Manager	Knoll	Seth	Primoris	720-930-2728	seth.knoll@prim.com
EPC Safety Manger	Hernandez	Luis	Primoris	720-402-8538	luis.l.hernandez@prim.com
EPC Project Engineers	Ruiz	Jake	Primoris	303-489-4495	jake.ruiz@prim.com
EPC Civil Superintendent	Sprecht	Zach	Primoris	720-498-1874	zsprecht@prim.com
EPC Mechanical Superintendent	Davis	Jason	Primoris	720-814-241	jason.j.davis@prim.com
EPC Electrical Superintendent	Smith	Rick	Primoris	720-930-1528	rick.smith@prim.com

## Project Team Contact Information

Title	Last Name	First Name	Company	Phone	Email
Director of Field Service	Nannini	Mark	AHV	401-338-0295	Mark.nannini@ahvsllc.com
EPC Quality Manager	Prier	Steve	Primoris	TBD	TBD
Environmental Monitor (EM)/ Agricultural Monitor (AM)	Hixon	Paul	TRC	610-306-9699	PHixon@trccompanies.com
Qualified Stormwater Inspectors	Joyce	Ryan	Primoris	303-349-4915	rjoyce@prim.com

## **Attachment B. Example Complaint Submission Form**

**CIDER SOLAR FARM**

**Complaint Submission Form**

Date: _____	Time: _____
Name and address:	
Phone number: _____	
Email: _____	
Preferred Method of Communication:	
<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Postal Service	
Nature of Complaint/Comment:	
I submit this information freely and truthfully.	
Signature: _____	Date: _____
<b><i>To be used by the Facility:</i></b>	
I certify this information has been received and will be reviewed and appropriately addressed.	
Hecate Site Manager's Signature: _____	Date: _____

## **Attachment C. Complaint Log Template**

### Cider Solar Farm – Complaint Log Template

Complaint Number	Personnel Logging Complaint	Date	Time	Location	Complainant's Name and Contact Information	Nature of Complaint	Investigation	Corrective Measures Taken	Personnel Responsible for Resolving Complaint and Date of Resolution