



Complaint Resolution Plan Mohawk Solar Project



Introduction

Avangrid Renewables aspires to improve the environment through the supply of fuel-free clean energy, to foster economic development to the benefit of the local community as well as the Company, and to be a good neighbor. The construction and operation methods proposed for the Mohawk Solar Project have been designed to avoid or minimize any cause for complaints. However, this Complaint Resolution Plan is intended to provide an efficient process to resolve complaints, should they arise.

Project Description

Mohawk Solar LLC ("Mohawk Solar"), a wholly owned subsidiary of Avangrid Renewables LLC, is proposing to develop the Mohawk Solar Project, a 90.5-megawatt ("MW") solar powered electric generating facility located within the Towns of Minden and Canajoharie, in Montgomery County, New York. The Project will be located on leased private land, and consists of the construction and operation of a commercial-scale solar power project together with the associated underground collection lines, access roads, and operation and maintenance (O&M) building.

Purpose of Complaint Resolution Plan

The purpose of this Complaint Resolution Plan is to establish a process and procedures for the public to notify Mohawk Solar if any issues arise during the construction, operation, or decommissioning of the proposed Mohawk Solar Project. This Plan includes specific commitments for addressing public complaints, and procedures for dispute resolution during Project construction, operation and decommissioning activities. The Complaint Resolution Plan includes steps on informing the public about the complaint process, the process for registering a complaint, protocols for gathering and analyzing information regarding complaints, and procedures that may be unique for certain types of complaints (e.g. noise) or for different stages of the Project (e.g. construction and operation). The plan also describes actions the Applicant will take if the complaint remains unresolved after all these steps are followed.

Pre-Construction Outreach

Many complaints can be avoided by communicating widely and often with the community and relevant stakeholders. If the community is made aware ahead of time of potentially disruptive activities (i.e. anticipated construction noise or slow vehicles), and therefore is afforded the opportunity to plan accordingly, the potential for complaints to arise will likely be reduced. Prior to construction of the Project, Mohawk Solar will meet with participating landowners, neighbors, Town officials, and Highway Superintendents to discuss details of the transportation and construction plans, and the proposed schedule insofar as it applies to the affected parties. Mohawk Solar will have an Open House to provide information to the community and stakeholders regarding the start of construction, and the timing of various phases. The Complaint Resolution Process, including the manner in which the public can voice

complaints and the process for addressing them will be reviewed at the Open House event. Mohawk Solar also will meet with applicable emergency responders to review its Emergency Action Plan as part of the Open House or in separate meetings as necessary and appropriate. Information regarding the Complaint Resolution Process also will be posted on the Project Website.

To minimize the potential for complaints associated with typical construction activities, speed limits will be imposed and enforced on construction traffic, dust control practices will be utilized and transport of components and other activities with the potential to disrupt neighbors will be coordinated with local authorities. Mohawk Solar and its contractors will employ safety officers to ensure the safety of the public and of the construction crews. Mohawk Solar intends to comply fully with all conditions of the authorizing permits applying to construction and environmental/permit compliance personnel will be assigned. Safety, community relations, and environmental compliance issues will be addressed in the daily planning meetings held by the contractor(s) during construction.

Complaint Reporting Process

Prior to commencing construction, the name and address of the Site Manager will be made available to the neighboring residents, Towns, and permitting agencies prior to and during Project construction. Prior to construction completion, the name and address of the Operations Manager will also be made available. In addition, Mohawk Solar will publish a toll free telephone number and will establish an email address for purposes of receiving communications from the public.

Complaints by neighboring residents or other affected individuals may be made through the following channels:

- Calling the local or toll-free telephone number and speaking directly with construction or operations personnel;
- Writing to Mohawk Solar at its local address or at its principal place of business or using a designated email address; or

Complaint Response Program

The following protocols will be implemented as part of the program of receiving, responding to and resolving complaints:

Complaint Identification: Mohawk Solar personnel will regularly check the toll-free number and email address to determine if any complaints have been received. In the event that Mohawk Solar receives a complaint, a representative of Mohawk Solar will reach out to the complainant within 48 hours to obtain additional information about the complaint.

Complaint Investigation: After receiving the necessary information regarding a complaint, Mohawk Solar will investigate the complaint to determine whether it has merit. Investigations will include identifying and characterizing the nature of the complaint (traffic, dust, noise, etc.) and to the extent possible, the source (construction vehicles and equipment, environmental conditions, etc.).

Response: After enough information has been obtained to fully understand the nature of the complaint, Mohawk Solar will work with appropriate personnel and/or parties to determine how to best address the complaint, and the conditions that are causing the complaint. If additional information is required from the complainant or other parties, Mohawk Solar will work with those parties to obtain the necessary information to move forward.

Mohawk Solar will keep necessary and appropriate communication with the complainant regarding the status of the investigation and actions taken, to remedy the source of the complaint. Mohawk Solar will follow up with complainants after a reasonable time has passed to ensure that the complaint was indeed resolved and that the issue causing the complaint has been addressed.

In the event that the identified problem is not resolved, Mohawk Solar may propose more formal options for resolution. If a plan to resolve the unresolved problem is not under development within 30 days, the agencies authorizing the Project may do one of the following:

- Determine that no further measures are necessary;
- Require Mohawk Solar and the complainant to proceed with non-binding mediation with a mutually acceptable mediator; or
- Take other action as authorized by law.

Documentation: Mohawk Solar will keep a log of the name and contact details of the complainant and the subsequent actions taken to resolve each complaint. This log will be available to the Town Boards and to the NYSDPS for inspection upon request (see Complaint Log Sheet at the end of this Plan).

In the event that the Towns or NYSDPS receive complaints directly about unanticipated effects of Project construction or operation, the respective Town or NYSDPS will notify Mohawk Solar as soon as practicable, and provide the details of such complaint in writing. The Towns, NYSDPS, and Mohawk Solar will designate appropriate officials for such communications. Mohawk Solar will then investigate the complaint as outlined above.

Complaint Log Sheet

Project Personnel Receiving the Complaint:
Method of Receiving Complaint (circle one): Phone Email Mail Other (describe)
Date Complaint Received (MM/DD/YY):
Time Complaint Received:

Complaint Information

Name of Complainant:
Address of Complainant:
Phone Number of Complainant:
Date/Time of Bothersome Activity:
Construction or Operation Complaint? (circle one)
Nature of Complaint (describe in detail):

Resolution and Follow-up

Definition of problem after investigation by Project personnel:
Description of corrective measures taken:
Date corrective measure(s) completed:
Date first letter sent to complainant: (copy attached) Date second letter sent to complainant: (copy attached)
Follow-up actions if correctives measure(s) unsuccessful or unavailable:

This information is certified to be correct: _____

(Attach additional pages and supporting documentation, as required.)