

MARTIN COUNTY CALL LOG

2024 Martin County Solar Project Complaint Log

Date of Call	Complainant's Name	Complainant's Phone Number	Complaint/Reason for Call	Complaint Resolution	Resolution
2/29/2024	[REDACTED]	[REDACTED]	Public Relations- Just touching base	A project representative gave the caller direct contact information for any future correspondence.	Yes
3/6/2024	[REDACTED]	[REDACTED]	Inquiring about a position with B&V	A project representative gave the caller the direct contact information for the construction contractor.	Yes
3/15/2024	[REDACTED]	[REDACTED]	Inquiring about a letter Savion sent her- She is a local property owner	The caller received a project mailer that was sent out to residents and property owners in the surrounding area. The caller was an out of state property owner in the surrounding area and she was confused as to whether or not the solar project included her land. A Savion representative contacted her to ensure her that her the project boundary was outside of her property boundary.	Yes
3/27/2024	[REDACTED]	[REDACTED]	Regards to Gate Closure at Million Dollar Bridge. Property Owner with cattle located on property	There was initially some discussion about installing a gates at Million Dollar Bridge to limit access to the private that transects the project site. However, the private road provides access to a cemetery on site. Therefore the Savion elected not to install the gate and keep access open. A project representative communicated this to the caller.	Yes
3/28/2024	[REDACTED]	[REDACTED]	Wanted to discuss the gate being locked by the Million Dollar Bridge.	<b>A project representative spoke with [REDACTED] and communicated to him that a gate would not be installed at Million Dollar Bridge and access along private road through project site would remain open.</b>	Yes
3/29/2024	Refused to give name	[REDACTED]	Caller was angry. Just continued to curse and scream at employees with no real complaint given	A Savion representative responded to caller, who was angry about the proposed gate at Million Dollar Bridge. The representative communicated to the caller that the gate would not be installed and access would remain open. Caller continued to yell and use curse words, at which point the Savion representative ended the call.	Yes
3/29/2024	[REDACTED]	[REDACTED]	Caller lived at bottom of site entrance and was complaining about dust.	The construction contractor watered the roads at the site entrance to suppress the dust.	Yes
4/2/2024	[REDACTED]	[REDACTED]	Caller was advising that there was trucks blocking the curb on route 2032.	The delivery truck escort service (Ken's Towing of Pikeville, Kentucky) was contacted and they notified the delivery truck dispatcher of the complaint and the dispatcher informed the driver to move the truck so that it was not blocking traffic. In early 2024, Savion hired an escort service to escort construction trucks on the project site to avoid and minimize traffic conditions caused by construction trucks navigating winding mountain roads. Construction trucks coordinate with and met the escort service at a designated location. In addition, more high visibility signs were installed to guide construction traffic to the project set along the designated construction route.	Yes
4/3/2024	[REDACTED]	[REDACTED]	Called asking permission to fish in the pond on the property.	A project representative informed the caller that the gate is not locked and access to the pond is open.	Yes
4/9/2024	[REDACTED]	[REDACTED]	Called following up on access to the Jude/Howard Cemetery	The project representative informed the caller that Martin County Solar Project was currently working on identifying a location for a new access road to the cemetery on site. In the interim, access is still open to the cemetery via the existing road.	Yes
4/17/2024	[REDACTED]	[REDACTED]	Called to inquire about a job as an electrical helper.	A project representative gave the caller the direct contact information for the construction contractor.	Yes
4/19/2024	[REDACTED]	[REDACTED]	Wanted to discuss trucks coming into site. He lives on 2032 and said the modular trucks were an issue in the mornings and afternoons around school time. He stated that one almost hit a bus yesterday.	The project representative contacted Savion to communicate the concern and Savion made the decision to delay all escort services until after 8:30 a.m. to allow adequate time for school traffic to clear. Savion coordinated the new protocol with the escort service, who in turn notified construction truck dispatchers. Dispatchers were directed to notify construction truck drivers to <i>not</i> arrive at the designated rendezvous point before 8:30 a.m.	Yes
4/19/2024	[REDACTED]	[REDACTED]	Called following up on Jude/Howard Cemetery	The project representative informed the caller that access was still open and that it would remain open through Memorial Day. A new access road would be constructed sometime after those activities will be coordinated with the caller.	Yes
4/23/2024	Customer at Store	In Person	Mother who was concerned about trucks on the road during school traffic times.	A project representative contacted the escort service and asked them to confirm no deliveries before 8:30 to avoid school traffic. The escort service confirmed that that was the new protocol that they have been implementing.	Yes
5/2/2024	[REDACTED]	[REDACTED]	Called to inquire about a position	A project representative gave the caller the direct contact information for the construction contractor.	Yes
5/2/2024	[REDACTED]	[REDACTED]	<b>Jude/Howard Cemetery- [REDACTED] said that he rode back to the road that was supposed to give him access to the cemetery and that he was unable to get there due to the condition of the road.</b>	Project representatives assessed the existing cemetery access road and found it to be in poor condition. However, construction of the access road could not commence until later in the month. Once the new access road was complete, [REDACTED] was notified and he visited the site to confirm. <b>The new access road construction was expedited was completed prior to Memorial Day.</b>	Yes
5/7/2024	[REDACTED]	[REDACTED]	Contacted us inquiring about a possible position with B&V.	A project representative gave the caller the direct contact information for the construction contractor.	Yes