



# **Russellville Solar Farm**

## **Complaint Resolution**

### **ANNUAL REPORT**

**Date: January 18<sup>th</sup>, 2023**

**Revised Oct 4<sup>th</sup>, 2024**

## **Introduction:**

Pursuant to Case Number 2021-00235, approved on August 23, 2022 by the Kentucky State Board on Electric Generation & Transmission Siting (Siting Board), Russellville Solar is obligated to establish a Complaint Resolution Program. Per Condition 33 in Appendix A of the approval:

*33. Russellville Solar shall initiate and maintain the Complaint Resolution Program provided to the Siting Board in the case record to address any complaints from community members. Russellville Solar shall also submit annually a status report associated with its Complaint Resolution Program, providing, among other things, the individual complaints, how Russellville Solar addressed those complaints, and the ultimate resolution of those complaints identifying whether the resolution was to the complainant's satisfaction.*

We are required to have in place clear and effective procedures for the reasonable and prompt handling of complaints. This Complaint Resolution Plan has been prepared for activities associated with construction of the Russellville Solar Farm, located at 119 AP Miller Rd Olmstead, Logan County, Kentucky.

Russellville Solar and IEA Constructors are committed to providing a positive construction and operational facility by encouraging feedback from local stakeholders to remain good neighbors.

This Plan encourages all parties to resolve any issues or concerns that they may have at the earliest opportunity. Both companies are dedicated to resolving complaints received and recognize the rights of local stakeholders to have complaints dealt with fairly, effectively, and efficiently.

## **Responsibilities:**

Russellville Solar is responsible for the following:

- Providing an efficient, fair and structured mechanism for handling complaints.
- Providing stakeholders with access to the complaints handling process
- Keeping stakeholders informed as to the progress of the complaint and the expected timeframe for resolution.
- Reviewing the complaint log quarterly to ensure complaints are resolved in a timely manner.
- Submission of complaint log and resolutions to the Siting Board in accordance with the Conditions of Approval.

## **Complaint Process:**

While some conflicts will be resolved by an informal discussion between the parties, others will need a process for successful resolution. Outlined below is the Russellville Solar Complaint Handling Procedure:

### **1. Receipt and initial acknowledgement of the complaint.**

If you have a complaint regarding the construction and/or operation of the Russellville Solar Facility, we urge you to submit a complaint (Form is in Appendix A) to our Complaint Resolution Program. Completing an intake form will assign a case number and staff member to your grievance. Our objective is to resolve the vast majority of inquiries or complaints during your first contact with our site staff. Your complaint will be received and logged into the system with an initial acknowledgement being issued. To ensure your complaint is routed to the correct party, any issues during construction should be addressed to Infrastructure and Energy Alternatives (IEA).

Construction Company:

Company Name: IEA Constructors

Contact Name: (Nick) Janaka DeSilva, on-site Project Manager

Address: 3900 White Ave. Clinton, IN 47842

Phone Number: (737) 888-4777

Email: [Janaka.desilva@ieaconstructors.com](mailto:Janaka.desilva@ieaconstructors.com)

Once the system is operational, and construction activities have ceased, please direct correspondence to Silicon Ranch.

Project Owner (Operation of the Facility):

Company Name: Russellville Solar, LLC

Contact Name: Mallory Burke

Address: 222 Second Ave S., Ste 1900, Nashville, TN 37201

Phone Number: (412) 352-6224 / Fax: (615) 577-4604

Email: [mallory.burke@siliconranch.com](mailto:mallory.burke@siliconranch.com)

In this acknowledgement we will provide the name and title of the person that is handling your complaint. This individual will have the authority necessary to investigate and settle the complaint within reason.

You can make a complaint by any reasonable means – for example, letter, fax, email, telephone or in person.

**2. Assessment & Investigation of the complaint:**

Based on the nature of the complaint, a resolution team will be established to work towards rectifying the issue. Based on the complexity resolution may be immediate or may require additional investigation. We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.

**3. Investigating the complaint & resolution**

We will advise you of the outcome of your complaint and the approach for resolutions. Where you have requested us to do so, we will advise you in writing.

**4. Closure**

We will regard your complaint as closed once we have sent you a final response or where you have told us in writing that you accept an earlier response/resolution. A copy of the complaint, resolution, correspondence, and logs will be retained for a period of 1 year once the annual report is sent to the Siting Board. During Construction a copy of all complaints and the Complaint Log (Appendix B) will be kept in a binder in the Project Manager's, or their designee's, office.

# APPENDIX A

## Complaint Intake Form

Date	
Name	
Address	
Phone Number	
Email Address	
Complaint/Issue/ Concern	

Received By:	
Date:	



## APPENDIX B: Complaint Log

Complaint No.	Status	Date of Complaint	Complaint	Name of Party	Contact Information	Email Address	Assigned to	Update	RESOLUTION
1	Closed	5/24/2023	Water discharge to adjacent property from a basin.	Neal Farm	n/a	n/a	Charlie Kalkreute	The heavy rains/winds caused a blockage and basin to fill up. We proceeded to pump the water out in the natural direction of overflow and according to our permitted process.	We proceeded with our pumping plan according to EEC regulations. Legal counsel was consulted by IEA but no further action was needed as we are within our scope per permits. Neighbor has not complained since then.
2	Closed	7/12/2023	Neighbor thought we were cutting down their trees inside their property line.	Minerva and Kevin Westray (Via Keith Cox)	Keith Cox   Business Development Officer [REDACTED] Russellville, KY 42276	[REDACTED]	Charlie Kalkreute	Keith visited our site and realized no fault on our end. 100ft setback is for solar panels and not trees. Currently, we have 105ft of fence and another 20ft to PL.	Since Keith's visit, no additional corrective action needed. No further complaints from the Mr/Mrs. Westrays
3	Closed	7/31/2023	Basin 3 water pumped into owner's land	Lynn Dawson	[REDACTED]	n/a	Charlie Kalkreute	KY Geologist visited our site to look at this area, confirm our processes and signed off on it being ok to proceed.	We proceeded with our pumping plan according to EEC regulations. Legal counsel was consulted by IEA but no further action was needed as we are within our scope per permits. Neighbor has not complained since then.
4	Closed	9/29/2023	Blocking the AP Miller Road with delivery trucks.	Keith Cox	Keith Cox   Business Development Officer [REDACTED] Russellville, KY 42276	[REDACTED]	Charlie Kalkreute	This incident was a one off due to the rain causing trucks to be maneuvered safely out of the delivery area and caused a temporary road block.	IEA instructed truck delivery drivers and spotters to be more vigilant of neighbors needing to pass through.
5	Closed	11/20/2023	Possible Water Main damage concern - if hydrant brakes, neighbors may not have water for a while.	Jamie Goodwin	District 2 Jamie Goodwin [REDACTED] Adairville, KY 42202 Cell: [REDACTED]	[REDACTED]	Charlie Kalkreute	IEA roped off the area so no damage would be done by anyone driving over the water main's pipes.	IEA has been vigilant in our operations and heavy equipment getting close to the hydrant. No damage done to water main. No further complaints from neighbors.
6	Closed	4/22/2024	Basin 9 water overflow runs into the neighbors road and that our fence was encroaching into their roadway.	Debra Seymour	[REDACTED]	n/a	Nick DeSilva	Onsite walkthrough with SRC showed Basin 9 construction and fence line was according to plans and permits. SRC team was able to also see that neighbor had grown their crops into their own roadway which made it smaller instead of it being our fenceline.	SRC was going to speak with the neighbor and come to a resolution. IEA had no additional remediation work to do. Basin 9 was also selected as 1 to be filled in the decommissioning plan.