



# **GREEN RIVER SOLAR COMPLAINT RESOLUTION PLAN**

**January 2024**

**FACILITY OPERATOR:**  
Green River Solar, LLC  
700 Universe Boulevard  
Juno Beach, FL 33408

## Contents

1.0	Complaint Resolution Plan .....	2
2.0	Procedure for Filing Complaints .....	2
3.0	Resolution of Complaints.....	3
4.0	Documentation of Complaints.....	4
5.0	Public Notification of Complaint Process .....	4

## **1.0 Complaint Resolution Plan**

Green River Solar, LLC has prepared this Complaint Resolution Plan (Plan) to establish a consistent method and procedure by which the Project will address public complaints that may be received during construction and operation. This Plan is a draft and will be modified as we get closer to construction and operations.

## **2.0 Procedure for Filing Complaints**

The following procedures outline the process by which a Complainant may file a complaint related to the Project:

1. Submit a complaint in writing by mailing a detailed complaint to the following address:

Green River Solar, LLC  
700 Universe Blvd., FEW/JB  
Juno Beach, FL 33408

or via email at [GreenRiverSolar.SharedMailbox@nexteraenergy.com](mailto:GreenRiverSolar.SharedMailbox@nexteraenergy.com).

Submitting a complaint in writing to the Project staff by mail or email is the preferred means of contact. This will allow Green River Solar to address such complaints in a timely manner. Complaints submitted to local governmental agencies, emergency service providers, Kentucky state agencies or other third parties may not be communicated to Green River Solar and therefore, may not be addressed.

2. Call Green River Solar or the Construction Manager during construction or the Site Leader once the Project is operational.

3. Submit a complaint in writing by emailing a detailed complaint to Green River Solar at the following email address:

GreenRiverSolar.SharedMailbox@nexteraenergy.com

For the Project to address a complaint, the complaint should be as detailed as possible and include the information below:

- Name of Complainant;
- Date of complaint;
- Complainant's phone number;
- Complainant's address;
- Complainant's email address;
- Property owner(s) name (if different from the Complainant name);
- Location of issue;
- Duration of the issue; and
- Detailed description of the complaint (if possible, include the date and time that the issue occurred, the exact location and duration of the issue, and any other details that can help pinpoint the issue).

In circumstances whereby a third party receives a complaint about the Project, Green River Solar, LLC requests that the third party refer the Complainant to the Complaint Resolution Plan on the Project's website and, if possible, forward the complaint to the Project within (7) business days.

### **3.0 Resolution of Complaints**

Green River Solar will work in good faith to address and/or resolve reasonable complaints as soon as is practicable; however, some complaints will take time to evaluate and determine proper resolution and some complaints cannot reasonably be resolved. Safety and good community relations are among the highest priorities of Green River Solar; as such, speedy resolution of legitimate complaints is imperative.

#### **4.0 Documentation of Complaints**

During construction and operation of the Project, Green River Solar, LLC will keep a complaint log with records of complaints received. The complaint log will include, if available, the date of the complaint, the name of the complainant, contact information for the complainant including address and phone number, and a detailed description of the complaint. It will also include a description of the complaint resolution if resolution is feasible. The complaint log will be maintained by Green River Solar, LLC.

#### **5.0 Public Notification of Complaint Process**

No fewer than (2) weeks prior to the commencement of construction, Green River Solar, LLC will publish a summary of the Complaint Resolution Plan on the Project's website and will be available at the temporary construction office.

## Complaint Form (For Complainant)

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Description of Complaint: \*

[illegible]

\*If possible, include the date and time the issue occurred, the exact location and duration of issue, weather conditions, and any other details.

## COMPLAINT LOGGING FORM (for Operator)

Personnel Answering the Phone:	
Date (MM/DD/YY):	(circle) Mon. Tue. Wed. Thur. Fri. Sat. Sun.
Time of the Call:	

### Complaint Information

Name of Caller:
Address of Caller:
Phone Number of Caller:
Name of Person with the Complaint:
Address of Person with the Complaint:
Phone Number of Person with the Complaint:
Time of Bothersome Activity:
Construction or Operational Sound Complaint? (circle one)
Complaint:

Construction Equipment Activity During the Time of the Complaint (if applicable):
Closest Inverter or Array to the Complaint Location:

Follow-Up Action and/or Resolution of Complaint:
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Signature:	
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Green River Solar has developed a Complaint Resolution Program in order to communicate and address concerns during the pendency of this construction project, should you have any concerns or questions, please contact any of the following representatives.

**NextEra Energy Resources, Execution Project Manager**

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