



SEBREE SOLAR

COMPLAINT RESOLUTION PLAN

January 2024

FACILITY OPERATOR:
Sebree Solar, LLC
700 Universe Boulevard
Juno Beach, FL 33408

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1.0 Complaint Resolution Plan

Sebree 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.

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:

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

or via email at sebresolar@nexteraenergy.com.

Submitting a complaint in writing to the Project staff by mail or email is the preferred means of contact. This will allow Sebree 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 Sebree Solar and therefore, may not be addressed.

2. Call Sebree 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 Sebree Solar at the following email address:

sebresolar@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, Sebree 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

Sebree 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 Sebree Solar; as such, speedy resolution of legitimate complaints is imperative.

4.0 Documentation of Complaints

During construction and operation of the Project, Sebree 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 Sebree Solar, LLC,

5.0 Public Notification of Complaint Process

No fewer than 2 weeks prior to the commencement of construction, Sebree 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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Sebree 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, Execution Project Manager
Joshua O'donnell
Email: joshua.o'donnell@nexteraenergy.com
Phone: (772) 418-0401

NextEra Energy, Construction Site Manager
JW Kment
Email: jw.kment@nexteraenergy.com
Phone: (801) 686-4299

NextEra Energy, Lead Project Developer
Alexander Grave de Peralta
Email: alexander.gravedeperalta@nexteraenergy.com
Phone: (561) 339-0376