

**ATTACHMENT 1**  
Complaint Handling Procedures for Permitted Energy Facilities

SAMPLE PERMIT

**MINNESOTA PUBLIC UTILITIES COMMISSION  
COMPLAINT HANDLING PROCEDURES FOR  
PERMITTED ENERGY FACILITIES**

**A. Purpose**

To establish a uniform and timely method of reporting and resolving complaints received by the permittee concerning permit conditions for site or route preparation, construction, cleanup, restoration, operation, and maintenance.

**B. Scope**

This document describes complaint reporting procedures and frequency.

**C. Applicability**

The procedures shall be used for all complaints received by the permittee and all complaints received by the Minnesota Public Utilities Commission (Commission) under Minn. R. 7829.1500 or Minn. R. 7829.1700 relevant to this permit.

**D. Definitions**

**Complaint:** A verbal or written statement presented to the permittee by a person expressing dissatisfaction or concern regarding site or route preparation, cleanup or restoration, or other permit conditions. Complaints do not include requests, inquiries, questions or general comments.

**Substantial Complaint:** A written complaint alleging a violation of a specific permit condition that, if substantiated, could result in permit modification or suspension pursuant to the applicable regulations.

**Unresolved Complaint:** A complaint which, despite the good faith efforts of the permittee and a person, remains unresolved or unsatisfactorily resolved to one or both of the parties.

**Person:** An individual, partnership, joint venture, private or public corporation, association, firm, public service company, cooperative, political subdivision, municipal corporation, government agency, public utility district, or any other entity, public or private; however organized.

## **E. Complaint Documentation and Processing**

1. The permittee shall designate a representative responsible for filing complaints to the Commission's eDocket system. This person's name, phone number and email address shall accompany all complaint submittals. The name and contact information for the representative shall be kept current in eDockets.
2. A person presenting the complaint should, to the extent possible, include the following information in their communications:
  - a. name, address, phone number, and email address;
  - b. initial date of the complaint;
  - c. tract, parcel number, or address of the complaint;
  - d. a summary of the complaint; and
  - e. whether the complaint relates to a permit violation, a construction practice issue, or other type of complaint.
3. The permittee shall document all complaints by maintaining a record of all applicable information concerning the complaint, including the following:
  - a. docket number and project name;
  - b. name of complainant, address, phone number and email address;
  - c. precise description of property or parcel number;
  - d. name of permittee representative receiving complaint and date of receipt;
  - e. nature of complaint and the applicable permit condition(s);
  - f. summary of activities undertaken to resolve the complaint; and
  - g. a statement on the final disposition of the complaint.

## **F. Reporting Requirements**

The permittee shall commence complaint reporting at the beginning of project construction and continue through the term of the permit, unless otherwise required below. The permittee shall report all complaints to the Commission according to the following schedule:

**Immediate Reports:** All substantial complaints shall be reported to the Commission the same day received, or on the following working day for complaints received after working hours. Such reports are to be directed to the Commission's Consumer Affairs Office at 1-800-657-3782 (voice messages are acceptable) or [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us). For e-mail reporting, the email

subject line should read “PUC EIP Complaint” and include the appropriate project docket number.

**Monthly Reports:** During project construction, restoration, and operation, a summary of all complaints, including substantial complaints received or resolved during the preceding month, shall be filed by the 15th of each month to the eDockets system. The eDockets system is located at: <https://efiling.web.commerce.state.mn.us/> . If no complaints were received during the preceding month, the permittee shall file a summary indicating that no complaints were received.

If, once the project begins operating, a project has submitted twelve consecutive months of complaint reports with no complaints, monthly reports can terminate by a letter to eDockets notifying the Commission of such action. If a substantial complaint is received (by the company or the Commission) following termination of the monthly complaint report, as noted above, the monthly reporting should commence for a period of six months following the most recent complaint or upon resolution of all pending complaints.

If a permittee is found to be in violation of this section, the Commission may reinstate monthly complaint reporting for the remaining permit term or enact some other commensurate requirement via notification by the Executive Secretary or some other action as decided by the Commission.

#### **G. Complaints Received by the Commission**

Complaints received directly by the Commission from aggrieved persons regarding the permit or issues related to site or route preparation, construction, cleanup, restoration, or operation and maintenance will be promptly sent to the permittee.

The permittee shall notify the Commission when the issue has been resolved. The permittee will add the complaint to the monthly reports of all complaints. If the permittee is unable to find resolution, the Commission will use the process outlined in the Unresolved Complaints Section to process the issue.

#### **H. Commission Process for Unresolved Complaints**

Complaints raising substantial and unresolved permit issues will be investigated by the Commission. Staff will notify the permittee and appropriate people if it determines that the complaint is a substantial complaint. With respect to such complaints, the permittee and

complainant shall be required to submit a written summary of the complaint and its current position on the issues to the Commission. Staff will set a deadline for comments. As necessary, the complaint will be presented to the Commission for consideration.

**I. Permittee Contacts for Complaints and Complaint Reporting**

Complaints may be filed by mail or email to the permittee's designated complaint representative, or to the Commission's Consumer Affairs Office at 1-800-657-3782 or [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us). The name and contact information for the permittee's designated complaint representative shall be kept current in the Commission's eDocket system.

SAMPLE PERMIT

**ATTACHMENT 2**  
Compliance Filing Procedures for Permitted Energy Facilities

SAMPLE PERMIT

**MINNESOTA PUBLIC UTILITIES COMMISSION  
COMPLIANCE FILING PROCEDURE FOR  
PERMITTED ENERGY FACILITIES**

**A. Purpose**

To establish a uniform and timely method of submitting information required by Commission energy facility permits.

**B. Scope and Applicability**

This procedure encompasses all known compliance filings required by the permit.

**C. Definitions**

**Compliance Filing:** A filing of information to the Commission, where the information is required by a Commission site or route permit.

**D. Responsibilities**

1. The permittee shall file all compliance filings through the eDockets system. The eDockets system is located at: <https://efiling.web.commerce.state.mn.us/>

General instructions are provided on the eDockets website. Permittees must register on the website to file documents.

2. All filings must have a cover sheet that includes:
  - a. Date
  - b. Name of submitter/permittee
  - c. Type of permit (site or route)
  - d. Project location
  - e. Project docket number
  - f. Permit section under which the filing is made
  - g. Short description of the filing

3. The Commission may request a paper copy or USB drive of filings that are graphic intensive (*e.g.*, maps and engineered drawings), in addition to being electronically filed. If requested, send a paper copy or USB drive to: Executive Secretary, Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, MN 55101-2147.

SAMPLE PERMIT

**PERMIT COMPLIANCE FILINGS<sup>1</sup>**

PERMITTEE: Lake Charlotte Storage, LLC  
 PERMIT TYPE: Battery Energy Storage System  
 PROJECT LOCATION: Martin County, Minnesota  
 PUC DOCKET NUMBER: IP-7159/ESS-25-205

Filing Number	Permit Section	Description of Compliance Filing	Due Date
1.	2.1	Project Ownership	14 days prior to the pre-construction meeting
2.	4.1	Site Permit Distribution	30 days after issuance of permit
3.	4.3.1	Field Representative	14 days prior to the pre-construction meeting
4.	4.3.2	Site Manager	14 days prior to the pre-operation meeting
5.	4.3.14	Native Prairie	30 days prior to submitting the Site Plan, if native prairie is identified
6.	4.3.16	Application of Pesticides	14 days prior to pesticide application
7.	4.3.17	Invasive Species	14 days prior to the pre-construction meeting
8.	4.3.23	Restoration	60 days after completion of all restoration activities
9.	4.3.27	Public Safety	14 days prior to the pre-construction meeting

<sup>1</sup> This compilation of permit compliance filings is provided for the convenience of the permittee and the Commission. It is not a substitute for the permit; the language of the permit controls.

Filing Number	Permit Section	Description of Compliance Filing	Due Date
10.	4.4	Feeder Lines	With Site Plan
11.	4.5.2	Other Permits and Regulations	14 days prior to the pre-construction meeting
12.	5.1	Noise Modeling	14 days prior to the pre-construction meeting
13.	5.2	Noise Studies	14 days prior to the pre-construction meeting
14.	5.3	Hazard Mitigation	30 days prior to the pre-construction meeting
15.	5.4	Battery Augmentation	30 days prior commencing augmentation
16.	6	Delay in Construction	Four years after issuance of site permit
17.	7	Complaint Procedures	14 days prior to the pre-construction meeting
18.	8.1	Pre-Construction Meeting Summary	14 days after the pre-construction meeting
19.	8.2	Pre-Operation Meeting	14 days prior to commercial operation of the Project
20.	8.3	Site Plan	14 days prior to the pre-construction meeting
21.	8.4	Status Reports	Monthly

Filing Number	Permit Section	Description of Compliance Filing	Due Date
22.	8.5	Labor Statistic Reporting	Quarterly, within 45 days of the end of the quarter
23.	8.7	In-Service Date	3 days before
24.	8.8	As-Builts	90 days after completion of construction
25.	8.9	GPS Data	90 days after completion of construction
26.	8.11	Emergency Response	14 days prior to the pre-construction meeting
27.	8.12	Extraordinary Events	Notification within 24 hours of discovery and report 30 days after occurrence
28.	8.13	Wildlife Injuries and Fatalities	Quarterly
29.	9.1	Decommissioning Plan	14 days prior to the pre-construction meeting
30.	9.2	Site Final Restoration	Within 18 months of project termination
31.	10.2	Periodic Review	Every 5 years
32.	Complaint Reporting	Attachment 1 to Site Permit	Monthly Complaint Reports
33.	Complaint Reporting	Attachment 1 to Site Permit	Immediate Complaint Reports

**ATTACHMENT 2**

Compliance Filing Procedures for Permitted Energy Facilities

**MINNESOTA PUBLIC UTILITIES COMMISSION  
COMPLIANCE FILING PROCEDURE FOR  
PERMITTED ENERGY FACILITIES**

**A. Purpose**

To establish a uniform and timely method of submitting information required by Commission energy facility permits.

**B. Scope and Applicability**

This procedure encompasses all known compliance filings required by the permit.

**C. Definitions**

**Compliance Filing:** A filing of information to the Commission, where the information is required by a Commission site or route permit.

**D. Responsibilities**

1. The permittee shall file all compliance filings through the eDockets system. The eDockets system is located at: <https://efiling.web.commerce.state.mn.us/>

General instructions are provided on the eDockets website. Permittees must register on the website to file documents.

2. All filings must have a cover sheet that includes:
  - a. Date
  - b. Name of submitter/permittee
  - c. Type of permit (site or route)
  - d. Project location
  - e. Project docket number
  - f. Permit section under which the filing is made
  - g. Short description of the filing

3. The Commission may request a paper copy or USB drive of filings that are graphic intensive (*e.g.*, maps and engineered drawings), in addition to being electronically filed. If requested, send a paper copy or USB drive to: Executive Secretary, Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, MN 55101-2147.

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**PERMIT COMPLIANCE FILINGS<sup>1</sup>**

PERMITTEE: Lake Charlotte Solar, LLC  
 PERMIT TYPE: Solar Energy Generating System  
 PROJECT LOCATION: Martin County, Minnesota  
 PUC DOCKET NUMBER: IP-7159/GS-25-206

Filing Number	Permit Section	Description of Compliance Filing	Due Date
1.	2.1	Project Ownership	14 days prior to the pre-construction meeting
2.	4.1	Site Permit Distribution	30 days after issuance of permit
3.	4.3.1	Field Representative	14 days prior to the pre-construction meeting
4.	4.3.2	Site Manager	14 days prior to the pre-operation meeting
5.	4.3.14	Native Prairie	30 days prior to submitting the Site Plan, if native prairie is identified
6.	4.3.17	Vegetation Management Plan	14 days prior to the pre-construction meeting
7.	4.3.18	Agricultural Impact Mitigation Plan	14 days prior to the pre-construction meeting
8.	4.3.19	Application of Pesticides	14 days prior to pesticide application
9.	4.3.20	Invasive Species	14 days prior to the pre-construction meeting

<sup>1</sup> This compilation of permit compliance filings is provided for the convenience of the permittee and the Commission. It is not a substitute for the permit; the language of the permit controls.

Filing Number	Permit Section	Description of Compliance Filing	Due Date
10.	4.3.26	Restoration	60 days after completion of all restoration activities
11.	4.3.30	Public Safety	14 days prior to the pre-construction meeting
12.	4.3.32	Security Fencing	With Site Plan
13.	4.4	Feeder Lines	With Site Plan
14.	4.5.2	Other Permits and Regulations	14 days prior to the pre-construction meeting
15.	5.1	Visual Screening Plan	14 days prior to the pre-construction meeting
16.	5.2	Vegetation and Blowing Snow	With Site Pan
17.	5.6	Unanticipated Discoveries Plan	14 days prior to the pre-construction meeting
18.	5.7	Contaminated Sites Management Plan	14 days prior to the pre-construction meeting
19.	6	Delay in Construction	Four years after issuance of site permit
20.	7	Complaint Procedures	14 days prior to the pre-construction meeting
21.	8.1	Pre-Construction Meeting Summary	14 days after the pre-construction meeting

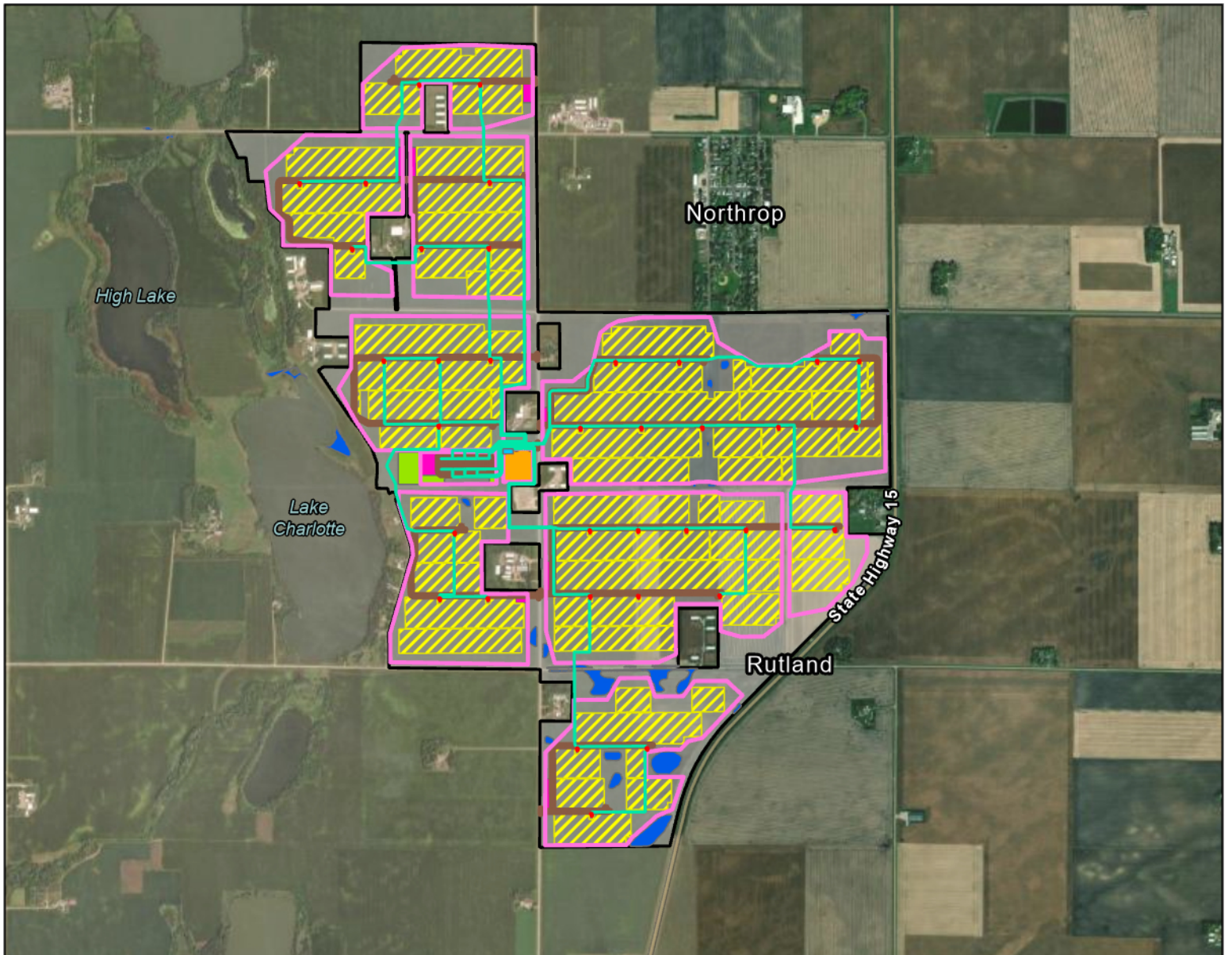
Filing Number	Permit Section	Description of Compliance Filing	Due Date
22.	8.2	Pre-Operation Meeting	14 days prior to commercial operation of the Project
23.	8.3	Site Plan	14 days prior to the pre-construction meeting
24.	8.4	Status Reports	Monthly
25.	8.5	Labor Statistic Reporting	Quarterly, within 45 days of the end of the quarter
26.	8.7	In-Service Date	3 days before
27.	8.8	As-Builts	90 days after completion of construction
28.	8.9	GPS Data	90 days after completion of construction
29.	8.11	Project Energy Production	February 1 <sup>st</sup> , following each complete or partial year of project operation
30.	8.12	Emergency Response	14 days prior to the pre-construction meeting
31.	8.13	Extraordinary Events	Notification within 24 hours of discovery and report 30 days after occurrence
32.	8.14	Wildlife Injuries and Fatalities	Quarterly
33.	9.1	Decommissioning Plan	14 days prior to the pre-construction meeting

Filing Number	Permit Section	Description of Compliance Filing	Due Date
34.	9.2	Site Final Restoration	Within 18 months of project termination
35.	10.3	Periodic Review	Every 5 years
36.	Complaint Reporting	Attachment 1 to Site Permit	Monthly Complaint Reports
37.	Complaint Reporting	Attachment 1 to Site Permit	Immediate Complaint Reports

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## Appendix B

### Maps



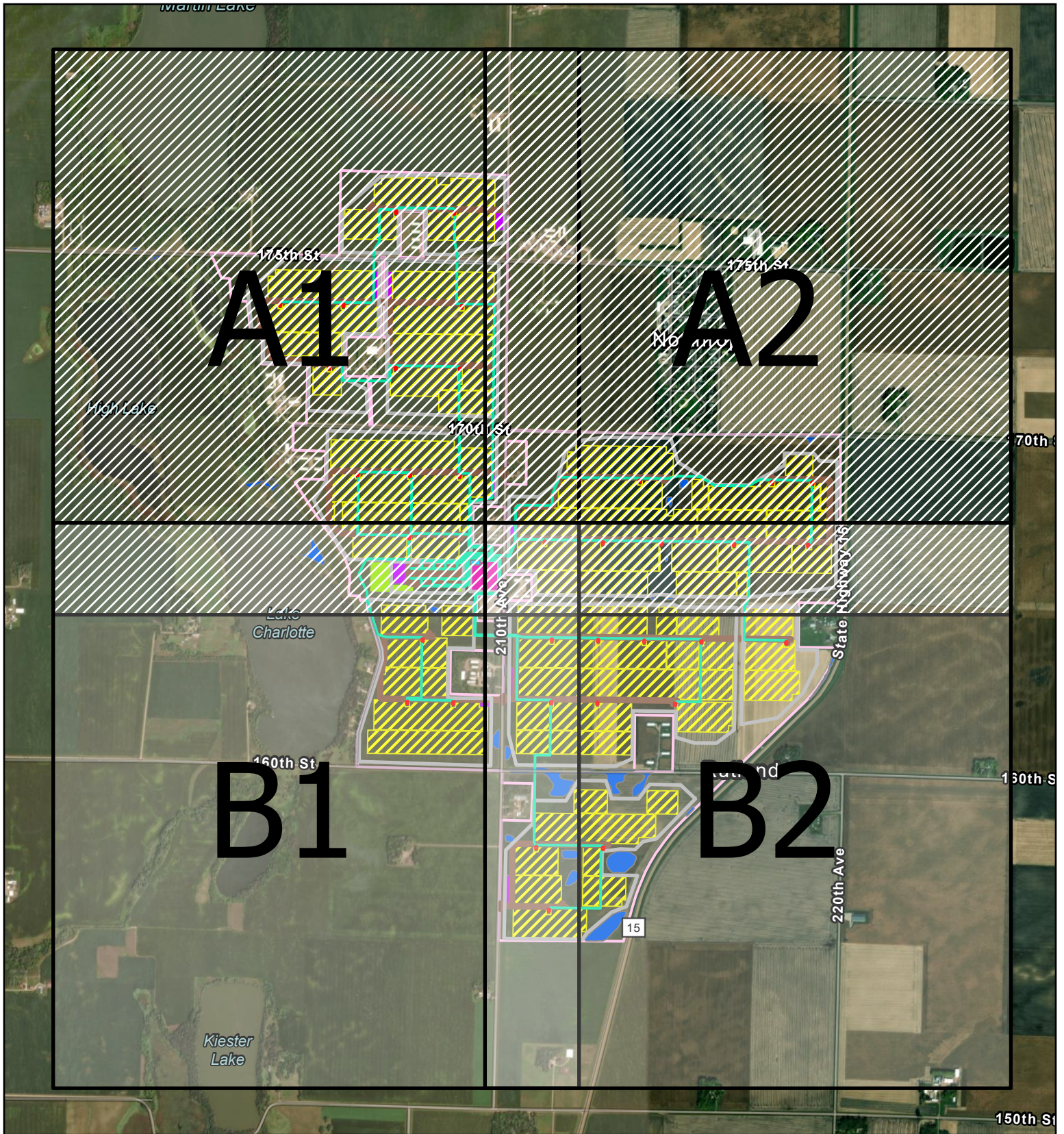
Lake Charlotte Solar Project Overview



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|-------------------|------------------|---------------------|
| Land Control Area | Collection Lines | Substation          |
| Project Fence     | Inverters        | Laydown Yard        |
| Solar Arrays      | O&M Building     | Delineated Wetlands |
| BESS              | Access Roads     |                     |

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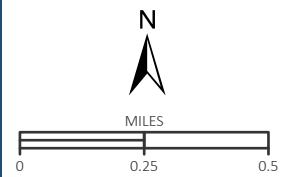
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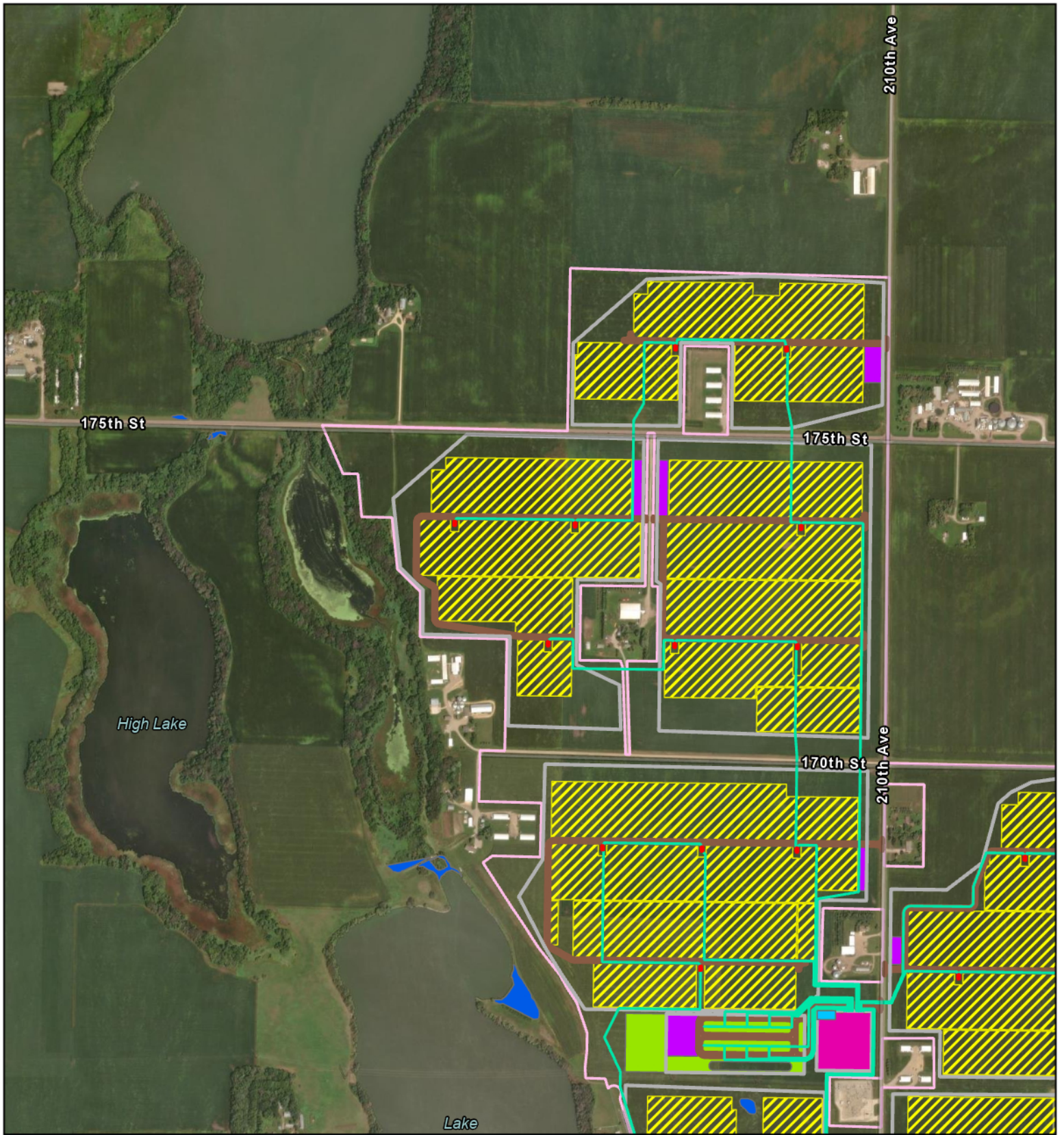


Lake Charlotte Solar Project Detail Map - Cover Page

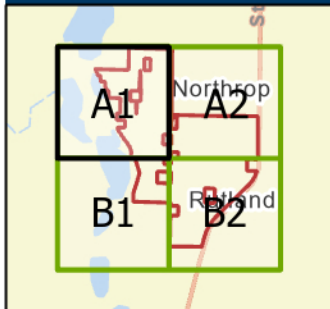













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|-------------------|---------------------|
| Land Control Area | O&M Building        |
| Project Fence     | Access Roads        |
| Solar Arrays      | Substation          |
| BESS              | Laydown Yard        |
| Inverters         | Delineated Wetlands |
| Collection Lines  |                     |

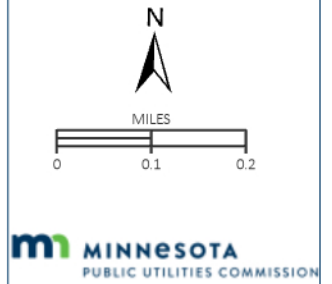


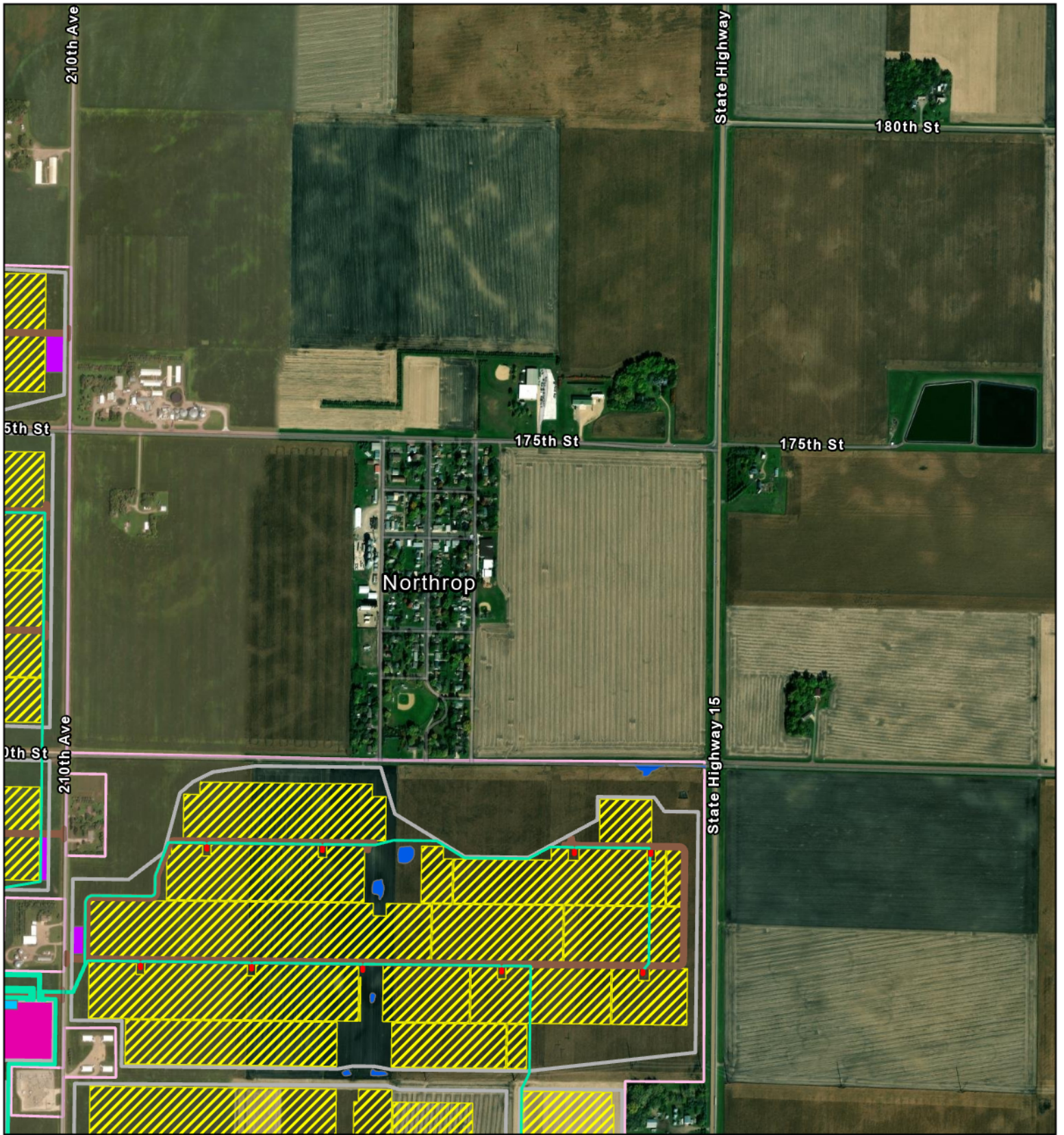


Lake Charlotte Solar Project Detail Map | A1

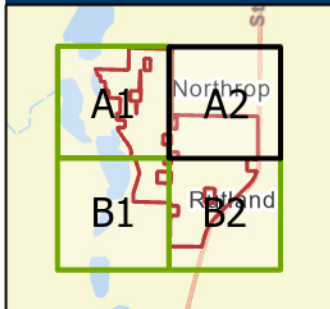













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|---|---|
|  Land Control Area |  O&M Building        |
|  Project Fence     |  Access Roads        |
|  Solar Arrays      |  Substation          |
|  BESS              |  Laydown Yard        |
|  Inverters         |  Delineated Wetlands |
|  Collection Lines  |   |






Lake Charlotte Solar Project Detail Map | A2

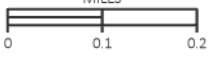


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|---|---|
|  Land Control Area |  O&M Building        |
|  Project Fence     |  Access Roads        |
|  Solar Arrays      |  Substation          |
|  BESS              |  Laydown Yard        |
|  Inverters         |  Delineated Wetlands |
|  Collection Lines  |   |

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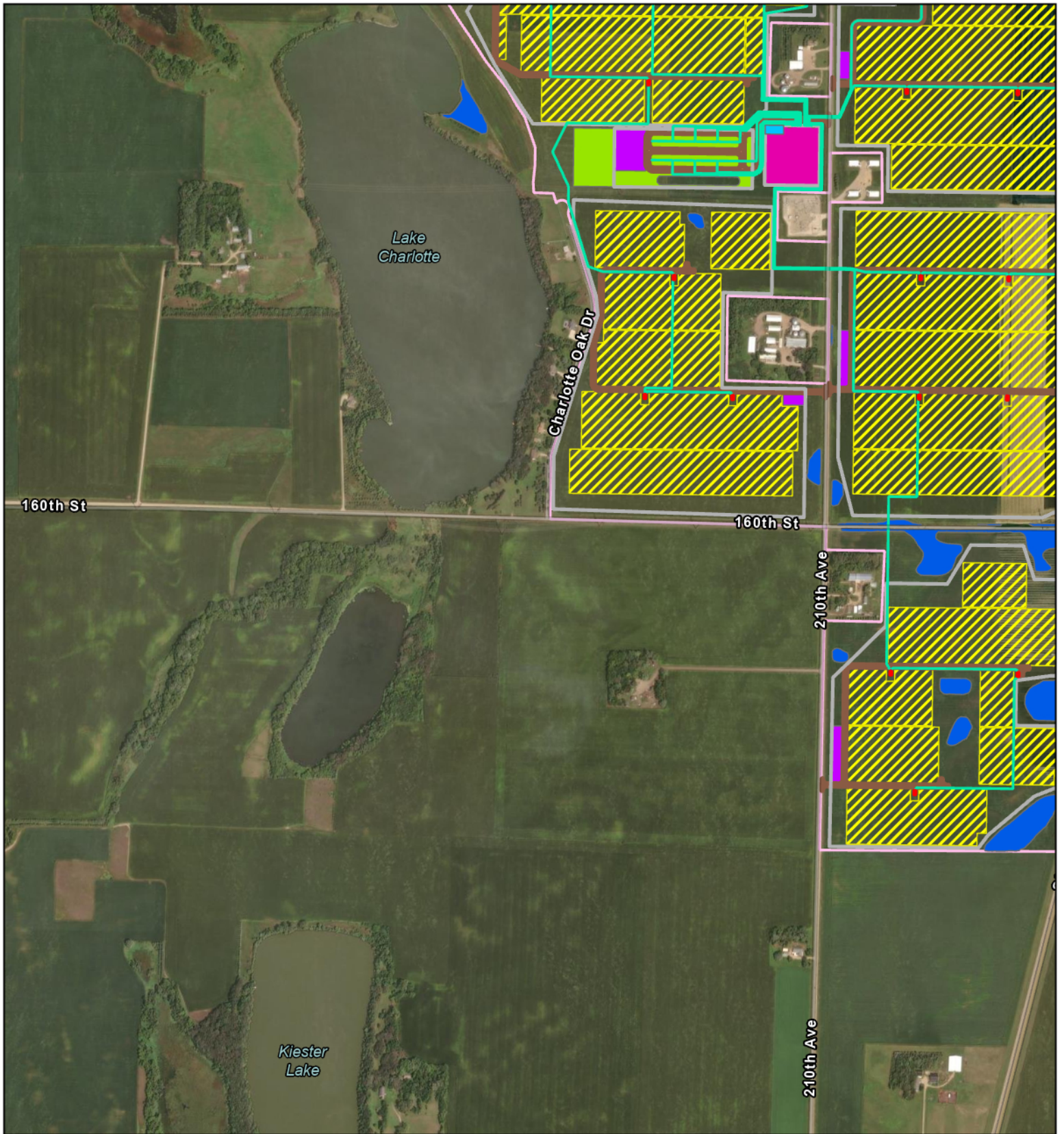


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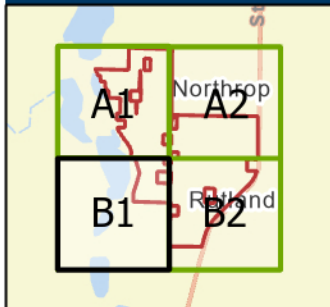













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Lake Charlotte Solar Project Detail Map | B1

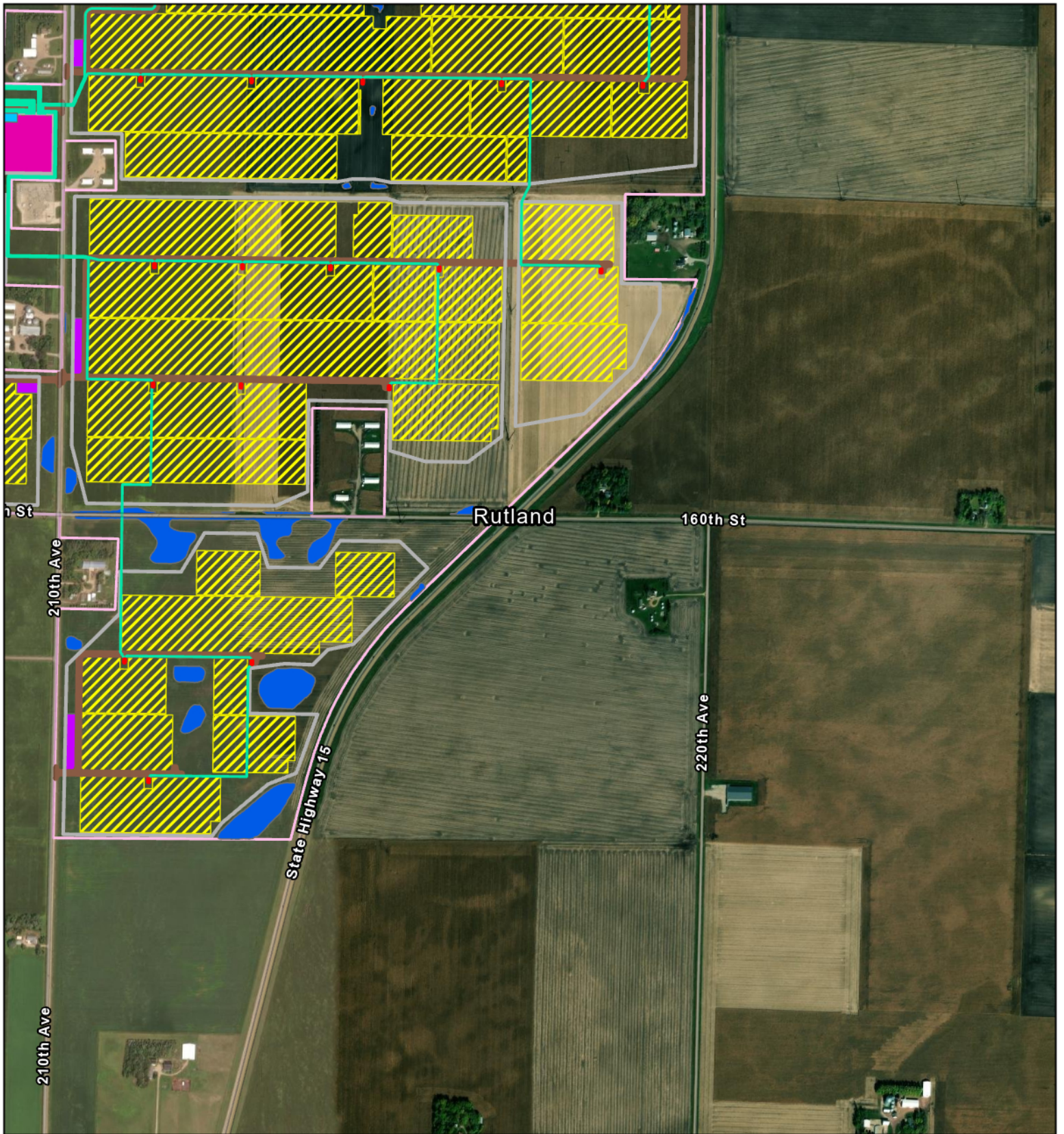


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|---|---|
|  Land Control Area |  Access Roads        |
|  Project Fence     |  O&M Building        |
|  Solar Arrays      |  Substation          |
|  BESS              |  Laydown Yard        |
|  Inverters         |  Delineated Wetlands |
|  Collection Lines  |   |

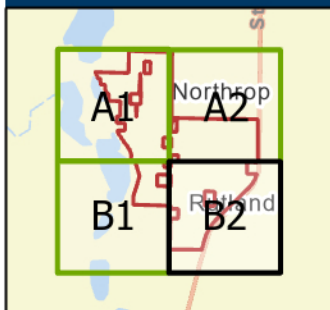
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**MINNESOTA**  
PUBLIC UTILITIES COMMISSION



Lake Charlotte Solar Project Detail Map | B2



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|  Land Control Area |  O&M Building        |
|  Project Fence     |  Access Roads        |
|  Solar Arrays      |  Substation          |
|  BESS              |  Laydown Yard        |
|  Inverters         |  Delineated Wetlands |
|  Collection Lines  |   |

