

## Appendix G

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# Public Involvement Plan and Complaint Resolution Plan



**APPENDIX G**

**CASE 10-T-0189**

**PUBLIC INVOLVEMENT PLAN/COMPLAINT  
RESOLUTION PLAN (CC41)**

# **CHAMPLAIN HUDSON POWER EXPRESS (CHPE)**



## **PUBLIC INVOLVEMENT PLAN**

**September 20, 2022**

**Revision 9**

<b>Revision #</b>	<b>Document Section</b>	<b>Revision Date</b>	<b>Revision Description</b>	<b>Tracking Notes</b>
1	All text	3/24/22	Complete Draft	N/A
2	All text	4/4/22	Addressing Comments on Draft	N/A
3	All text	4/5/22	Finalizing Draft	N/A
4	All text	6/9/22	Addressing DPS Comments	N/A
5	All text	6/15/22	Addressing Comments	N/A
6	1	8/8/22	Addressing Comments	N/A
7	3	8/15/22	Addressing Comments	N/A
8	2.3	9/15/22	Revised Construction Dates as of 9/14/22	N/A
9	2.3	9/20/2022	Revised Construction Dates	N/A

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## 1 Project Overview:

The Champlain Hudson Power Express (CHPE) is a renewable energy transmission project that is intended to deliver clean power to the New York metropolitan area. The energy brought to New York consumers through this project will be hydropower produced by Hydro-Québec in the Canadian Province of Québec utilizing natural water flows to generate electricity. The project will play a key role in New York's energy transformation by lowering greenhouse gas emissions while creating jobs and generating billions of dollars in new investments. CHPE will span nearly 339 miles from the U.S.-Canadian border to the heart of New York City (detailed in Figures 1 and 2). The project will deliver enough power for more than one million New York homes and will also supply power to sections of Quebec. CHPE will also deliver significant economic benefits to the Empire State, including an estimated \$1.7 billion in tax revenue for local municipalities.

The high voltage direct current (HVDC) transmission line (two 400kV cables with a fiber optic cable) is being constructed in both marine (192 miles or 56.6% of total alignment) and overland (147 miles, 43.4%) environments, with approximately three-quarters of the overland alignment within railroad (CP, CSX, an PA) right-of-way (ROW) and the balance of the overland miles (24.5%) in NYSDOT, Thruway Authority, local road ROWs, recreational sites, and private lands. All the HVDC transmission line will be placed underground in both the marine and overland alignment. In addition to the transmission line, CHPE will construct HVDC Converter Station in Astoria, Queens and a high voltage alternating current (HVAC) system including a 0.3 mile overhead line, modification of the Astoria Annex Substation, and a nearly 3.5 mile (two 345kV cables) from the Astoria Annex to the Rainey Substation, a.k.a. the Astoria-Rainey Cable (ARC). The Converter Station and HVAC system will be constructed on the Astoria Annex and underground city streets in Queens.

### 1.1 Impacted Municipalities:

- Washington County: Town of Putnam, Town of Dresden, Town of Whitehall, Village of Whitehall, Town of Fort Ann, Village of Fort Ann, Town of Kingsbury, and Village of Fort Edward.
- Saratoga County: Town of Moreau, Town of Northumberland, Town of Wilton, Town of Greenfield, City of Saratoga Springs, Town of Milton, Town of Ballston, and Town of Clifton Park.
- Schenectady County: Town of Glenville, Village of Scotia, and Town of Rotterdam.
- Albany County: Town of Guilderland, Village of Voorheesville, Town of New Scotland, and Town of Coeymans.
- Greene County: Town of New Baltimore, Town of Coxsackie, Village of Coxsackie, Town of Catskill, and Village of Catskill.
- Rockland County: Town of Stony Point, Village of Haverstraw, Village of Haverstraw, Town of Haverstraw, and Town of Clarkston.

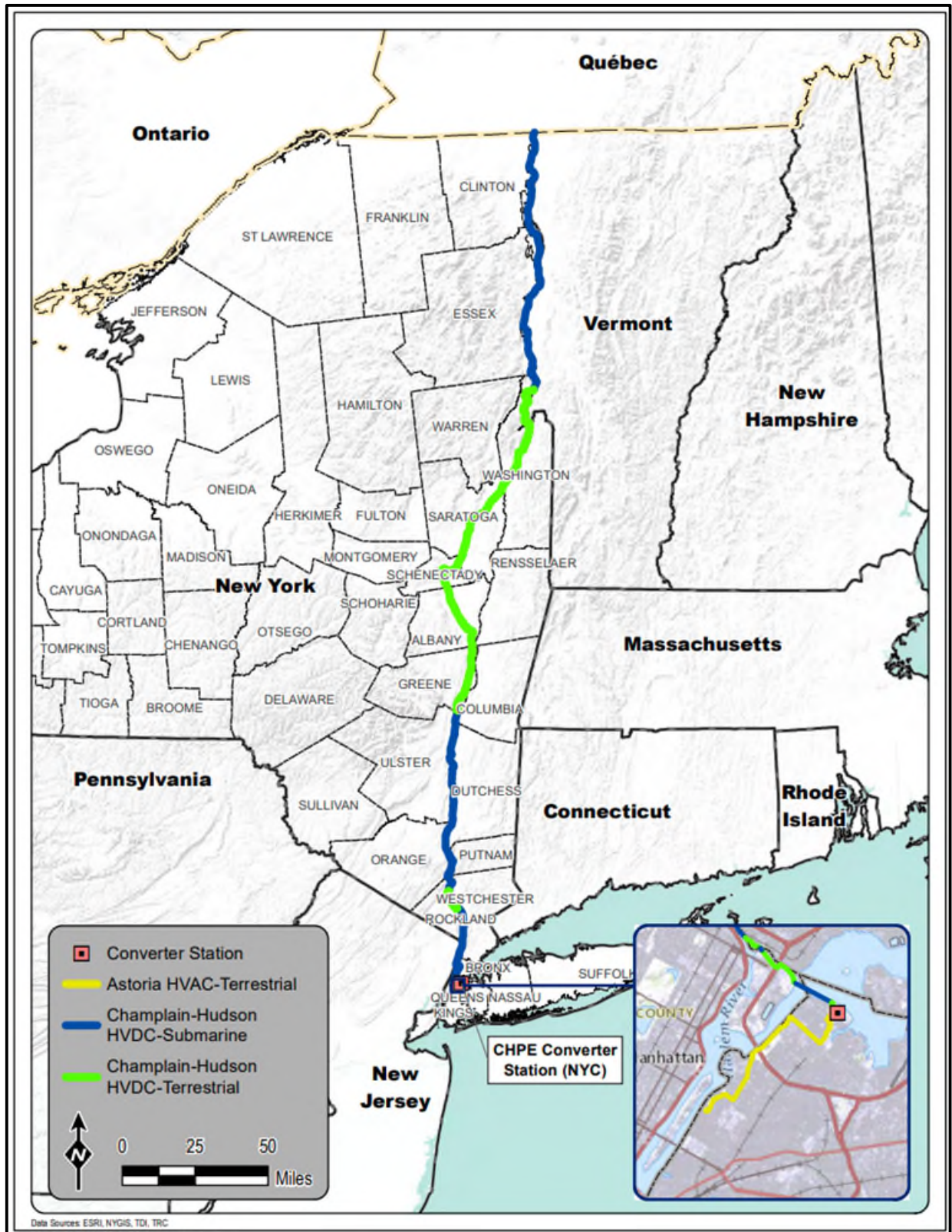


Figure 1: CHPE project route map.



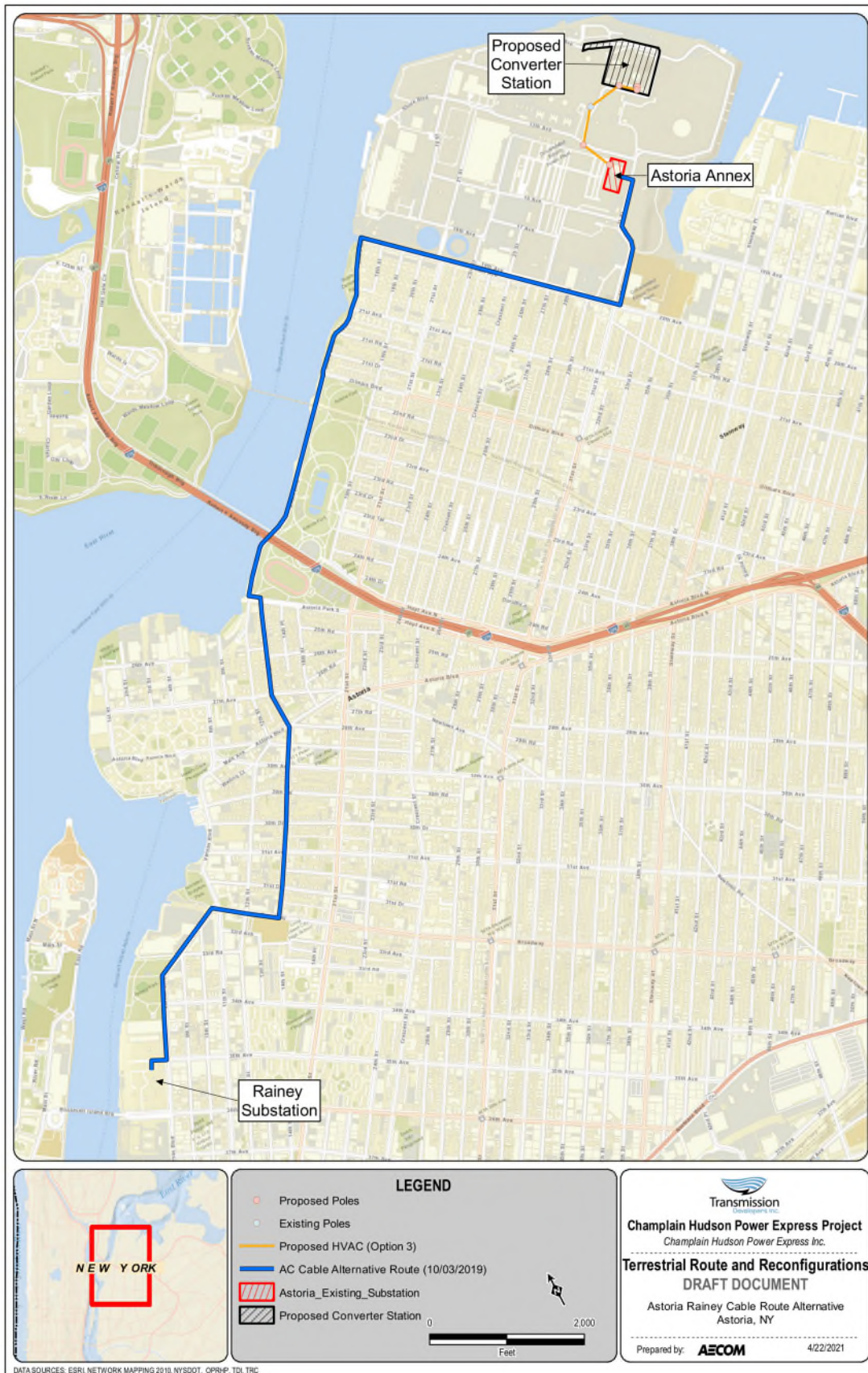


Figure 2: New York City: Astoria Annex.



## **2 Public Involvement Plan Overview:**

The Public Involvement Plan (PIP) is a living document and serves as a proposed set of actions, strategies, methodologies, and overarching timeline to guide the outreach process throughout construction and post-construction site restoration. The PIP will be updated annually through the Project entering commercial operation.

### **2.1 Public Involvement Goals:**

The goals of the construction-phase outreach program will be to:

- 1) Communicate information, proposed schedules and other matters to the public and stakeholders regarding Environmental Management and Construction Plans (EM&CPs) submitted for each segment of the line, as well as upcoming construction activities during the construction phase.
- 2) Provide a method for stakeholders to inquire and raise concerns with the project team.
- 3) Comply with Article VII public outreach requirements.

The term “stakeholders” includes a broad range of individuals and organizations including agencies and community groups with specific interests in renewable energy including elected and appointed officials, business and/or commercial entities, emergency responders, schools, transit companies, landowners (host and abutting), and others located within or having interests within the Project Area. This term also applies to members of the general public in the Project Area.

### **2.2 Public Involvement Team:**

The Public Involvement Plan will complement previous and ongoing outreach efforts. The Certificate Holder’s outreach will be supported by WSP and will include a number of project partners. Having a clear division of roles and responsibilities will maximize the Certificate Holders’ Outreach team communication efforts and provide consistency of messages and approach. The following highlights the delineation of major responsibilities:

- Public Outreach Program Oversight, Public Relations & Media Engagement - Certificate Holders
- Public Outreach Program – WSP, with support from the Certificate Holders
- Public Relations & Media Engagement along with oversight of Public Outreach Program – Certificate Holders
- Public Relations/Tech Support – Mower
- Press & Media Engagement – Risa Heller
- Regulatory Compliance – Young/Sommer LLC

### **2.3 Community Outreach Stages and Schedule:**

Outreach for the CHPE project will be ongoing and vary depending on the stage of the project, the geographic segment, and construction method. This project has been broken into multiple segments and will include overland and marine construction. See segments in Figure 3. Proposed outreach actions/strategies are presented below.

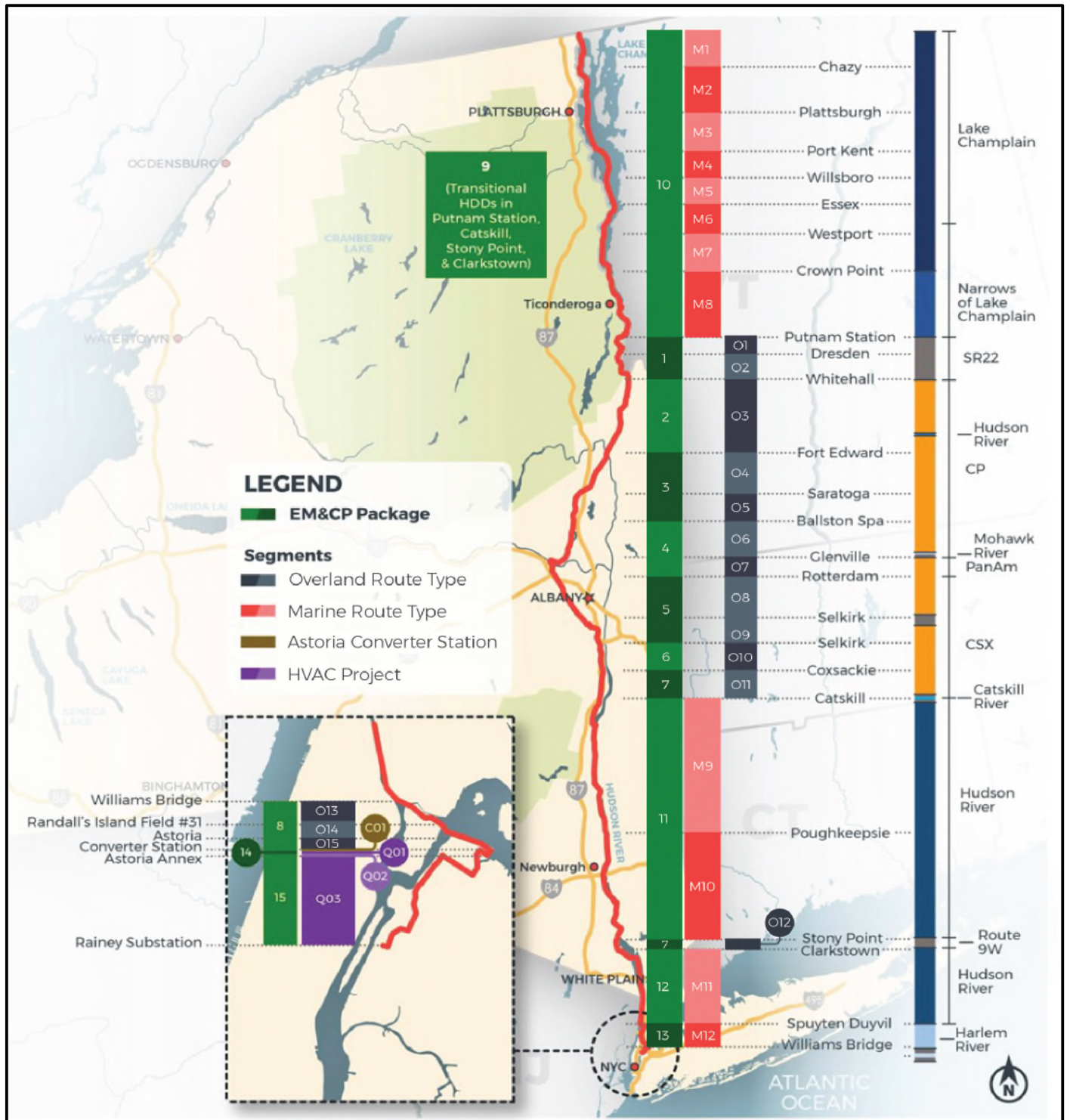


Figure 3: Project segments.

- Lake Champlain
  - Construction Expected: July 2023 – July 2024
  - In preparation for marine construction, outreach will be conducted at recreation centers, marinas, parks/visitors' centers, and ferry terminals. Flyers and signage will be posted to notify recreators of any potential access restrictions. Official notice of construction will be sent to mariners, local officials, and host/abutting property owners in the area, as well as relevant state and federal regulators. Although construction is on the New York side of Lake Champlain, outreach may also be conducted on the Vermont side since construction will likely be visible from both shorelines at times and construction may impact access to Vermont recreators.
  - Outreach Tactics: Meetings with all key elected officials and other stakeholders (as guided by elected officials), direct mail, flyers, text messaging, signage, and open house public meetings. Tactics described in more detail in section 3.
  - Outreach Anticipated: Q1 2023 – Q4 2024
  - Sequence of Outreach:
    - Pre-construction – Individual outreach to host property owners and meetings with local officials
    - Two weeks prior to site preparation - Official notice to mariners, local officials, and host/abutting property owners
    - Construction – Continued communication with community through outreach tactics as construction progresses
- Capital Region (Putnam Station to Catskill)
  - Construction Expected: November 2022 – August 2025
  - Overland construction is largely within railroad right of way in this corridor and traverses a variety of rural, residential, and industrial areas. Overland construction has the potential to impact roadways as deliveries and equipment may need traffic control, which could impede the normal flow of traffic.
  - Outreach Tactics: Meetings with key elected officials and stakeholders identified through meetings, direct mail, flyers, text messaging, doorhangers, variable message boards, public meetings. Tactics described in more detail in section 3.
  - Outreach Anticipated: Q4 2022 – Q4 2025
  - Sequence of Outreach:
    - Pre-construction – Individual outreach to host property owners and meetings with local officials
    - Two weeks prior to site preparation - Official notice to local officials and host/abutting property owners
    - Construction – Kick-off open house public meeting; continued communication with community through outreach tactics as construction progresses
- Upper Hudson River (Catskill to Stony Point)
  - Construction Expected: September 2023 – August 2025

- The Upper Hudson marine portion of this project has many marinas, docks, parks, recreational sites, and businesses along the river.
- Outreach Tactics: Direct mail, flyers, text messaging, signage. Tactics described in more detail in section 3
- Outreach Anticipated: Q3 2023 – Q4 2025
- Sequence of Outreach:
  - Pre-construction – Individual outreach to host property owners and meetings with local officials
  - Two weeks prior to site preparation - Official notice to mariners, local officials, and host/abutting property owners
  - Construction – Continued communication with community through outreach tactics as construction progresses
- Rockland County (Stony Point to Clarkstown)
  - Construction Expected: May 2023 – August 2025
  - As population density increases the closer the project is to New York City, it will be important to leverage relationships with local governments and community organizations to disseminate project messaging and updates. Overland construction in Rockland County will likely affect access to businesses and residences, as well as affect through traffic. In addition to notifying individual businesses and residences, communication channels through local government and business or neighborhood organizations will help relay project notifications and construction impacts, reaching a larger audience. The project will coordinate step-by-step with those stakeholders that have previously been involved in project development.
  - Outreach Tactics: Direct mail, flyers, text messaging, variable message boards, public meetings. Tactics described in more detail in section 3.
  - Outreach Anticipated: Q1 2023 – Q4 2025
  - Sequence of Outreach:
    - Pre-construction – Individual outreach to host property owners and meetings with local officials
    - Two weeks prior to site preparation - Official notice to local officials and host/abutting property owners
    - Construction – Kick-off open house public meeting; continued communication with community through outreach tactics as construction progresses
- Lower Hudson River (Clarkstown to New York City)
  - Construction Expected: September 2023 – July 2025
  - Communications to local marinas, parks, piers, businesses, and environmental groups will continue to play an important role in the project’s success as submarine construction begins in the Lower Hudson River.
  - Outreach Tactics: Direct mail, flyers, text messaging, signage. Tactics described in more detail in section 3.

- Outreach Anticipated: Q3 2023 – Q4 2025
- Sequence of Outreach:
  - Pre-construction – Individual outreach to host property owners and meetings with local officials
  - Two weeks prior to site preparation - Official notice to mariners, local officials, and host/abutting property owners
  - Construction – Continued communication with community through outreach tactics as construction progresses
- New York City (Harlem River, Randall’s Island, and Queens)
  - Construction Expected:
    - Harlem River – September 2023 - July 2025
    - Randall’s Island – June 2023 – January 2025
    - Queens – TBD
  - Overland construction on Randall’s Island will require close coordination with Randall’s Island Park Alliance and the New York City Department of Parks and Recreation. Communicating through their channels will be beneficial to provide construction updates and impacts to a wide audience.
  - Coordination and communication with businesses, docks, and marinas along the Harlem and East Rivers is crucial in a dense area such as this. Understanding the access needs of the businesses and waterways will help mitigate potential issues due to access constraints.
  - Overland construction in Astoria will require the use of direct mailers, signage, and flyers to notify businesses, residents, and passersby of upcoming construction impacts.
  - Outreach Tactics: Direct mail, flyers, text messaging, signage, social media, public meetings, variable message boards. Tactics described in more detail in section 3.
  - Sequence of Outreach:
    - Pre-construction – Individual outreach to host property owners and meetings with local officials
    - Two weeks prior to site preparation - Official notice to local officials and host/abutting property owners
    - Construction – Kick-off open house public meeting; continued communication with community through outreach tactics as construction progresses

### **3 Public Involvement Outreach:**

Throughout the lifespan of the CHPE design and construction project, the Certificate Holders’ Outreach team will create informational materials to be disseminated to the public during the course of public meetings or events, as well as on an as needed basis. Materials produced by the Certificate Holders’ Outreach team will include materials for the existing project website ([www.chpexpress.com](http://www.chpexpress.com)), project factsheets, project plans, and other materials deemed necessary by the project team with the Certificate

Holders' approval. Communication with affected communities will continue throughout construction as work progresses.

Materials will be translated into the most prevalently spoken languages in the community and will be translated into additional languages upon request.

### **3.1 Notices and Public Inquiries:**

Prior to beginning of construction within a segment, notification mailers will be sent to the following groups at least two weeks prior to the beginning of site preparation for construction:

- Local emergency personnel and local officials in the area where construction will occur
- Owners and occupants of properties within 100 feet of construction
- Public and private utilities within the construction area

In addition to mailed notification to property owners, local officials, and emergency personnel, a media release will be disseminated to local media and displayed in public places (post offices, community centers, libraries, bulletin board, etc.) no less than 2 weeks prior to the beginning of site preparation. If site work is delayed, additional notice will be provided to the public before site work resumes.

Notification materials will include a map of the construction zone, anticipate date for the start of construction, a statement that the facility is under the jurisdiction of the Public Service Commission, which may be contacted directly, and the following information for stakeholders to reach the project team:

- Toll-Free Phone Number
  - To provide the public and interested stakeholders with a direct line to the project, the Certificate Holders' Outreach team established a 1-800 number that will record calls and alert team members when a concern or comment is placed. The established number for the project is 1-800-991-CHPE (2473).
  - Messages received through the project toll-free number will be responded to within two business days. The voicemail box message acknowledges receipt of message.
- Project Email Address
  - To address comments and concerns from the public, the Certificate Holders' Outreach team has arranged for a project email address. The email account will receive public input and be accessible by members of the Public Involvement Team. The established project email address is [publicoutreach@chpexpress.com](mailto:publicoutreach@chpexpress.com). Inquiries, comments, or concerns sent to the Project Email Address will be responded to within two business days. An automated reply acknowledges receipt of message.
- Website
  - A comment form will be established on the project website. Comments, concerns, and general feedback submitted through the website form will be directed to the project email account listed above that will be checked regularly by the Public Involvement Team. The project webpage is <https://chpexpress.com/>.
  - Inquiries, comments, or concerns forwarded to Project Email Address from the website comment form will be responded to within two business days.
- Point of Contact

- Molly Hollister has been appointed as primary point of contact at WSP USA, One Pennsylvania Plaza, New York, New York 10119
  - Phone: 800-991-CHPE (2473)
  - Email: [publicoutreach@chpexpress.com](mailto:publicoutreach@chpexpress.com)
- Michelle L. Phillips, Secretary to the Commission, New York Department of Public Service
  - Phone: 518-474-4520
  - Email: [secretary@dps.ny.gov](mailto:secretary@dps.ny.gov)
- Robert Rosenthal, General Counsel, New York Department of Public Service
  - Phone: 518-474-2510
- Text Message Notification
  - The public will be able to sign up for text message notifications of construction activities in their specific region by opting in using a keyword that would add them to a notification list for their area.

Molly Hollister will be the point of contact overseeing the Certificate Holders' Outreach team members assigned to check the toll-free phone number and project email address daily. All website comments will be routed to Molly Hollister and WSP to address. WSP will be responsible for confirming receipt of the inquiry within two business days, routing it to the appropriate project team member for response, following up on a resolution, and logging the communication in the stakeholder database.

Communications with stakeholders will be logged in a database. This will include any inquiries or comments received via the toll-free number, project email, or website, as well as the project team's response and outgoing communication efforts, like construction notices. For complaints, a log will be maintained which lists at least the date of any complaint, identity and contact information for the complaining party, the date of the Certificate Holders' response, and a description of the outcome. Call logs will be maintained and reported to the DPS in accordance with the Article VIII Certificate. The Certificate Holders' Outreach team will do its best to address all claims, track responses, and make a best effort to resolve all complaints. However, resolution may not be possible in every circumstance.

### **3.2 Website Materials:**

To aid in public awareness of the CHPE project, the Certificate Holders' Outreach team will collaborate with the larger project team to develop relevant materials aimed at keeping the public and identified stakeholders apprised of project activities, both past and future. The website includes maps of the project area and the construction schedule.

Materials produced by the Certificate Holders' Outreach team will not be limited to informational materials.

### **3.3 Informational Pamphlets and Factsheets:**

Informational material will be developed by the Certificate Holders' Outreach team throughout the duration of construction. Project factsheets will be created by the team and will focus on the project at-large as well as project impacts/benefits at the local level when construction is set to take place in specific localities. Materials will include project contact information. Packets of informational material will be delivered to points of interest along the corridor, including libraries and other community



centers. Materials will be available in multiple languages based on most frequently used languages in the host community.

### **3.4 Flyers:**

Flyers will be developed to notify the public of upcoming construction. These flyers will be distributed to local marinas, bait and tackle shops, recreation facilities, libraries, post offices, community bulletin boards, and other public facilities to provide notice of construction. Applicable contact information will be included on the flyer.

### **3.5 Doorhangers:**

Doorhangers will be developed and printed for use in the field in the event contact needs to be made with a resident or business that cannot be reached by other methods. Notification materials can be attached directly to the doorhanger or a note may be written on them. Doorhangers will include applicable contact information.

### **3.6 Contact Cards:**

Contact cards, the size of a business card, will be developed and printed for use in the field. The contact cards will include the toll free number, project email address, and website for field personnel to distribute to the public if inquiries or concerns arise. All inquiries and concerns need to be routed to the Certificate Holders' Outreach team to be responded to and catalogued in accordance with Article VII.

### **3.7 Signage:**

Yard signs will be developed and printed with applicable contact information and will be placed at construction sites. These signs will provide an additional level of notification to the public and allow contact information to be easily accessed should public questions or concern arise.

### **3.8 Variable Message Boards:**

The Certificate Holders' Outreach team will work with the construction team to post variable message boards in advance of traffic impacts and in areas where ingress/egress may be affected.

### **3.9 Social Media:**

Social media will be used to increase awareness, promote the project, and provide construction updates and notifications. The Certificate Holders' Outreach team will have accounts and develop content for use on social media channels, such as Facebook, Instagram, and Twitter. The hashtag #CHPE will be used to make it easy for the public to find and engage with posts.

The Certificate Holders' Outreach team will identify related organizations, such as local municipalities and/or community organizations and request their participation in sharing the CHPE social media posts to increase reach.

## **4 Media:**

Due to the size and reach of the project, considerable media attention is expected throughout the project's construction phases. The project Certificate Holders' Outreach team will coordinate media requests and availability with the Certificate Holders.

#### **4.1 Media Opportunity Availability:**

The project Certificate Holders' Outreach team will accept media requests and work with the larger project team to determine the appropriate project representative to respond to media availability requests.

Media requests will be evaluated on a case-by-case basis by the Certificate Holders' Outreach team to determine if members from the larger project team need to be involved in the response to request.

### **5 Open House Public Meetings:**

The Certificate Holders' Outreach team will coordinate and support open house public meetings for the overland construction areas to re-acquaint the public with the project, provide a timeline of upcoming construction, and inform the local community about what to expect during construction. There will be a series of in-person meetings in an open house format with informational boards and collateral materials like project factsheets, as well as project team members available to talk to the public and answer questions about the project. An online virtual open house will be linked to the website with the same collateral available at the in-person open houses for members of the public who could not attend. Translators and translated materials will be provided for these meetings. Public meeting notifications will also include the opportunity for community members to request translators for their specific language need.

For each overland project Segment, CHPE will hold at least one public meeting in a community in or near the construction area for the convenience of the affected communities. Meetings will be advertised in local print and online outlets as well as through social media and municipal calendars.

#### **5.1 Meeting Coordination:**

To arrange and coordinate planned project public meetings, the Certificate Holders' Outreach team will book meeting venues, secure a virtual platform and manage all aspects of virtual meetings, advertise meetings in print and online, organize meeting materials, attend meetings to oversee and take notes, as well as work with the larger project team on relevant meeting aspects.

#### **5.2 Meeting Materials:**

Ahead of each public meeting, the Certificate Holders' Outreach team will develop meeting materials. Meeting materials will primarily include traditional meeting materials like sign-in sheets, comment cards, wayfinding signs, factsheets, and presentation boards, as applicable.

### **6 Reporting:**

The Certificate Holders' Outreach team will be responsible for regularly reporting public outreach activities to Certificate Holders on a monthly or as requested basis. The public involvement report will include information being tracked by each project partner supporting the public involvement plan.

A stakeholder management database will be used to log calls, complaints, and inquiries received from the toll-free phone number, email address, and website. Each correspondence will be logged listing the date of the inquiry, contact information for inquiring party, inquiry or complaint, and description of the outcome. The inquiry log will be made available to Certificate Holders upon DPS request. The Certificate Holders' Outreach team will notify Certificate Holders if a complaint cannot be resolved after reasonable

attempts, so Certificate Holders can report to DPS within the three business days, as required by the Certificate.

At the end of each year of construction, the Certificate Holders' Outreach team will provide a report of public outreach activities that year, as well as a look ahead for the next year, until the Facility reaches commercial operation.