


**APPENDIX I**  
**CASE 10-T-0189**  
**PUBLIC INVOLVEMENT PLAN**

# CHAMPLAIN HUDSON POWER EXPRESS (CHPE)



**CHPE**  
Champlain Hudson  
Power Express

**Bringing Renewable  
Power to New York**

**What to Expect**  
CHPE is entirely underground. Once completed,  
you'll never see it.

The flags you see mark the boundaries, not locations of  
buried cable. What you will see are crews working in the  
area, marking the public right-of-way to protect private  
property, and installing erosion control.

We will work safely and as quickly as possible to minimize  
any inconvenience. Thank you for your understanding  
during this process.

If you have any questions, please contact:  
(800) 991-CHPE (2473)  
publicoutreach@chpexpress.com



**Champlain Hudson  
Power Express**  
[www.chpexpress.com](http://www.chpexpress.com)

**PUBLIC INVOLVEMENT PLAN**  
**SEGMENT 10 ALBANY & GREENE COUNTY**  
**SEPTEMBER 25, 2023**

## REVISION HISTORY

Revision No.	Doc Section	Rev. Date	Rev. Description
01	All Text	03/24/22	Complete Draft
02	All Text	04/04/22	Review Comments Update
03	All Text	04/05/22	Finalizing Draft
04	All Text	06/09/22	DPS Comments Update
05	All Text	06/15/22	Review Comments Update
06	1	08/08/22	Review Comments Update
07	3	08/15/22	Review Comments Update
08	2.3	09/15/22	Revised Construction Dates
09	All Text	11/22/22	Review Comments Update
10	All Text	03/23/23	Review Comments Update
11	All Text	09/25/23	Review Comments Update

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# 1 Project Overview

The Champlain Hudson Power Express (CHPE) is a renewable energy transmission project that will deliver clean power to the New York City 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 supply power to Quebec sections. CHPE will also provide significant economic benefits to The Empire State, including an estimated \$1.7 billion in tax revenue for local municipalities.

CHPE will construct the high voltage direct current (HVDC) transmission line (two 400kV cables with a fiber optic cable) 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, and 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. CHPE will place the HVDC transmission line underground in both the marine and overland alignments. In addition to the transmission line, CHPE will construct an 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). CHPE will construct the Converter Station and HVAC system 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, Town of Fort Edward 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 West Haverstraw, Town of Haverstraw, and Town of Clarkstown.

- **Bronx County:** Bronx
- **New York County:** Manhattan
- **Queens County:** Queens

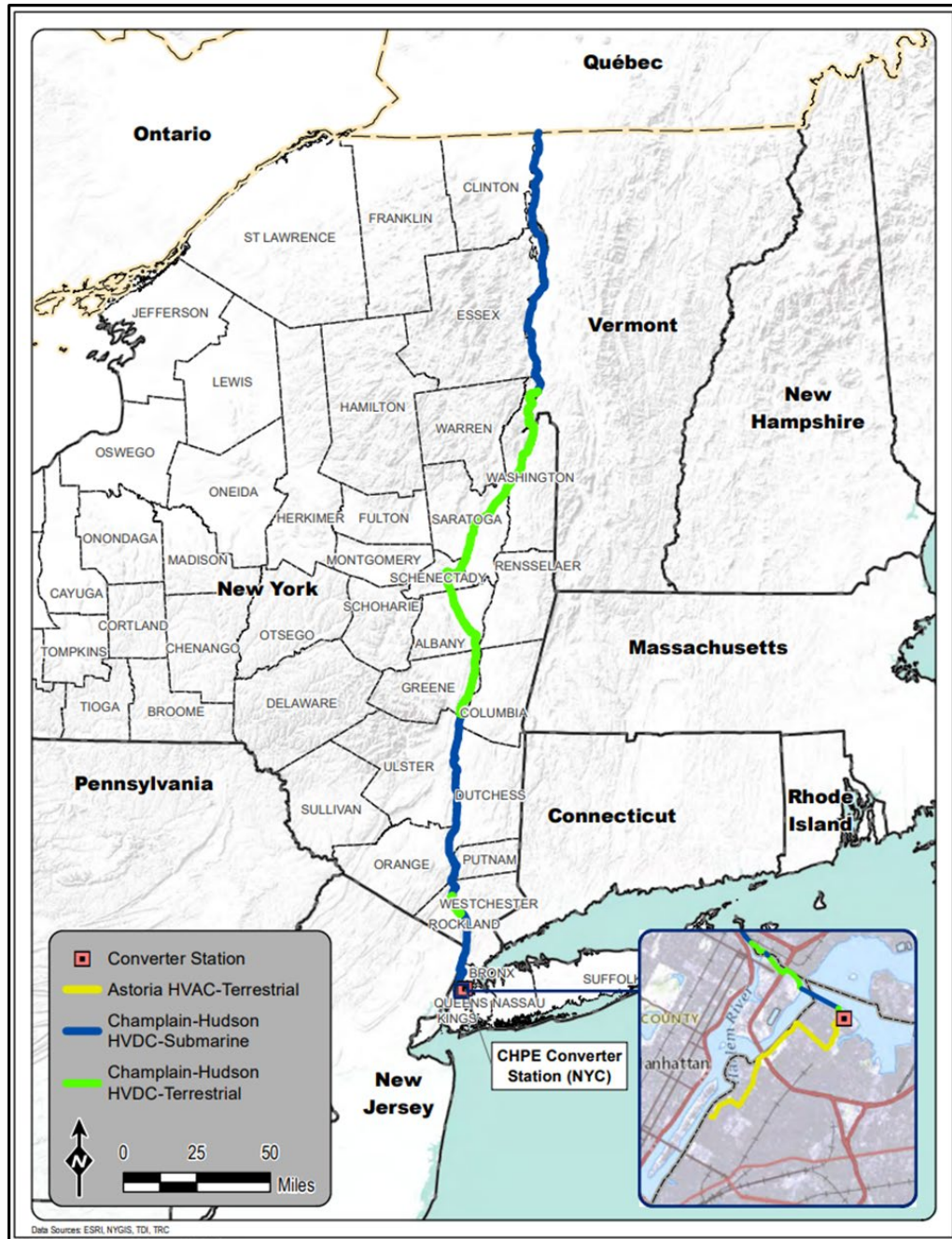


Figure 1 CHPE Project Route Map.

Figure 1. Segments 13-15 Regional Location Map



**CHPE EM&CP**

Bronx, New York, and Queens County,  
New York

— Segment 13-15



0 500 1,000  
Feet

EDR

Prepared July 25, 2023  
Basemap: Esri "World Topographic Map" map service

Figure 2 Segments 13-15



## **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. CHPE will update the PIP throughout the project entering commercial operation.

CHPE has developed The Public Involvement Plan to encourage public awareness and understanding of the CHPE project. The overall goal of the PIP is to promote two-way communication between the project and residents, public officials, and business owners in each affected community.

The PIP provides an overall framework for conducting a comprehensive and effective information exchange throughout the project. However, the framework is also flexible, scalable, and customizable, to meet the specific communication needs most effectively of each affected community. The PIP can also be modified based on suggestions from community members and officials.

CHPE has included specific public outreach activities and affected stakeholders for this segment, as well as a public meeting and notification information Attachment 1 at the end of this document.

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

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

- Communicate information, proposed schedules, and other matters to the public and stakeholders regarding Environmental Management and Construction Plans (EM&CPs) submitted for each segment and upcoming construction activities during the construction phase.
- Keep residents and officials in affected communities, local stakeholders, and interest groups; and the news media informed promptly of significant project activities.
- Provide a method for stakeholders to inquire and raise concerns with the project team.
- Work to create and maintain, through an active Public Involvement plan, a climate of understanding and trust aimed at providing information and responding to concerns promptly.
- 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 owners, 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 the general public in the Project Area.

## 2.2 Public Involvement Team:

The Public Involvement Plan will complement previous and ongoing outreach efforts by the Certificate Holder, CHPE LLC. WSP will support CHPE’s Outreach and include several project partners. WSP is one of the world's leading engineering, environmental, and professional services firms comprised of engineers, planners, technical experts, construction managers, and communications and public involvement professionals. A clear division of roles and responsibilities will maximize CHPE’s Outreach team communication efforts and provide consistency of messages and approach. The following highlights the delineation of primary responsibilities:

- Public Outreach Program Oversight, Public Relations & Media Engagement - CHPE LLC
- Public Outreach Program – WSP, with support from CHPE LLC
- Public Relations & Media Engagement along with oversight of Public Outreach Program – CHPE LLC
- 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 be adjusted depending on the stage of the project, the geographic segment, and the construction method. This project has been broken into multiple segments and will include overland and marine construction.

Design Package	Construction Segment	Route Detail, ROW Owner	Miles	PSC Status	Target NTP Date
1A / 1B	1 / 2	Putnam to Dresden (1A) Dresden to Whitehall (1B) Road ROW	17.8	Approved	Ryder: 12/9/22 (LNTP) 1A/1B: 2/27/23
3, 5B, 6	Laydown Yard	3 Laydown Yards	N/A	Approved	Ft Edward: 3/22/23 Bethlehem: 4/27/23 Coxsackie: 4/6/23
5A / 5B	8 / 9	Rotterdam to Bethlehem (5A) Selkirk Bypass (5B) CSX ROW	22.3	Approved	7/5/2023
1C / 2	3	Whitehall to Fort Ann (1C) Fort Ann to Kingsbury (2) CP / Old Route	4 20.8	Approved	5/22/2023

7A	11	Catskill to Germantown CSX ROW	8.6	Under Review	8/31/2023
3	4-5	Kingsbury to Milton CP / Old Route 4	26.5	Under Review	8/31/2023
7B	12	Stony Point to Haverstraw Rockland Route 9W	7.6	Under Review	8/31/2023
4A / 4B	6 / 7	Milton to Ballston - CP / Old Route 4 (4A) Ballston to Schenectady / Rotterdam - PanAm (4B)	19.8	Under Review	9/28/2023
8	13 -15	Randall's Island, HRY, Astoria	2.1	Under Review	9/28/2023
6	10	Ravena to Catskill CSX RR ROW	20.9	Under Review	10/26/2023
<b>Marine</b>					
9	16	Hudson / Stony Point Transitional HDD	N/A	Approved	5/16/2023
10	17	Other Transitional HDDs	N/A	Approved	
11A	18A	Lake Champlain (Pre-Lay Mattressing)	N/A	Approved	8/1/2023
12	19A	Hudson River (Pre-Lay Mattressing)	N/A	Under Review	9/28/2023
11B	18B	Lake Champlain	96.8	Pending Submittal	5/1/2024
13 / 14	19B/20/21?	Hudson & Harlem Rivers	95.3	Pending Submittal	7/10/2024
<b>NYC/HVAC</b>					
	22	Converter Station	N/A	Approved	6/1/2023
	23	ARC / AC Interconnection	3	Pending Submittal	5/1/2024
	22 ?	Astoria Annex Expansion	N/A	Pending Submittal	8/1/2024

**Figure 3: Overland and Marine Segments/Packages: Project Construction and Sequencing and**

*Scheduling 7/15/2023*

## **Lake Champlain**

Construction Expected: Spring, 2023 – Summer 2024

Outreach Anticipated: Q1 2023 – Q4 2024

Before the start of construction, CHPE will conduct Outreach at recreation centers, marinas, parks/visitors' centers, and ferry terminals. CHPE will post flyers and signage to notify recreators of potential access restrictions. CHPE will send official notice of construction to mariners, local officials, host/abutting property owners in the area, and 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, and signage. Tactics are described in more detail in section 3.

### **Sequence of Outreach:**

Pre-construction: Outreach to property owners and affected stakeholders; virtual meetings with local officials; Any required notifications sent according to regulations as outlined in Section 3.1.

Construction – Continued communication with the community through outreach tactics as construction progresses

## **Capital Region (Putnam Station to Catskill)**

Construction Expected: Fall, 2022 – Summer, 2025

Outreach Anticipated: Q4 2022 – Q4 2025

Overland construction is primarily within railroad right of way in this corridor and traverses various 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, door hangers, variable message boards, and public meetings. Tactics are 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 before site preparation – Official notice to local officials and host/abutting property owners.

Construction – Kick-off open house public meeting; continued communication with the community through outreach tactics as construction progresses.

### **Upper Hudson River (Catskill to Stony Point)**

Construction Expected: Summer, 2023 – Summer, 2025

Outreach Anticipated: Q1 2023 – Q4 2025

This project's Upper Hudson marine portion 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

#### **Sequence of Outreach:**

Pre-construction – Individual Outreach to host property owners and meetings with local officials.

Two weeks before site preparation – Official notice to mariners, local officials, and host/abutting property owners.

Construction – Continued communication with the community through outreach tactics as construction progresses.

### **Rockland County (Stony Point to Clarkstown)**

Construction Expected: Summer, 2023 – Summer, 2025

Outreach Anticipated: Q1 2023 – Q4 2025

As population density increases, the closer the project is to New York City, it will be essential to leverage relationships with local governments and community organizations to disseminate project messaging and updates. Overland construction in Rockland County will likely affect local traffic and access to businesses and residences. In addition to notifying individual businesses and homes, 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 are described in more detail in section 3.

**Sequence of Outreach:**

Pre-construction – Individual Outreach to host property owners and virtual meetings with local officials.

Two weeks before site preparation – Official notice to local officials and host/abutting property owners.

Construction – Kick-off open house public meeting; continued communication with the community through outreach tactics as construction progresses.

**Lower Hudson River and Harlem River (Clarkstown to New York City)**

Construction Expected: Summer, 2024 – Summer, 2026

Outreach Anticipated: Q1 2024 – Q4 2026

Communications to local marinas, parks, piers, businesses, and environmental groups will continue to play an essential role in the project's success as submarine construction begins in the Lower Hudson River.

Outreach Tactics: Direct mail, flyers, text messaging, signage. Tactics are 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 before site preparation – Official notice to mariners, local officials, and host/abutting property owners.

Construction – Continued communication with the community through outreach tactics as construction progresses.

**New York City (Randall's Island and Queens)**

Construction Expected:

Harlem River – Summer, 2024 – Fall, 2025

Randall's Island – Fall, 2023 – Fall, 2024

Queens – Spring, 2023 – Spring, 2025

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 broad audience.

Coordination and communication with businesses, docks, and marinas along the Harlem and East Rivers are crucial in a dense area. Understanding the access needs of the businesses and waterways will help mitigate potential issues due to access constraints.

Overland construction in Astoria will require 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 are 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 before site preparation – Official notice to local officials and host/abutting property owners.

Construction – Kick-off open house public meeting; continued communication with the community through outreach tactics as construction progresses.

## **3 Public Involvement Outreach:**

Throughout the project design and construction project, the Certificate Holders' Outreach team will create informational materials to be disseminated to the public during public meetings and events and as needed. Materials produced by the Certificate Holders' Outreach team will include materials for the existing project website [www.chpexpress.com](http://www.chpexpress.com) and project factsheets, project plans, and other materials deemed necessary by the project team with the Certificate Holders' approval. In addition, communication with affected communities will continue throughout construction as work progresses.

CHPE will translate materials into the most prevalently spoken languages in the community and additional languages as needed and upon request. In addition, virtual and in-person meetings have been held with officials to introduce the project, discuss the route through affected communities, answer questions and establish ongoing communication between municipalities and the project.

A total of nine virtual meetings have been held, with 59 local officials participating.

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

Before beginning construction within a segment, CHPE will mail notifications to the following groups at least two weeks before 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 notifications to property owners, local officials, and emergency personnel listed in Attachment 1, notices will be posted in local media and displayed in public places also listed in Attachment 1. (Post offices, community centers, libraries, and bulletin boards) no less than two weeks before the beginning of site preparation. If site work is delayed significantly, CHPE will provide additional notice to the public before site work resumes. Notification materials will include a map of the construction zone, an anticipated date for the start of construction, a statement that the Facility is under the jurisdiction of the Public Service Commission and which residents and stakeholders can contact directly, and the following information for stakeholders to inquire or express a concern about the project:

### **3.1.1 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 that they have received a concern or comment. The established number for the project is 1-800-991-CHPE (2473).

CHPE will respond to messages received through the toll-free project number will be responded to within two business days. The voicemail box message acknowledges receipt of the message.

### **3.1.2 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). CHPE will respond to inquiries, comments, or concerns sent to the Project Email Address will be responded to within two business days. An automated reply acknowledges receipt of the message.

### **3.1.3 Website**

CHPE will establish a comment form on the project website. CHPE will direct comments, concerns, and general feedback submitted through the website form to the project email account listed above, which will be checked regularly by the Public Outreach Team. The project webpage is <https://chpexpress.com/>

The website will include a form for visitors to sign up for email, text and USPS mail updates and alerts regarding the project.

CHPE will respond to inquiries, comments, or concerns forwarded to Project Email Address from the website comment form within two business days.



### **3.1.4 Points of Contact**

CHPE has appointed Molly Hollister as the primary point of contact for the Project.

**CHPE:** Molly Hollister

WSP USA, One Pennsylvania Plaza, New York, New York 10119

Phone: 800-991-CHPE (2473)

Email: [publicoutreach@chpexpress.com](mailto:publicoutreach@chpexpress.com)

**DPS:** 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)

**DPS:** Matthew Smith

Office of Electric, Gas and Water, New York State Department of Public Service,  
Three Empire State Plaza, Albany, NY 12223

Phone: (518)474-8702

Email: [Matthew.Smith@dps.ny.gov](mailto:Matthew.Smith@dps.ny.gov).

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

CHPE will log communications with stakeholders in a database. The database will include any inquiries or comments received via the toll-free number, project email, or website and the project team's response and outgoing communication efforts, like construction notices. For complaints, CHPE will maintain a log that 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.

### **3.1.5 Test Message Alerts**

CHPE will coordinate with NYS DOT and NY511.gov to provide to allow the public to sign up for text message notifications of construction activities in their region.

### **3.1.6 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 to keep the public and identified stakeholders apprised of project activities, both past, and future. The website includes maps of the project area, construction schedule, and complaint resolution procedures.

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

### **3.1.7 Informational Pamphlets and Factsheets:**

The Certificate Holders' Outreach team will develop informational material throughout construction. A project factsheet has been created that explains the entire project and its impacts and benefits at the local level. It also includes project contact information, as well as how to file a complaint or concern with the Department of Public Service, and Frequently Asked Questions from the public about how construction will proceed. In addition, CHPE will deliver informational materials to points of interest along the corridor, including libraries and other community centers. Materials will be available in multiple languages based on the most frequently used languages in the host community. All materials will be posted on the CHPE website.

CHPE will develop flyers to notify the public of upcoming construction. Based on the needs of specific project segments and communities within the segment, 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. Flyers will include CHPE contact information as well as how to file a complaint or concern with the Department of Public Service.

### **3.1.8 Doorhangers:**

CHPE will develop door hangers for use in the field if contact needs to be made with a resident or business that other methods cannot reach. The Outreach Team can attach notification materials and a written note on the door hanger. Doorhangers will include applicable contact information, including how to file a complaint with the NYS Department of Public Service.

### **3.1.9 Contact Cards:**

Contact cards, the business card size, 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 cataloged in accordance with Article VII.

### **3.1.10 Signage:**

CHPS will develop and print yard signs with applicable contact information and place them at construction sites. These signs will provide additional notice to the public and allow contact information to be easily accessed should questions or concerns arise.

### **3.1.11 Variable Message Boards:**

As necessary, 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.

### **3.1.12 Social Media:**

CHPE will use social media 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 like Facebook, Instagram, and Twitter. In addition, CHPE will use the hashtag #CHPE 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 community organizations, and request their participation in sharing the CHPE social media posts to increase reach.

### **3.1.14 Document Repositories**

CHPE will maintain printed document repositories at local libraries. The materials may be viewed during regular business hours. See Attachment 1 for locations. All documents will also be posted on the project website, [www.chpexpress.com](http://www.chpexpress.com)

## **4 Media**

Due to the size and reach of the project, CHPE anticipates considerable media attention 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 case-by-case by the Certificate Holders' Outreach team to determine if members from the larger project team need to be involved in the response.

## **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, collateral materials like project factsheets, and project team members available to talk to the public and answer questions about the project.

In addition, CHPE will link an online virtual open house to the website and post the same materials and presentations available at the in-person open houses for members of the public who could not attend. CHPE will provide translators and translated materials for these meetings as necessary.

Public meeting notifications will also allow community members to request translators for their specific language needs. All open house materials will include CHPE contact information, how to file a complaint or concern with the State Department of Public Service and the process and timeline for how the inquiry will be addressed.

For each overland project Segment, CHPE will hold at least one public meeting at a location convenient to residents of the affected communities. In addition, CHPE will advertise meetings in local print and online outlets, social media, and municipal calendars. Stakeholders and affected landowners be sent an invitation to the Open House.

### **5.1 Meeting Coordination**

The Certificate Holders' Outreach team will arrange for 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.

CHPE will include a meeting invitation with the notification mailing to affected landowners and interested stakeholders and post the invitation in public places.

### **5.2 Meeting Materials**

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

## **6 Complaint Resolution and Reporting:**

CHPE will use a stakeholder management database to log calls, complaints, and inquiries received from the toll-free phone number, email address, and website, as outlined in Section 3.1. CHPE will log each correspondence listing the date of the inquiry, contact information for inquiring party, question 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 they cannot resolve a complaint after reasonable attempts, so Certificate Holders can report to DPS within three business days, as required by the Certificate.

The Certificate Holders' Outreach team will do its best to address all claims, track responses, and make the best effort to resolve all complaints. However, a resolution may not be possible in every circumstance.

The Certificate Holders' Outreach team has begun to report public outreach activities to Certificate Holders monthly or as requested for submission to the DPS Project Manager. The public involvement report will include information tracked by each project partner supporting the public involvement plan. In addition, 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 and any concerns that might arise during construction.

## ATTACHMENT 1 Targeted Public Outreach and Complaint Resolution Plan

### Summary

The purpose of the Public Involvement Plan for CHPE Segment 10 is to increase public understanding of the project; keep residents, stakeholders and public officials informed of planning, construction and restoration activities, schedules and resolve any complaints that may arise.

### Relevant Geographic and Demographic Context

This segment includes the Towns of Bethlehem and Coeymans in Albany County and the Greene County Towns of New Baltimore, Coxsackie, Athens and Catskill. It begins at the North in Bethlehem, a popular Albany area suburb, with desirable schools, open spaces and an easy commute to and from the City of Albany. Moving south from the Village of Delmar, Bethlehem transitions from suburban to the more rural and the ex urban Towns of Coeymans, New Baltimore and Coxsackie. These towns have lower population densities and income levels, fewer local employment opportunities and more moderate home values.

Historically, the local economy in these communities has centered on producing raw construction materials including, quarried limestone, bricks and cement. The cement from the Hudson Valley region (known as Rosendale Cement) was used for decades in New York City construction including the Brooklyn Bridge, Federal Hall and base of the Statue of Liberty. Growth at the Port of Coeymans is ongoing with an eye towards becoming a transportation hub for renewable energy infrastructure. General Electric recently announced plans to build wind turbine parts at the Port, a project with the potential for 900 new jobs. Moving further south, the commute to Albany increases and the centers of commerce, government and healthcare shifts to the Towns of Athens and Catskill in Greene County.

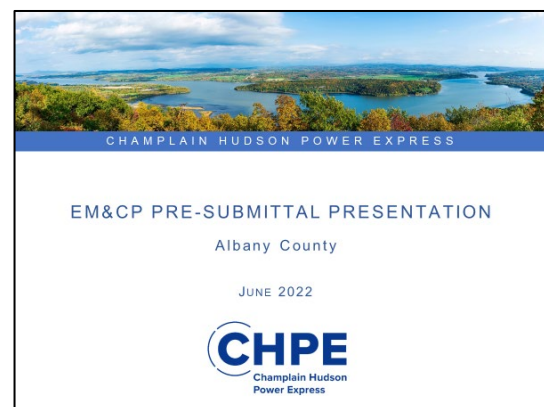
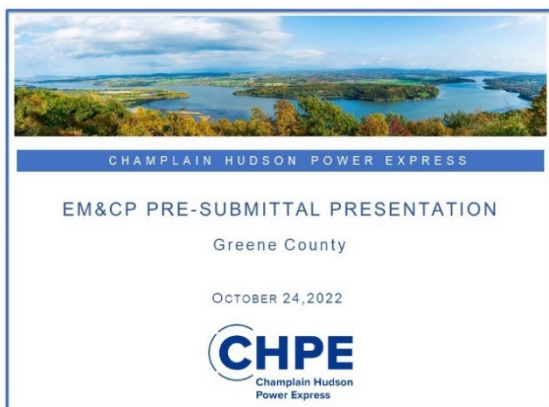
2020 US CENSUS	Bethlehem	Coeymans	Coxsackie	Athens	Catskill
Total Population	35,034	7,256	8,384	3,991	11,459
Total Households	14,532	3,135	2,228	1,603	4,792
Population by square mile	686	144	141	147	194
White	90.70%	93.8%	75.5%*	95.8%	88.2%
Black	2.5%	2.5%	19.5%*	2.2%	5.6%
Hispanic	3.1%	1.1%	8.9%*	1.1%	4.4%
Asian	4.2%	0.9%	0.7%	0.3%	1.2%

Owner-occupied housing	72%	73.7%	68.9%	76.1%	70.3%
Median Housing Value	\$287,000	\$189,400	\$191,000	\$201,00	\$180,800
Households with a computer	96.4%	94.2%	86.7%	93%	89%
High School Graduate	97.3%	88.5%	85.9%	89%	87%
Mean travel time to work	21.4 Mins	36 mins	28.5 mins	27 mins	26 mins
Median HH income	\$105,672	\$69,557	\$64,400	\$43,672	\$52,100
Persons in poverty	4.7%	8.8%	8.8%	8.97%	12.1%

Note: Town of Coxsackie includes two State Correctional Facilities with a significant Black and Hispanic inmate population. The US Census counts inmates in the locality where they are incarcerated.

### Public Outreach Overview

CHPE will continue to conduct its proactive outreach program to keep area residents and stakeholders informed about the project’s progress and respond to any questions or concerns they might have before, during, and after construction. The CHPE public outreach plan aims to foster communication and build trust between host communities and CHPE and its contractors. In addition, CHPE recognizes the important, historical character of the community and the public’s hopes, concerns, and desires for future development.



**Pre-EM&CP Submittal Presentations were made to County and Town Officials in Albany on June 22, 2022, and Greene County on October 24, 2022**

CHPE will continue to conduct ongoing communication and close coordination with local officials and stakeholders at every step of development, permitting, pre-construction, construction, and restoration. For the past several years, CHPE has closely consulted with County, Town and Village officials to develop a cutting-edge renewable energy project that also benefits the local host communities.

- Before the start of construction, CHPE will mail to local officials and stakeholders, post in community locations, disseminate to local media and provide constituent service personnel in the regional offices of State and Federal officials notifications required by the permit.
- Before the start of construction, CHPE will conduct a community open house to provide construction information concerns, distribute project and PSC contact information and answer questions from residents, stakeholders, and business owners.
- CHPE will distribute informational materials with the project, and Public Service Commission contact information will be distributed to Catskill area municipal offices, libraries, and schools.
- CHPE will provide signage where needed along the route and door hangers to alert area residents, drivers, and business owners to any potential impacts to traffic.
- CHPE will collaborate closely with the all school districts within the segment, Mid Hudson ARC, Questar III BOCES, and The Capital District Transportation Authority and Greene County Transit to minimize any impact on public and student transportation schedules.
- CHPE will coordinate with NY511 and NY ALERT to provide text message alerts regarding any significant traffic impacts.
- CHPE will coordinate with business owners, especially those involved with tourism, boating and fishing, to minimize project impacts during busy tourist and recreational seasons and events.
- CHPE will establish easily accessible document repositories pertinent project information available, including but not limited to the Environmental Management and Construction Plan and Appendixes, studies, reports, meeting presentation materials, fact sheets, and Frequently Asked Questions. CHPE has identified potential repositories in the stakeholder list that follows. CHPE has already established a repository on its website: [www.chpexpress.com](http://www.chpexpress.com)



## Outreach to County, Town and Village Officials

CHPE will continue its ongoing communication with municipalities and local public authorities throughout planning, design, construction and restoration. Project representatives will be available to answer questions and address concerns.

STAKEHOLDER OUTREACH			
ALBANY COUNTY	County Executive	Dan McCoy	518 765-2811
	Public Works Commissioner	Lisa Ramundo	(518) 765-2055
	County Hwy Mgr.	Robert Travis	(518) 756-2811
	County Sheriff	Craig Apple	(518) 487-5440
CITY OF ALBANY WATER BOARD	Chairman	Charles G. Houghton, III	518-434-5300
	Deputy Commissioner	William Simcoe, P.E.	518-434-5300
TOWN OF BETHLEHEM	Supervisor	David VanLuven	518-439-4955, ext. 1164
	Highway Superintendent	Marc Dorsey	518-439-4955, ext. 1501
	Public Works Commissioner	George Kansas	518-439-4955, ext. 1137
	Chief of Police	Gina Cocchiara	518-439-4955, ext. 1206
	Emergency Mgt Director	John Brennan	518-439-4955, ext. 1166
TOWN OF COEYMANS	Supervisor	George D. McHugh	(518) 756-6006 <a href="mailto:gmchugh@coeymans.org">gmchugh@coeymans.org</a>
	Town Clerk	Candace McHugh	<a href="mailto:townclerk@coeymans.org">townclerk@coeymans.org</a>
GREENE COUNTY	Administrator	Shaun S. Grodin	518 719-3270
	Highway Superintendent	Scott R. Templeton	518 943-4600
	Sheriff	Peter J. Kusminsky	518 943-3300
TOWN OF NEW BALTIMORE	Supervisor	Jeff Ruso	<a href="mailto:jruso@townofnewbaltimore.org">jruso@townofnewbaltimore.org</a> (518) 756-9636

	Town Clerk	Barbara Finke	<a href="mailto:clerk@townofnewbaltimore.org">clerk@townofnewbaltimore.org</a>
	Highway Superintendent	Alan VanWormer	<a href="mailto:highway@townofnewbaltimore.org">highway@townofnewbaltimore.org</a> 518-756-2078
TOWN OF COXSACKIE	Supervisor	Richard Hanse	(518) 731-2727 <a href="mailto:Rhanse@coxsackie.org">Rhanse@coxsackie.org</a>
	Highway Superintendent	Larry Ross	<a href="mailto:lross@coxsackie.org">lross@coxsackie.org</a>
	Town Clerk	Bambi Hotaling	<a href="mailto:clerk@coxsackie.org">clerk@coxsackie.org</a>
TOWN OF CATSKILL	Supervisor	Dale Finch	518 943-2141
	Highway Superintendent	Shawn Beers	518 943-3591
	Town Clerk	Elizabeth Rizzo	518 943-2141
TOWN OF ATHENS	Supervisor	Michael Pirrone	518 945-1300
	Highway Superintendent	John J. Farrell	518 945-1299
	Town Clerk	Linda Stacey	518 945-1052
<b>Outreach to School Districts</b>	CHPE will contact school districts prior to the start of construction and provide project and PSC contact information; CHPE will keep districts informed of any changes in construction schedules that might impact their transportation operations.		
BETHLEHEM CSD	Superintendent	Jody Monroe	<a href="mailto:jmonroe@bethlehemschools.org">jmonroe@bethlehemschools.org</a> (518) 439-7481

	Transportation Director	Karim Johnson	<a href="mailto:kjohnson@bethlehemschools.org">kjohnson@bethlehemschools.org</a> 518-439-3830
RAVENA-COEYMANS-SELKIRK CSD	Superintendent	Dr. Brian Bailey	(518) 756-5200, ext. 6003 <a href="mailto:bbailey@rcscsd.org">bbailey@rcscsd.org</a>
	Transportation Director	Craig Lipps	(518) 756-5241 <a href="mailto:clipps@rcscsd.org">clipps@rcscsd.org</a>
COXSACKIE-ATHENS CSD	Superintendent	Randall Squier	518-731-1710 <a href="mailto:squierr@cacsd.org">squierr@cacsd.org</a>
	Transportation Director	Theodore Nugent	(518)731-1732 <a href="mailto:nugentt@cacsd.org">nugentt@cacsd.org</a>
CATSKILL CSD	Superintendent	Melissa Barrow	518 943-4696
	Transportation Director	William Muirhead	518 943-0574
QUESTAR III BOCES	Transportation Director		518 479-6993
<b>OUTREACH TO FIRE AND EMERGENCY MANAGEMENT AGENCIES</b>	CHPE will contact Fire, EMS and homeland security agencies prior to the start of construction will be kept informed of any changes in construction and schedules.		
ALBANY COUNTY	County Emergency Management	Director	518) 720-8025
	County Emergency Medical Services	Director	(518) 655-7846
	County Fire Coordination Office	Director	518 720-8028

DELMAR FIRE DEPARTMENT	Chief		518-475-7310
VILLAGE OF RAVENA FD	Chief	Kevin Phillips	(518) 756-2089
COEYMANS FIRE DEPARTMENT	Chief		(518) 756-2027
COEYMANS-HOLLOW FIRE DEPT	Chief		(518) 756-6310
SELKIRK FD	Main Office		(518)767-0010
	Selkirk FD Station #3	So. Bethlehem	(518)767-9141
GREENE COUNTY	Emergency Services Director	John Farrell	518 622-3643
GREENE CO. EMERGENCY MEDICAL SERVICES			518 755-1795
CATSKILL AMBULANCE	Captain	George June	518 943-1580
CATSKILL FIRE DEPARTMENT	Chief	John Holt	518 943-2520
ATHENS FIRE DEPT	Chief		518 945-2599
LEEDS FIRE DEPARTMENT	Chief		518-943-2918
KISKATOM FIRE DEPARTMENT	Chief		(518) 678-9986
NEW YORK STATE			
NYS DEC CONSERVATION OFFICERS	Captain	Tom Caifa	518 357-2047
NEW YORK STATE POLICE	Troop F	Zone 3	518 622-8600

<b>OUTEACH TO PUBLIC TRANSPORTATION AGENCIES</b>	CHPE will contact public transportation agencies prior to the start of construction and inform them of any changes in construction schedules that may impact their customers and clients.		
CAPITAL DISTRICT TRANSPORTATION AUTHORITY	Vice President of Operations	Lance Zarcone	518-437-8300
ALBANY COUNTY OFFICE FOR THE AGING	Transportation Coordinator		(518) 447-7177
ALBANY ARC	Transportation Coordinator		(518) 793-4204
GREENE COUNTY OFFICE FOR THE AGING	Transportation Director		(518) 719-3555
MID-HUDSON ARC	Transportation Coordinator		(800) 324-8272
GREENE COUNTY TRANSIT	Dispatch		(518) 943-3625
<b>PUBLIC NOTICE LOCATIONS AND INFORMATIONAL MATERIALS</b>	CHPE will post required public notices posted two weeks prior to the start of construction and make informational materials and contact information available at the following locations.		
	Ravena Community Library		
	DR Everts Library Athens		

	Hermance Memorial Library, Cossackie		
	Catskill Free Library		
	Bethlehem YMCA		
	Bethlehem Public Library		
<b>PRE-CONSTRUCTION OPEN HOUSE LOCATION</b>	Ravena-Coeymans-Selkirk HS Auditorium.	2025 Rt. 9W Ravena, NY 12143	
<b>MEDIA CONTACTS</b>			
<b>PRINT AND ON-LINE</b>	Schenectady Daily Gazette	Local News Desk	(518) 395-3140
	Albany Times Union	Local News Desk	518-454-5454
	Altamont Enterprise	Melissa Hale-Spencer	(518)861-4026
	Bethlehem and Delmar Spotlight	News Desk	518.439.4949
	Hudson Valley 360		(518) 828-1616
<b>RADIO</b>	WAMC	Ian Pinckus	(518) 465-5233 ext. 157
	WGY	Mike Patrick	518 452-4800
	WGDJ	Mike Carey	518-331-3144
<b>TELEVISION</b>	WRGB (CBS)	Newsroom	518.346.6666
	WNYT (NBC)	Newsroom	518-207-4880.
	WTEN (ABC) / WXXA (Fox)	Newsroom	(518)-436-4822
	Spectrum News	Newsroom	(518) 641-6397