



Jurassic BESS Project Complaint Resolution Plan

Jurassic Solar LP

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Version Tracker

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Jurassic BESS Project

Complaint Resolution Plan

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1. Introduction

Jurassic Solar LP ("Jurassic") plans to construct, operate and maintain its Jurassic BESS Project (the "Project") located near Iddesleigh, Alberta, in a manner that is consistent with applicable laws and regulations and responsible community engagement. Jurassic takes complaints that it receives from members of the public very seriously. This Complaint Resolution Plan has been developed to establish a process for responding to complaints regarding the construction and operation of the Project in a timely and consistent manner.

2. General Project Communications

General project information will be posted on the Jurassic Solar+ project page on Northland Power Inc.'s website and communicated via newsletter to nearby residents. Information communicated via newsletter will include information about the status of the Project as well as the process of filing a complaint concerning Project activities. During the construction phase, information including the anticipated construction schedule, transportation routes, and traffic control measures will be communicated to nearby residents. During operations, if major maintenance is required, information on the project maintenance schedule, transportation routes and traffic control measures will be communicated to nearby residents.

3. Contact Information During Construction

Project Community Liaison Representative: Jay Wildman, SABR Energy Consulting

Local Telephone Number: 587-777-9004

Mailing Address:

PO Box 72007, Glenmore Landing PO

Calgary, Alberta T2V 5H9

Email Address: info@sabreenergyconsulting.com

No less than two (2) weeks prior to the commencement of construction, the Project will provide the contact information identified above, updated as needed, a local telephone number, the procedure for joining the project email list¹, and the procedure for registering a complaint as follows:

- a) By mail to host landowners, and to adjacent landowners within 800 metres of parcels upon which Project components will be located;
- b) By e-mail to Special Areas Board No. 2 and Cypress County officials and local emergency personnel;
- c) Publish in the *Brooks Bulletin* and the *Oyen Echo*;

¹ Jurassic will establish a project e-mail list prior to construction. Those on the email list will be receive project updates and notices via email. Community members can join the project email list by calling or emailing the Project Community Liaison Representative.

- d) By mail for display in public places, which will include, but not be limited to, the County offices, and the Project construction trailer.

Prior to the commencement of commercial operations, Jurassic will communicate updates to the contact name and address of the individual responsible for managing complaints during the operational phase to host and adjacent landowners and Special Areas Board No. 2 and Cypress County. Jurassic will notify these parties and individuals via newsletter. Jurassic will notify nearby residents and Special Areas Board No. 2 and Cypress County if the telephone number, email address, or mailing address for complaints changes.

4. Registering a Complaint

Complaints may be made by calling, emailing, or mailing the Project Representative identified above. As discussed below, all complaints will be recorded on the Complaint Log Sheet attached to this Plan, including those complaints of which Jurassic is notified as being received by Special Areas Board No. 2 or Cypress County.

5. Complaint Response Program

Jurassic will implement a complaint response program for all registered complaints.

i. Community Engagement

- a. It is important that residents and local public officials have reasonable access to Project personnel. Jurassic will provide a local number, email address, and mailing address that the public can use to contact the Project Community Liaison Representative. During construction, the local number and email address will be checked by Jurassic personnel at least daily to see if a message has been received. Jurassic will maintain open lines of communication with local officials to ensure it receives any complaints that are made directly to the counties.

ii. Process for Gathering and Analyzing Information Regarding the Complaint

- a. Upon receipt of a complaint, it is essential that Jurassic knows the characteristics, circumstances, and facts giving rise to a complaint or issue. To obtain the necessary information, Jurassic representatives will contact the individual as quickly as possible, and in all cases within 48 hours to determine the nature of the complaint, if necessary, based on the type of complaint.² At the time Jurassic gathers additional information, Jurassic will ask for a description of the complaint, location, time of day, duration and any other defining circumstances as needed to further assess the issue.
- b. In some cases, a local resident may want to express a concern or an opinion and does not expect any further action. In those circumstances, a conversation with the Project

² Any complaint with serious health or human safety implications will be responded to as quickly as possible and in all cases within 24 hours.

Community Liaison Representative may resolve the complaint. The Project Community Liaison Representative, or personnel designated by the Representative, will record the conversation on the attached Complaint Log Sheet, but no additional follow up is required. For all other complaints, Jurassic will investigate the circumstances of the complaint to determine the basis for the complaint. The nature of the investigation will differ depending on the type of complaint and whether it involves Project construction or operation. Below is an outline of the steps required to investigate the types of complaints most likely to be raised concerning construction and operation of the Project based on experience in the industry.

iii. Construction-Related Complaints³

- a. In general, when a construction-related complaint is received, future planned construction activities will be identified to assess the likelihood of similar problems in the same location or elsewhere. If this preliminary assessment does not reveal any obvious source of the impacts, Jurassic will consider whether additional investigation is necessary based on the circumstances of the complaint. A written response will be provided to the complainant detailing the results of the investigation and any mitigation or remedial actions that have or will be taken.
- b. If a noise complaint is received, Jurassic will investigate:
 - i. Contact the complainant to understand the concerns and establish a dialogue;
 - ii. Investigate whether construction activities were underway near the complainant on the date, and at the time and location identified;
 - iii. Determine if the sound is related to Project construction or abnormal conditions;
 - iv. Make every reasonable effort to resolve the noise complaint in a timely manner;
 - v. Complete the "Noise Complaint Investigation Form" in Exhibit C if required as per the Alberta Utilities Commission ("AUC") Rule 012
 - vi. Jurassic will conduct additional sound monitoring using an independent acoustical or noise consultant if required by AUC Rule 012 or at discretion of Jurassic.
- c. If a stormwater, dust or other similar impact complaint is received, Jurassic will investigate:
 - i. Detailed information from the complainant concerning type/source of impact (date, time of day, weather conditions, location, description of impact, etc.) will be logged.
 - ii. Construction activities occurring on the date, and at the time and location identified, will be investigated to determine what activities were occurring on that date.

³ Construction-related complaints cover both complaints during construction activities, and the ultimate decommissioning of the Project.

- iii. Steps will be taken to determine whether the appropriate pollution prevention measures were/are in place as outlined in the stormwater pollution prevention plan (SWPPP) or other relevant plans.
- iv. If it is determined that that appropriate pollution prevention measures were not in place⁴ or were in place but were not effective in mitigating stormwater, dust or other impacts, Jurassic will act in a timely manner to ensure proper controls are in place and any impacts are mitigated.

iv. Operation-Related Complaints

- a. If a noise complaint is received, Jurassic will investigate:
 - i. Contact the complainant to understand the concerns and establish a dialogue;
 - ii. Investigate whether equipment near the complainant was operating on the date, and at the time and location identified;
 - iii. Determine if the sound is related to Project maintenance or abnormal operational conditions;
 - iv. Make every reasonable effort to resolve the noise complaint in a timely manner;
 - v. Complete the "Noise Complaint Investigation Form" in Exhibit C if required as per the Alberta Utilities Commission ("AUC") Rule 012;
 - vi. Jurassic will conduct additional sound monitoring using an independent acoustic or noise consultant if required by AUC Rule 012 or at discretion of Jurassic.
- b. Jurassic may request that a complainant maintain a written log of potentially offending sound events over some reasonable period to assist in identifying influences that may affect noise. If an independent acoustic or noise consultant or the AUC determines that the identified factors demonstrate that follow-up sound monitoring is warranted, Jurassic will make reasonable efforts to conduct such monitoring under conditions like those existing at the time the complaint arose. A sound meter may be used to perform, informal preliminary investigational "spot checks" of sound levels at the area of complaint. Jurassic will inform a resident when it intends to conduct any exterior sound monitoring and cooperate with the resident to determine an appropriate location for the monitoring equipment.

v. Other Complaints

- a. Complaints concerning construction/operation of the Project other than those identified above will be recorded on the Complaint Log Sheet attached as Exhibit A and investigated based on the nature of the complaint and mitigation or remedial actions taken consistent with any regulatory requirements.

⁴ As outlined in the stormwater pollution prevention plan (SWPPP) or other relevant plans.

6. Complaint Tracking

Jurassic will maintain a written log of all complaints concerning the Project during construction and operation, using the Complaint Log Sheet attached hereto as Exhibit A. The log will include all complete Complaint Log Sheets, which contain basic information about the complaint (name of complainant, date complaint received, nature of complaint, results of investigation, plans for resolution, follow-up with complainant), and copies of any supporting documentation assembled. For reporting complaints related to noise Jurassic shall adhere to the provisions included in AUC Rule 012.

7. Complaint Response

For noise-related complaints during the operational period, if it is determined that the sound level at any receptor is above any applicable limit specified in AUC Rule 012 and that this sound level is attributable to the Project, Jurassic will take steps specified in Rule 012 as required to identify the issue and evaluate practical measures to reduce sound levels at the receptor and/or mitigate the issue by other measures.

For all complaints (e.g. dust, stormwater, etc.), where the conversation with the Project Community Liaison Representative does not immediately resolve the complaint, Jurassic will investigate the complaint as outlined above and work with the complainant in good faith to resolve their concerns within a reasonable time and will provide a timely written response to the complainant within 30 days of receipt of the complaint. As practicable, complaint response timelines will be accelerated during the construction phase to accommodate the potential immediate nature of complaints received during this phase.

8. Complaint Response Follow Up

After Jurassic has provided the written response to the complainant pursuant to the complaint response outline in Section 7 above, Jurassic personnel will follow up with the complainant within the following 30 days to inquire if the matter has been resolved and determine if there are any residual issues that need further attention. The results of the complaint follow-up will be recorded on the Complaint Log Sheet.

9. Further Action

Jurassic will work in good faith to address and/or resolve complaints as soon as reasonably practicable. In instances where resolution might take longer than the 60 days outlined in Sections 7 and 8 above, Jurassic will contact the complainant to explain why the resolution might take longer and will provide a timeframe for resolution that is as soon as is practicable. Any further action will consider Project-specific factors and will be decided on a case-by-case basis, using input from outside consultants, legal counsel, and upper management of Jurassic, as appropriate.

10. Whistleblower Policy

Northland Power Inc. and its affiliates (the “Corporation” or “Northland”) are committed to the highest level of ethics and integrity in the way it conducts business, and to upholding its core values. The Whistleblower Policy (the “Policy”) is intended to encourage and enable Representatives to raise serious concerns so that Northland can address and correct inappropriate conduct and actions. It is the responsibility of all Representatives to report concerns about suspected violations of Northland’s Code or suspected violations of law or regulations that govern Northland’s business. More details can be found on Northland’s webpage: <https://www.northlandpower.com/en/about-northland/policies.aspx>.

EXHIBIT A. Complaint Log

After completing this form, immediately email a copy to the Execution Director, Site Construction Manager, EPC Site Manager, and HSE Manager during Construction and the Site Manager and HSE Manager during Operations.

Complaint Log

Personnel Receiving the Complaint:

Method of Receiving Complaint (circle one): Phone Email Mail Other (describe)

Date of Complaint (DD/MM/YY):

(circle) Mon. Tue. Wed. Thur. Fri. Sat. Sun.

Time Complaint Received:

Complaint Information

Name of Complainant:

Address of Complainant:

Phone Number of Complainant:

Date/Time of Bothersome Activity:

Construction or Operation Complaint? (circle one)

Complaint (describe in detail):

Noise Complaint Supplement – As applicable, provide the information below for noise-related complaints.

Construction Equipment Activity During the Time of the Complaint (if applicable):

Distance from Project fence line to complainant:

Resolution and Follow-up

Definition of problem after investigation by Project personnel:

Description of corrective measures taken:

Date corrective measure(s) completed:

Date first letter sent to complainant: (copy attached)

Date second letter sent to complainant: (copy attached)

Follow-up actions if correctives measure(s) unsuccessful or unavailable:

This information is certified to be correct: _____
(Attach additional pages and supporting documentation, as required.)

EXHIBIT B. Sample Complaint Form

Sample Complaint Form

Name of Complainant: Name of the property owner:	
Address of Complainant:	
Phone Number of Complainant:	
Date of Complaint (DD/MM/YY):	(circle) Mon. Tue. Wed. Thur. Fri. Sat. Sun.
Time of Complaint:	

Complaint (describe in detail):

Noise— Please attach a log that provides date-specific summary descriptions of all potentially offending noise events over the complaint period.

Noise Flicker Log:		
Date: Description:	Date: Description:	Date: Description:
Date: Description:	Date: Description:	Date: Description:
Date: Description:	Date: Description:	Date: Description:
Date: Description:	Date: Description:	Date: Description:
Date: Description:	Date: Description:	Date: Description:
Date: Description:	Date: Description:	Date: Description:
Date: Description:	Date: Description:	Date: Description:

This information is certified to be correct:

(Attach additional pages and supporting documentation, as needed.)

Date: _____

EXHIBIT C. AUC Rule 012 Appendix 4 Noise Complaint Investigation Form



Appendix 4 – Noise complaint investigation forms

Noise complaint investigation form 1 (To be completed by licensee)

Date (DD/MM/YYYY): _____

Complainant: _____ Licensee representative: _____

Legal location: _____ Licensee: _____

Address: _____ Address: _____

Telephone: _____ Telephone: _____

Noise characterization

Identify the quality and characteristics of the noise.

Distance to source: _____ (m) When is noise a problem (day/night)? _____

Pitch (high/low): _____ Where is noise most annoying (inside/outside)? _____

Is there a noticeable tone? _____ Describe: _____

Is noise steady/intermittent/pulsating? _____ Describe: _____

Is the noise heard and/or a vibration felt? _____ Describe: _____

What is noise comparable to? _____

Other comments: _____

Weather conditions

Identify the weather conditions when the noise is most noticeable.

Temperature: _____ Direction wind is coming from: _____

Wind speed (km/h): _____ Cloud cover: _____ Precipitation: _____

Ground cover between dwelling and facility (snow, water, grass, crop, trees, ice, etc.):

Other comments:

Representative conditions

From the above, identify the conditions that should exist as closely as possible during a comprehensive sound level survey.

Noise complaint investigation form 2 – Event log (To be completed by complainant)

Complainant: _____ Licensee representative: _____

Telephone: _____ Telephone: _____

List any details related to the sound from the facility that concerns you. Refer to the descriptions at the bottom for assistance in providing information.

Category		Noise event 1	Noise event 2	Noise event 3
Date noise heard (DD/MM/YYYY)				
Time noise heard (a.m./p.m.)				
Duration				
Noise characteristics	Pitch	<input type="radio"/> High <input type="radio"/> Low	<input type="radio"/> High <input type="radio"/> Low	<input type="radio"/> High <input type="radio"/> Low
	Noticeable tone	<input type="radio"/> Rumble <input type="radio"/> Sizzle	<input type="radio"/> Rumble <input type="radio"/> Sizzle	<input type="radio"/> Rumble <input type="radio"/> Sizzle
	Occurrence frequency	<input type="radio"/> Steady <input type="radio"/> Intermittent <input type="radio"/> Pulsating	<input type="radio"/> Steady <input type="radio"/> Intermittent <input type="radio"/> Pulsating	<input type="radio"/> Steady <input type="radio"/> Intermittent <input type="radio"/> Pulsating
	Noticeability	<input type="radio"/> Noise heard <input type="radio"/> Vibration felt	<input type="radio"/> Noise heard <input type="radio"/> Vibration felt	<input type="radio"/> Noise heard <input type="radio"/> Vibration felt
Weather conditions	Wind Speed	<input type="radio"/> Strong <input type="radio"/> Moderate <input type="radio"/> Mild	<input type="radio"/> Strong <input type="radio"/> Moderate <input type="radio"/> Mild	<input type="radio"/> Strong <input type="radio"/> Moderate <input type="radio"/> Mild
	Wind direction	<input type="radio"/> East <input type="radio"/> South <input type="radio"/> West <input type="radio"/> North	<input type="radio"/> East <input type="radio"/> South <input type="radio"/> West <input type="radio"/> North	<input type="radio"/> East <input type="radio"/> South <input type="radio"/> West <input type="radio"/> North
	Precipitation	<input type="radio"/> Snow <input type="radio"/> Rain <input type="radio"/> None	<input type="radio"/> Snow <input type="radio"/> Rain <input type="radio"/> None	<input type="radio"/> Snow <input type="radio"/> Rain <input type="radio"/> None
	Temperature	<input type="radio"/> Cold <input type="radio"/> Warm <input type="radio"/> Hot	<input type="radio"/> Cold <input type="radio"/> Warm <input type="radio"/> Hot	<input type="radio"/> Cold <input type="radio"/> Warm <input type="radio"/> Hot
	Cloud Cover	<input type="radio"/> Clear <input type="radio"/> Partly Cloudy <input type="radio"/> Cloudy	<input type="radio"/> Clear <input type="radio"/> Partly Cloudy <input type="radio"/> Cloudy	<input type="radio"/> Clear <input type="radio"/> Partly Cloudy <input type="radio"/> Cloudy
Ground cover		<input type="radio"/> Vegetation <input type="radio"/> Snow <input type="radio"/> Water	<input type="radio"/> Vegetation <input type="radio"/> Snow <input type="radio"/> Water	<input type="radio"/> Vegetation <input type="radio"/> Snow <input type="radio"/> Water
Other noise heard during the noise event?		<input type="radio"/> Vegetation rustling <input type="radio"/> Wildlife <input type="radio"/> Traffic	<input type="radio"/> Vegetation rustling <input type="radio"/> Wildlife <input type="radio"/> Traffic	<input type="radio"/> Vegetation rustling <input type="radio"/> Wildlife <input type="radio"/> Traffic
Location				
Other notes				

Noise characteristics: Describe the sound as, for example, a high or low tone, steady, intermittent or pulsating, noise heard or vibration felt.

Weather conditions: To the extent possible, provide details on temperature, wind direction and speed, cloud conditions (clear or cloudy), and existence of precipitation when the sound is a problem.

Ground cover: Describe what is covering the ground around the facility; for example, snow, water, grass, crop, trees, ice, etc.

Location: Note where you were when the sound was concerning (outdoors, such as on the deck or in the yard or corrals, or indoors, such as in the bedroom or living room). Identify the person who heard the noise if different than complainant.