

STATE OF MINNESOTA PUBLIC UTILITIES COMMISSION

**ROUTE PERMIT FOR CONSTRUCTION OF A HIGH-VOLTAGE TRANSMISSION
LINE AND ASSOCIATED FACILITIES**

IN OTTER TAIL COUNTY

**ISSUED TO
GREAT RIVER ENERGY, A MINNESOTA COOPERATIVE CORPORATION**

PUC DOCKET NO. ET2/TL-11-867

In accordance with the requirements of Minnesota Statutes Chapter 216E and Minnesota Rules Chapter 7850, this route permit is hereby issued to:

GREAT RIVER ENERGY, A MINNESOTA COOPERATIVE COOPERATION

Great River Energy, a Minnesota generation and transmission cooperative cooperation, is authorized by this route permit to remove the existing 41.6 kilovolt (kV) transmission line that serves the Parkers Prairie substation, to construct approximately 2.1 miles of new 115 kV transmission line between the Parkers Prairie substation and Great River Energy's existing LR-IA line, and to expand and modify the Parkers Prairie substation to accommodate the new 115 kV transmission line.

The transmission line and associated facilities shall be built within the route identified in this permit, as portrayed on the official route maps, and in compliance with all other conditions specified in this permit.

Approved and adopted this 28th day of August, 2012

BY ORDER OF THE COMMISSION

Burl W. Haar,
Executive Secretary

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ROUTE MAPS

1 ROUTE PERMIT

The Minnesota Public Utilities Commission (Commission) hereby issues this route permit to Great River Energy, a Minnesota cooperative corporation (Permittee) pursuant to Minnesota Statute 216E.03 and Minnesota Rules 7850. This permit authorizes the Permittee to construct approximately 2.1 miles of new 115 kV transmission line and associated facilities in Otter Tail County, Minnesota, as identified in the attached route permit maps, hereby incorporated into this document.

2 PROJECT DESCRIPTION

The Permittee is authorized to remove an existing 41.6 kV transmission line and to construct a new 115 kV transmission line and associated facilities, described as follows:

- Removal of the existing 41.6 kV transmission line that serves the Parkers Prairie substation, from the substation eastward (approximately two miles) and then southward (approximately 1,650 feet) along Minnesota State Highway 29;
- Construction of a new 115 kV transmission line from the Parkers Prairie substation to a connection with Great River Energy's existing Inman – Alexandria 115 kV line (LR-IA line) (approximately 2.1 miles);
- Installation of a new 115 kV, 2000 amp, three-way switch to connect the new 115 kV line to the existing LR-IA line;
- Replacement of two to four structures on the existing LR-IA line to accommodate the new switch and the connection of the new 115 kV line to the existing LR-IA line; and
- Expansion of the existing Parkers Prairie substation site southward (approximately 40 feet) to accommodate a new 115/12.5 kV transformer and associated equipment.

2.1 Project Location

The project is located in Parkers Prairie Township (T118N, R37W), Sections 8, 9, 10, 15, 16, and 17, in Otter Tail County, Minnesota.

2.2 Associated Facilities and Substations

The project will expand the existing Parkers Prairie substation to accommodate a new 115/12.5 kV transformer and associated equipment. The transformer and associated equipment are required to facilitate interconnection of the new 115 kV transmission line. The Parkers Prairie substation is owned and operated by Lake Region Electric Cooperative (LREC), a member cooperative of the Permittee. Expansion of the substation will require movement of the substation fenced area southward approximately 40 feet. The land required for this expansion is owned by LREC; no land or easements will need to be acquired from public or private landowners for the expansion of the substation site.

2.3 Structures and Conductors

The Permittee shall use single pole wood structures with horizontal post or braced post insulators. Structures will be approximately 60 to 85 feet in height with an average span of 300 to 400 feet between structures (less in areas where underbuilding is required). Replacement structures on the Permittee's existing LR-IA line shall be single pole structures of either wood or steel. The Permittee's three-way switch structure shall be a single pole of either wood or steel and will be approximately 100 feet in height.

The Permittee may use guy wires to minimize structure deflections. The Permittee may use self-supporting structures to facilitate the three-way switch and interconnection with the Permittee's LR-IA line. Where the new 115 kV line crosses from the south to the north side of CSAH 6, the Permittee shall use self-supporting structures, unless agreement is reached with respective landowners that guyed structures will not impact irrigated agricultural operations, in which case guyed structures may be used.

If the 115 kV line is constructed on the same side of CSAH 6 as the existing LREC distribution line, the Permittee shall underbuild the distribution line or place it underground (for some or all of its length), at the Permittee's discretion.

The transmission line shall be equipped with protective devices to safeguard the public if an accident occurs.

The transmission line shall be designed to meet or exceed local and state codes, the National Electric Safety Code (NESC), and North American Electric Reliability Corporation (NERC) requirements. This includes standards relating to clearance to ground, clearance to crossing utilities, clearance to buildings, clearance to vegetation, strength of materials, clearances over roadways, right-of-way widths, and permit requirements.

3 DESIGNATED ROUTE

The approved route and anticipated alignment are shown on the route maps attached to this permit and further designated as follows:

The new 115 kV transmission line would exit the modified and expanded Parkers Prairie substation along CSAH approximately 2.0 miles. The 115 KV line is anticipated to be placed on the south side of CSAH 6 in this area. The line would then proceed across Minnesota State Highway 29 and across a Canadian Pacific rail line, to a connection with the Permittee's existing LR-IA line.

3.1 Route Width and Alignment

The designated route width for the new 115 kV transmission line shall be 300 feet, centered on CSAH 6. In that area of the route east of Minnesota State Highway 29, the route width shall be centered on the projected centerline of CSAH 6. To accommodate the connection of the new 115 kV transmission line to the Permittee's existing LR-IA line, the route width for the connection shall be 300 feet, centered on the existing LR-IA line and extending 150 ft. north of structure LR-IA-317 and 150 ft. south of structure LR-IA-321.

For the new 115 kV line along CSAH 6, the anticipated alignment shall be 52-55 feet south of the CSAH 6 centerline.

The route width noted above provides the Permittee with flexibility for minor adjustments of the right-of-way to accommodate landowner requests and unforeseen conditions. The final alignment (i.e., permanent and maintained rights-of-way) will be located within this designated route unless otherwise authorized below.

The designated route identifies an alignment that minimizes the overall potential impacts to the factors identified in Minnesota Rule 7850.4100 and which was evaluated in the environmental review and permitting process. Consequently, this permit anticipates that the actual right-of-way will generally conform to the alignment shown in the attached maps, unless changes are requested by individual landowners, unforeseen conditions are encountered, or are otherwise provided for by this permit.

Any alignment modifications within this designated route shall be located so as to have comparable overall impacts relative to the factors in Minnesota Rule 7850.4100 as does the alignment identified in this permit, and shall be specifically identified, documented, and approved as part of the plan and profile submitted pursuant to Section 4.1 of this permit.

Route width variations outside the designated route may be allowed for the Permittee to overcome potential site specific constraints. These constraints may arise from any of the following:

- 1) Unforeseen circumstances encountered during the detailed engineering and design process.
- 2) Federal or state agency requirements.
- 3) Existing infrastructure within the transmission line route, including but not limited to roadways, railroads, natural gas and liquid pipelines, high voltage electric transmission lines, or sewer and water lines.
- 4) Planned infrastructure improvements identified by state agencies and local government units (LGUs) and made part of the record for this permit.

Any alignment modifications arising from these site specific constraints that would result in right-of-way placement outside the designated route shall be located so as to have comparable overall impacts relative to the factors in Minnesota Rule 7850.4100 as does the alignment identified in this permit and shall also be specifically identified, documented, and approved as part of the plan and profile submitted pursuant to Section 4.1 of this permit.

3.2 Right-of-Way Placement

Where the transmission line route parallels existing highway and other road rights-of-way, the transmission line right-of-way shall occupy and utilize the existing right-of-way to the maximum

extent possible, consistent with the criteria in Minnesota Rule 7850.4100, the other requirements of this permit, and for highways under the jurisdiction of the Minnesota Department of Transportation (MnDOT), MnDOT rules, policies, and procedures for accommodating utilities in trunk highway rights-of-way.

3.3 Right-of-Way Width

The new 115 kV transmission line will be built with single pole structures, which will require a 100 foot right-of-way, 50 feet on each side of the transmission line centerline. Additional right-of-way may be required from landowners to accommodate guy wires and anchors.

4 GENERAL CONDITIONS

The Permittee shall comply with the following general conditions during construction of the transmission line and associated facilities and the life of this permit.

4.1 Plan and Profile

At least thirty (30) days before right-of-way preparation for construction begins on any segment or portion of the project, the Permittee shall provide the Commission with a plan and profile of the right-of-way and the specifications and drawings for right-of-way preparation, construction, transmission structure specifications and locations, and restoration for the transmission line. The documentation shall include maps depicting the plan and profile including the right-of-way, alignment, and structures in relation to the route and alignment approved per the permit.

The Permittee may not commence construction until the thirty (30) days has expired or until the Commission has advised the Permittee in writing that it has completed its review of the documents and determined that the planned construction is consistent with this permit. If the Permittee intend to make any significant changes in the plan and profile or the specifications and drawings after submission to the Commission, the Permittee shall notify the Commission at least five (5) days before implementing the changes. No changes shall be made that would be in violation of any of the terms of this permit.

4.2 Construction Practices

The Permittee shall follow those specific construction practices and material specifications described in Great River Energy's route permit application to the Commission, dated October 24, 2011, and as described in the environmental assessment and Findings of Fact, unless this permit establishes a different requirement, in which case this permit shall prevail.

4.2.1 Field Representative

At least fourteen (14) days prior to commencing construction, the Permittee shall advise the Commission in writing of the person or persons designated to be the field representative for the Permittee with the responsibility to oversee compliance with the conditions of this permit during construction.

The field representative's address, phone number, email, and emergency phone number shall be provided to the Commission and shall be made available to affected landowners,

residents, public officials and other interested persons. The Permittee may change the field representative at any time upon written notice to the Commission.

4.2.2 Local Governments

During construction, the permittee shall minimize any disruption to public services or public utilities. To the extent disruptions to public services occur, these would be temporary and the permittee will work to restore service promptly.

Where any impacts to utilities have the potential to occur, permittee will work with both landowners and local agencies to determine the most appropriate transmission structure placement.

The Permittee shall cooperate with county and city road authorities to develop appropriate signage and traffic management during construction.

4.2.3 Cleanup

All waste and scrap that is the product of construction shall be removed from the area and properly disposed of upon completion of each task. Personal litter, including bottles, cans, and paper from construction activities shall be removed on a daily basis.

4.2.4 Noise

Construction and routine maintenance activities shall be limited to daytime working hours, as defined in Minnesota Rule 7030.0200, to ensure nighttime noise level standards will not be exceeded.

4.2.5 Vegetation Removal in the Right-of-Way

The Permittee shall minimize the number of trees to be removed in selecting the right-of-way specifically preserving to the maximum extent practicable windbreaks, shelterbelts, living snow fences and vegetation in areas such as trail and stream crossings, where vegetative screening may minimize aesthetic impacts, to the extent that such actions do not violate sound engineering principles or system reliability criteria.

Tall tree species located within the transmission line right-of-way that endanger the safe and reliable operation of the transmission facility will be removed.

In many cases certain low and slow growing species that do not exceed a mature height of 15 feet can be planted in the right-of-way to blend the difference between the right-of-way and adjacent wooded areas, to the extent that the low growing vegetation will not pose a threat to the transmission facility or impede construction.

4.2.6 Aesthetics

The Permittee shall consider input pertaining to visual impacts from landowners or land management agencies prior to final location of structures, rights-of-way, and other areas with the potential for visual disturbance. Care shall be used to preserve the natural

landscape, minimize tree removal and prevent any unnecessary destruction of the natural surroundings in the vicinity of the project during construction and maintenance. Structures shall be placed at the reasonable distance, consistent with sound engineering principles and system reliability criteria, from intersecting roads, highway, or trail crossings and could cross roads to minimize or avoid impacts.

4.2.7 Erosion Control

The Permittee shall follow standard erosion control measures outlined in Minnesota Pollution Control Agency (MPCA) guidance and best management practices regarding sediment control practice during construction include protecting storm drain inlets, use of silt fences, protecting exposed soil, immediately stabilizing restored soil, controlling temporary soil stockpiles, and controlling vehicle tracking.

The Permittee shall implement reasonable measures to minimize runoff during construction and shall promptly plant or seed, erect sediment control fences (e.g. biorolls, sandbags, and silt fences), apply mulch (e.g. hay or straw) on exposed soils, and/or use erosion control blankets and turf reinforcement mats to provide structural stability to bare surfaces and slopes.

When utilizing seed to establish temporary and permanent vegetative cover on exposed soil, the Permittee shall select specific site characteristic seed, certified to be free of noxious weeds.

Contours shall be graded as required so that all surfaces drain naturally, blend with the natural terrain, and are left in a condition that will facilitate re-vegetation, provide for proper drainage, and prevent erosion. All areas disturbed during construction of the facilities shall be returned to their pre-construction condition.

Where larger areas of one acre or more are disturbed or in other areas designated by the MPCA, the Permittee shall prepare the required Stormwater Pollution Prevention Plan (SWPPP) and obtain a National Pollutant Discharge Elimination System (NPDES)/State Disposal System (SDS) construction stormwater permit from the MPCA.

4.2.8 Wetlands and Water Resources

Structures shall be located to span watercourses, wetlands, and floodplains to the extent practicable and consistent with sound engineering principles. Minimal grading of areas around pole locations may be required to accommodate construction vehicles and equipment.

The Permittee shall endeavor to access wetlands and riparian areas using the shortest route possible in order to minimize travel through wetland areas and prevent unnecessary impacts wherever possible.

Construction in wetlands and riparian areas shall be scheduled during frozen ground conditions, when practicable. When construction during winter is not possible, construction mats (wooden mats or a composite mat system) shall be used to protect

wetland vegetation. All-terrain construction vehicles designed to minimize soil impact in damp areas may also be used.

No staging or stringing set up areas shall be placed within or adjacent to wetlands or water resources, as practicable. The structures shall be assembled on upland areas before they are brought to the site for installation.

Soil excavated from the wetlands and riparian areas shall be contained and not placed back into the wetland or riparian area. The Permittee shall also utilize erosion control methods identified in Section 4.2.7 (Erosion Control), as warranted. Areas disturbed by construction activities shall be restored to pre-construction conditions (soil horizons, contours, vegetation, etc.).

4.2.9 Temporary Work Space

The Permittee shall limit temporary easements to special construction access needs and additional staging or lay-down areas required outside of the authorized right-of-way. Space shall be selected to limit the removal and impacts to vegetation.

Temporary lay down areas outside of the authorized transmission line right-of-way will be obtained from affected landowners through rental agreements and are not provided for in this permit.

Temporary driveways may be constructed between the roadway and the structures to minimize impact by using the shortest route possible. Construction mats may also be used to minimize impacts on access paths and construction areas.

4.2.10 Restoration

The Permittee shall restore the right-of-way, temporary work spaces, access roads, abandoned right-of-way, and other public or private lands affected by construction of the transmission line. Practices to restore areas impacted by construction and maintenance activities are also described in Section 4.2.7 of this permit.

Restoration within the right-of-way must be compatible with the safe operation, maintenance, and inspection of the transmission line.

Within 60 days after completion of all restoration activities, the Permittee shall advise the Commission in writing of the completion of such activities. The Permittee shall compensate landowners for any yard/landscape, crop, soil compaction, drain tile, or other damages that may occur during construction.

4.2.11 Notice of Permit

The Permittee shall inform all employees, contractors, and other persons involved in the transmission line construction of the terms and conditions of this permit.

4.3 Periodic Status Reports

The Permittee shall report to the Commission on progress regarding finalization of the route, design of structures, and construction of the transmission line. The Permittee need not report more frequently than monthly.

4.4 Complaint Procedures

Prior to the start of construction, the Permittee shall submit to the Commission the procedures that will be used to receive and respond to complaints. The procedures shall be in accordance with the requirements set forth in the complaint procedures attached to this permit.

4.5 Notification to Landowners

The Permittee shall provide all affected landowners with a copy of this permit and the complaint procedures at the time of the first contact with the landowners after issuance of this permit. At the time of first contact, the Permittee shall also provide all affected landowners with a copy of the *Rights-of-Way and Easements for Energy Facility Construction and Operation* fact sheet provided by the Department of Commerce.

The Permittee shall contact landowners prior to entering the property or conducting maintenance along the route. The Permittee shall avoid construction and maintenance practices, specifically the use of herbicides or other pesticides, which are inconsistent with the landowner's or tenant's use of the land (See also, Section 4.2.5).

The Permittee shall work with landowners to locate the high-voltage transmission line to minimize the loss of agricultural land, forest, and wetlands, and to avoid homes and farmsteads.

4.6 Completion of Construction

4.6.1 Notification to Commission

At least three days before the line is to be placed into service, the Permittee shall notify the Commission of the date on which the line will be placed into service and the date on which construction was complete.

4.6.2 As-Builts

Within 60 days after completion of construction, the Permittee shall submit copies of all the final as-built plans and specifications developed during the project.

4.6.3 GPS Data

Within 60 days after completion of construction, the Permittee shall submit to the Commission, in the format requested by the Commission, geo-spatial information (ArcGIS compatible map files, GPS coordinates, associated database of characteristics, etc.) for all structures associated with the transmission line, each switch, and each substation connected.

4.7 Electrical Performance Standards

4.7.1 Grounding

The Permittee shall design, construct, and operate the transmission line in a manner that the maximum induced steady-state short-circuit current shall be limited to five milliamperes (mA), root mean square (rms) alternating current between the ground and any non-stationary object within the right-of-way, including but not limited to large motor vehicles and agricultural equipment. All fixed metallic objects on or off the right-of-way, except electric fences that parallel or cross the right-of-way, shall be grounded to the extent necessary to limit the induced short-circuit current between ground and the object so as not to exceed one mA rms under steady state conditions of the transmission line and to comply with the ground fault conditions specified in the NESC. The Permittee shall address and rectify any induced current problems that arise during transmission line operation.

4.7.2 Electric Field

The transmission line shall be designed, constructed, and operated in such a manner that the electric field measured one meter above ground level immediately below the transmission line shall not exceed 8.0 kV/m rms.

4.7.3 Interference with Communication Devices

If interference with radio or television, satellite, wireless internet, GPS-based agriculture navigation systems, or other communication devices is caused by the presence or operation of the transmission line, the Permittee shall take whatever action is prudently feasible to restore or provide reception equivalent to reception levels in the immediate area just prior to the construction of the line.

4.8 Other Requirements

4.8.1 Applicable Codes

The Permittee shall comply with applicable requirements of the NESC including clearances to ground, clearance to crossing utilities, clearance to buildings, right-of-way widths, erecting power poles, and stringing of transmission line conductors. The transmission line facility shall also meet the NERC reliability standards.

4.8.2 Other Permits

The Permittee shall comply with all applicable state rules and statutes. The Permittee shall obtain all required local, state and federal permits for the project and comply with the conditions of these permits. A list of the required permits is included in the route permit application and the environmental assessment. The Permittee shall submit a copy of such permits to the Commission upon request.

4.8.3 Pre-emption

Pursuant to Minnesota Statutes 216E.10, subdivisions 1 and 2, this route permit shall be the sole route approval required to be obtained by the Permittee and this permit shall supersede and preempt all zoning, building, or land use rules, regulations, or ordinances promulgated by regional, county, local and special purpose government.

4.8.4 Delay in Construction

If the Permittee have not commenced construction or improvement of the route within four years after the date of issuance of this permit, the Commission shall consider suspension of the permit in accordance with Minnesota Rule 7850.4700.

4.9 Archeological and Historic Resources

If any previously unrecorded archaeological sites are discovered during construction of the project, the Permittee shall immediately stop work at the site and shall mark and preserve the site(s) and notify the Commission and the State Historic Preservation Office (SHPO) of the discovery. The Commission and the SHPO shall have three (3) working days from the time the agency is notified to conduct an inspection of the site if either agency chooses to do so. On the fourth day after notification, the Permittee may begin work on the site unless the SHPO has directed that work shall cease. In such event, work shall not continue until the SHPO determines that construction can proceed.

If human remains are encountered during construction, the Permittee shall immediately halt construction at that location and promptly notify local law enforcement authorities and the State Archaeologist. Construction at the human remains location shall not proceed until authorized by local law enforcement authorities or the State Archaeologist.

If any federal funding, permit, or license is involved or required, the Permittee shall notify the SHPO as soon as possible in the planning process to coordinate section 106 (36 C.F.R. part 800) review.

Prior to construction, construction workers shall be trained about the need to avoid cultural properties, how to identify cultural properties, and procedures to follow if undocumented cultural properties, including gravesites, are found during construction.

4.10 Avian Mitigation

The Permittee's standard transmission design shall incorporate adequate spacing of conductor(s) and grounding devices in accordance with Avian Power Line Interaction Committee standards to eliminate the risk of electrocution to raptors with larger wingspans that may simultaneously come in contact with a conductor and grounding devices.

5 SPECIAL CONDITIONS

There are no special conditions for this permit.

6 PERMIT AMENDMENT

This permit may be amended at any time by the Commission. Any person may request an amendment of the conditions of this permit by submitting a request to the Commission in writing describing the amendment sought and the reasons for the amendment. The Commission will mail notice of receipt of the request to the Permittee. The Commission may amend the conditions after affording the Permittee and interested persons such process as is required.

7 TRANSFER OF PERMIT

The Permittee may request at any time that the Commission transfer this permit to another person or entity. The Permittee shall provide the name and description of the person or entity to whom the permit is requested to be transferred, the reasons for the transfer, a description of the facilities affected, and the proposed effective date of the transfer.

The person to whom the permit is to be transferred shall provide the Commission with such information as the Commission shall require to determine whether the new permittee can comply with the conditions of the permit. The Commission may authorize transfer of the permit after affording the Permittee, the new permittee, and interested persons such process as is required.

8 REVOCATION OR SUSPENSION OF THE PERMIT

The Commission may initiate action to revoke or suspend this permit at any time. The Commission shall act in accordance with the requirements of Minnesota Rule 7850.5100 to revoke or suspend the permit.

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

1. Purpose

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

2. Scope and Applicability

This procedure encompasses all compliance filings required by permit.

3. Definitions

Compliance Filing – A sending (filing) of information to the Commission, where the information is required by a Commission site or route permit.

4. Responsibilities

A) The permittee shall eFile all compliance filings with Dr. Burl Haar, Executive Secretary, Public Utilities Commission, through the Commission’s electronic filing system (eDockets). The system is hosted by the Department of Commerce at: <https://www.edockets.state.mn.us/EFiling/home.jsp>

General instructions are provided on the website. To eFile a document a permittee must be registered and obtain a user ID and password.

B) All filings must have a cover sheet that includes:

1. Date
2. Name of submitter / permittee
3. Type of permit (site or route)
4. Project location
5. Project docket number
6. Permit section under which the filing is made
7. Short description of the filing

C) Filings that are graphic intensive (e.g., maps, plan and profile) must, in addition to being eFiled, be submitted as paper copies and on CD. Copies and CDs should be sent to: (1) Dr. Burl W. Haar, Executive Secretary, Minnesota Public Utilities Commission, 121 7th Place East, Suite 350, St. Paul, MN, 55101-2147, and (2) Department of Commerce, Energy Facility Permitting, 85 7th Place East, Suite 500, St. Paul, MN, 55101-2198. Additionally, the Commission may request a paper copy of any eFiled document.

PERMIT COMPLIANCE FILINGS¹

PERMITTEE(S): Great River Energy
PERMIT TYPE: HVTL Route Permit
PROJECT LOCATION: Otter Tail County
PUC DOCKET NUMBER: ET2/TL-11-867

Filing Number	Permit Section	Description	Due Date
1	4.1	Plan and profile of right-of-way (ROW)	30 days before ROW preparation for construction
2	4.2.1	Contact information for field representative	14 days prior to construction
3	4.2.10	Restoration complete	60 days after completion of all restoration activities
4	4.3	Periodic status reports	Monthly
5	4.4	Complaint procedures	Prior to start of construction
6	Complaint Handling Procedures	Complaint reports	By the 15 th of each month
7	4.5	Notification to landowners	First contact with landowners after permit issuance
8	4.6.1	Notice of completion and date of placement in service	Three days prior to energizing
9	4.6.2	Provide as-built plans and specifications	Within 60 days after completion of construction
10	4.6.3	GPS data	Within 60 days after completion of construction
11	4.9	Notification of previously unrecorded archaeological sites	Upon discovery

¹ This compilation of permit compliance filings is provided for the convenience of the permittee(s) and the Commission. However, it is not a substitute for the permit; the language of the permit controls.

**MINNESOTA PUBLIC UTILITIES COMMISSION
COMPLAINT HANDLING PROCEDURES
FOR
HIGH VOLTAGE TRANSMISSION LINES**

1. Purpose:

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

2. Scope:

This document describes complaint reporting procedures and frequency.

3. Applicability:

The procedures shall be used for all complaints received by the permittee and all complaints received by the Commission under Minn. Rule 7829.1500 or 7829.1700 relevant to this permit.

4. Definitions:

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

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

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

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

5. Complaint Documentation and Processing:

- A) The permittee shall designate an individual to summarize complaints for submission to the Commission. This person's name, phone number and e-mail address shall accompany all complaint submittals.

- B) A person presenting a complaint should to the extent possible, include the following information in their communications:
 - 1. Name of complainant, address, phone number, and e-mail address.
 - 2. Date of complaint
 - 3. Tract or parcel number
 - 4. Whether the complaint relates to (1) a route permit matter, (2) a transmission line and associated facility issue, or (3) a compliance issue.

- C) The permittee shall document all complaints by maintaining a record of all applicable information concerning the complaint, including the following:
 - 1. Docket number and project name
 - 2. Name of complainant, address, phone number, and e-mail address
 - 3. Precise property description or parcel number
 - 4. Name of permittee representative receiving complaint and date of receipt.
 - 5. Nature of complaint and the applicable route permit conditions(s).
 - 6. Activities undertaken to resolve the complaint.
 - 7. Final disposition of the complaint.

6. Reporting Requirements:

The permittee shall report all complaints to the Commission according to the following schedule:

Immediate Reports: All substantial complaints shall be reported to the Commission the same day received, or on the following working day for complaints received after working hours. Such reports are to be directed to the Commission's Consumer Affairs Office at 1-800-657-3782 or consumer.puc@state.mn.us. Voice messages are acceptable. For email reporting, the email subject line should read "EFP Substantial Complaint" and include the appropriate project docket number.

Monthly Reports: By the 15th of each month, a summary of all complaints, including substantial complaints received or resolved during the preceding month, shall be eFiled to Dr. Burl W. Haar, Executive Secretary, Public Utilities Commission, using the Minnesota Department of Commerce eDockets system (see eFiling instructions attached to this permit).

If no Complaints were received during the preceding month, the permittee shall submit (eFile) a summary indicating that no complaints were received.

The permittee shall commence and continue to file monthly reports from the time of permit issuance through the 12 months following the notice of project completion. Thereafter, the permittee shall file a complaint report with the Commission within 14 days of the receipt of a new complaint through the term of the permit.

7. Complaints Received by the Commission or Department of Commerce:

Complaints received directly by the Commission or Department from aggrieved persons regarding site preparation, construction, cleanup, restoration, operation, and maintenance shall be promptly sent to the permittee.

8. Commission Process for Unresolved Complaints:

Commission staff shall perform an initial evaluation of unresolved complaints submitted to the Commission. Complaints raising substantial transmission line route permit issues shall be processed and resolved by the Commission. Staff shall notify the permittee and appropriate person(s) if it determines that the complaint is a substantial complaint. With respect to such complaints, each party shall submit a written summary of its position to the Commission no later than ten days after receipt of the staff notification. The complaint will be presented to the Commission for a decision as soon as practicable.

9. Permittee Contact for Complaints and Complaint Reporting

The permittee will eFile the permittee's contact person for complaints within 14 days of the order granting a route permit. The permittee will include the contact person and their associated contact information (mailing address, phone number, and email address) in the permit mailing to landowners and local governments.



- Permitted Route**
- Transmission Line Route
 - Anticipated Alignment
- Existing Utilities**
- Distribution Substation
 - Distribution Line
 - 41.6 kV Transmission Line
 - 115 kV Transmission Line



Data Sources Vary Between MNDOT, MNDNR, MNGEO and Great River Energy. 2010 Color Orthophotos from Farm Services Administration. Parcel Data from Otter Tail County GIS.
 Map Projection: UTM, NAD83, Zone15, Meters



**PUC Docket No.
 ET2/TL-11-867**

**Parkers Prairie
 115 kV Project**

Map 1 of 4

Route Permit Map



- Permitted Route**
- Transmission Line Route
 - Anticipated Alignment
- Existing Utilities**
- Distribution Substation
 - Distribution Line
 - 41.6 kV Transmission Line
 - 115 kV Transmission Line



Data Sources Vary Between MNDOT, MNDNR, MNGEO and Great River Energy. 2010 Color Orthophotos from Farm Services Administration. Parcel Data from Otter Tail County GIS.
 Map Projection: UTM, NAD83, Zone15, Meters



**PUC Docket No.
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**Parkers Prairie
 115 kV Project**

Map 2 of 4

Route Permit Map



- Permitted Route**
- Transmission Line Route
 - Anticipated Alignment
- Existing Utilities**
- Distribution Substation
 - Distribution Line
 - 41.6 kV Transmission Line
 - 115 kV Transmission Line



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 Map Projection: UTM, NAD83, Zone15, Meters



**PUC Docket No.
 ET2/TL-11-867**

**Parkers Prairie
 115 kV Project**

Map 3 of 4

Route Permit Map



- Permitted Route**
- Transmission Line Route
 - Anticipated Alignment
- Existing Utilities**
- Distribution Substation
 - Distribution Line
 - 41.6 kV Transmission Line
 - 115 kV Transmission Line



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**Parkers Prairie
115 kV Project**

Map 4 of 4

Route Permit Map