

## 2.8. Community outreach and engagement

### 2.8.1. Community Outreach Plan

Informing stakeholders, businesses, the elementary and middle schools, hotels and the neighboring communities during all phases of the Project includes a strategy of open and frequent communication. ENGIE can identify the scope of the project to inform the aforementioned stakeholders in a multitude of offerings throughout the project, including educational outreach.

#### Educational Programs

The programs proposed for the Puakō project include research alliances, curriculum, and program development, lecture series, and sustainability outreach. These programs continue to be upgraded, refined, and customized to meet the needs of our customers and their stakeholders. ENGIE is open to exploring and developing these and other programs further to ensure our community outreach program yields the greatest impact to the intended beneficiaries. ENGIE is pleased to recommend the following programs that can benefit the energy project as well as the Puakō, and greater Kohala communities.

#### Potential ways to engage with the community and stakeholders:

- Form research alliances to engage with the community appropriately.
- Mailers/website/social media to the community to inform them of upcoming gatherings.
- Develop a lecture series at public spaces in the area to allow for community knowledge of the project.
- Educational outreach with teachers and students to positively disseminate the information to family/community
- Professional Development for teachers to connect the clean energy project to lessons in the classroom.
- Public tours of the site at select moments in the building of the project.
- Community ceremony at the completion of the project.

#### Project Description

ENGIE's proposed photovoltaic and energy storage project in Puakō will generate clean, sustainable, affordable electricity from sunlight. The selected design will generate 60 MW and store 240 MWh of electricity for delivery to homes and businesses as needed.

As we continue to engage the community and obtain additional feedback about the site, project details and design variations are subject to change.

### Community Scoping

The project site is in the *ahupua'a* of Puakō, Waikoloa and/or Waimea (depending on project siting) in the *moku* of Kohala.

The **Kohala Coast** is home to Hawai'i Island's most exclusive resorts and resort homes. *Makai* (downhill, toward the ocean) of the project site is **Puakō**. *Mauka* (uphill, toward the mountain) of the project site is **Waikoloa Village**.

### Puakō

Population 772

Median Income \$102,344

### Waikoloa Village

Population 6,362

Median Income \$73,453

### Resorts

Along the coast and south of the project site is the Mauna Lani Resort. North of the project site is Mauna Kea Resort. Both resorts include hotels, condos, private homes, and golf courses.

### Wind Farm

*Mauka* of the project site is a wind farm powering the municipal water department's wells that serve the area.

### Project Benefits

#### Committed to Making a Difference

ENGIE's commitment is to make an Economic, Environmental, and Human difference by saving money, decreasing our carbon footprint, and improving the comfort of the environments in which we work, play, and live.

#### Increasing Our Renewable Energy Capacity

The 60 MW generation and 240 MWh storage capacity of this project has benefits beyond the project. It will make our island's grid more resilient and reliable, allowing more renewable energy sources (like consumer rooftop photovoltaic installations) to be added to the grid.

#### Government Approvals

Upon submission of each step of the approval process, community will be notified and engaged through the avenues laid out in the **Communication Strategy** section. A preliminary checklist of likely permits and approvals will be shared as part of outreach efforts. For permits and approvals which invite public input, those opportunities for input will be shared.

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Issuer	Permit	Public Input?
U.S. Army Corps of Engineers	Clean Water Act Nationwide Permit	
U.S. Army Corps of Engineers	Clean Water Act Section 404 Individual Permit	
U.S. Fish & Wildlife Service	Section 7 Endangered Species Act Consultation	
U.S. Fish & Wildlife Service	Section 10a Endangered Species Act Incidental Take Permit	
Hawai'i Department of Land and Natural Resources, State Historic Preservation Division	Cultural and Historic Resources Review	
Hawai'i Department of Land and Natural Resources, Division of Forestry and Wildlife	Hawaii Endangered Species Act Compliance H R S § 195D-1 - 32	
Hawai'i Land Use Commission	Special Use Permit	Yes
Hawai'i Commission on Water Resource Management	Stream Channel Alteration Permit	
Hawai'i Department of Health	National Pollutant Discharge Elimination System General Permit	
Hawai'i Department of Health	Community Noise Permit	
Hawai'i Department of Health	401 Water Quality Certification	
Hawai'i Public Utility Commission	Power Purchase Agreement Approval	Yes
Hawai'i Department of Transportation	Oversize/Overweight Vehicles on State Highways	
County of Hawai'i	Use Permit	
County of Hawai'i	Plan Approval	
County of Hawai'i	Building Permit	



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County of Hawai'i	Electrical Permit	
County of Hawai'i	Grading Permit	
County of Hawai'i	Grubbing Permit	
County of Hawai'i	Stockpiling Permit	

### Development Process

Upon the beginning and completion of each step of the development process, community will be notified and engaged through the avenues laid out in the **Communication Strategy** section.

### Stakeholders

The residents of Puakō will be the most impacted, but minimally so. Traffic traveling along the Kohala Coast will pass the project site along Queen Ka'ahumanu Highway, but depending on siting, the project may not be visible from the road.

### Elected Officials

<u>Hawai'i County Council</u> Tim Richards	<u>Hawai'i County Mayor</u> Harry Kim
<u>Hawai'i State House of Representatives</u> David Tarnas	<u>Hawai'i State Senate</u> Lorraine Inouye
<u>Hawai'i State Governor</u> David Ige	<u>U.S. House of Representatives</u> Tulsi Gabbard
<u>U.S. Senate</u> Brian Schatz, Mazie Hirono	

### Community Organizations and Schools

Blue Planet Foundation  
 Hawai'i Conservation Alliance  
 Hawai'i Green Growth  
 Hawai'i Island Chamber of Commerce  
 Hawai'i island Economic Development Board  
 Hawai'i Island Native Hawaiian Chamber of Commerce  
 KĀHEA  
 Kohala Coast Resort Association

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Kona-Kohala Chamber of Commerce

Office of Hawaiian Affairs

Puakō Community Association

Sierra Club

Waikoloa Dry Forest Initiative

Waikoloa Village Association

Hawai'i Preparatory Academy

Parker School

Waikoloa Elementary & Middle School

Waimea Country School

Waimea Elementary School

Waimea Middle Public Conversion Charter School

### Communication Strategy

#### Overview

The key construct of this communication strategy is that ENGIE brings this project to the community, for the community to decide. ENGIE recognizes it is an outsider, but humbly comes to listen, engage, and see if this project is a good fit.

In a simple execution of the traditional Hawaiian cultural framework of welcoming someone new to a space, there is an announcement (traditionally in the form of a chant – an *oli komo*) of the guest's identity, heritage, and intent. If the intent is compatible with the space, the host will welcome the guest in (also in the form of a chant – an *oli kāhea*).

Before proceeding with any business, a shared meal – an *'aha'aina* – is likely to follow this protocol in an effort to build a relationship between guest and host. To share a meal is an important bonding exercise.

Extended to encompass the scale of this project, ENGIE will build a relationship with the Puakō community in three phases, identified by their corollaries in the traditional Hawaiian welcoming framework.

Phase	Communication	Frequency	Audience	Message
<i>Oli Komo</i>	Meeting with Community Leaders	Once, Ahead of RFP Response with Follow-Up as Requested	Community Leaders	Introduction to ENGIE, project, listen to input and concerns



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	Mailer	Once, Upon RFP Response	Puakō community, Elected Officials	Introduction to ENGIE, project, hope to be meeting you soon, sign up for email list
	Website & Social Media	Upon RFP Response, Continual Development	Open	
	Email	Monthly Upon RFP Response	List	Introduction to ENGIE, project, updates
<i>Oli Kāhea</i>	Phone Calls	Upon RFP Award	Community Leaders	
	Media Release	Upon RFP Award	Hawai'i Island & Statewide Media	
	Email	Upon RFP Award	List	
	Community Board Postings	Upon RFP Award	Puakō & Waikoloa Village Residents	Introduction to ENGIE, project, how to get updates
<i>'Aha'aina</i>	Community Meetings	Monthly/Bi-monthly Upon RFP Award	Puakō & Waikoloa Village Residents	ENGIE is here to get to know you, and for you to get to know us.
	Mailer	Monthly/Bi-monthly Upon RFP Award	Puakō & Waikoloa Village Residents	We are committed to keeping you informed every step of the way.
	Email	Monthly Upon RFP Award	List	
	Lecture Series	Bi-monthly	Puakō & Waikoloa Village Residents	ENGIE seeks to provide continued information and opportunities for the community to



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				learn about the project.
	Educational Outreach – in-person	As requested	Educators in the Honoka'a-Kealakehe-Kohala-Konawaena Complexes	Providing information to educators in the form of a professional development will give teachers lessons to use in the classroom – educating teachers, students and the greater community.
	Public Tours	At key milestones	Puakō & Waikoloa Village Residents	Offering a commitment to the community in sharing project details and important phases of the project.
	Community Ceremony	Once – at completion of project	Puakō & Waikoloa Village Residents	ENGIE's appreciation of the community and their recognition of the importance of the project will be at the forefront of the ceremony.

### Information & Communication Outlets

**Website:** A comprehensive project website will be developed with a project description, benefits, maps, latest news, and avenues to provide feedback.

**Direct Mail:** Due to the relatively small number of households, direct mail is an effective way to reach all Puakō & Waikoloa Village residents.

**Newspaper:** The daily newspaper is West Hawai'i Today, the coverage area of which stretches from the north point of Kohala to the south point of Ka'ū. Advertising in this newspaper, in addition to making project spokespeople available for interviews, is recommended.

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**Radio:** Radio stations that serve West Hawai'i reach South Kohala. The mainstream FM stations are KWXX, KBIG, KAPA, KOA Country, The Wave, and The Beach. Radio ads announcing upcoming community meetings may be appropriate.

### *Waikoloa Village Association Newsletter*

The Waikoloa Village Association publishes a monthly newsletter, Waikoloa Breeze, that is mailed to each home and available online. The Breeze is the primary Waikoloa Village-focused source of news and events for residents.

### *Association Meetings*

Meetings of the Puakō Community Association and the Waikoloa Village Association may be appropriate venues to provide brief project updates, but not to gather extensive feedback.

### *Community Event Presence*

Regular presence at community events will help to build credibility and relationships in the community.

### **Opportunities for Input**

The community meetings in the *'Aha'aina* phase of this plan will provide informal opportunities for input which will inform project design as it moves forward.

The regulatory process offers additional formal opportunities for input which will inform the project as it proceeds through processes for various permits and approvals as described in the **Government Approvals** section of this plan.



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## community goals during COVID-19 pandemic

- **share, listen, and sincerely engage with communities** during these unprecedented times about the proposed projects;
- ensure people near the proposed projects **get to know us, understand that we're from here, and that we also value what's best for our keiki** in the present and future; and
- clearly demonstrate to Hawaiian Electric, the Public Utilities Commission, and the Independent Observer that **we are committed to being the best partner for these strategic projects.**

## original approach for Puakō and Waikoloa

### Individual stakeholders

- *what:* meet with in/formal leaders in the two communities, as well as other influential people from other parts of Hawai'i Island
- *when:* Q4 2019 through week of 4/27

### small groups

- *what:* participate in events that raise awareness of ENGIE's Hawai'i presence, local roots, and willingness to be a part of Hawai'i Island
- *when:* Feb, Mar and Apr

### town hall

- *what:* engage the two communities in a talk story manner about the two projects, share who ENGIE is, and how we will work together
- *when:* 4/2 (Th) at 6pm

# COVID-19 approach pivot for Puakō and Waikoloa

## website

- **during COVID-19 social distancing, the website will be the main medium of communication**, and a repository of information for project details, maps, videos, FAQs, social media-garnered questions and responses, background on ENGIE, useful links, and various forms of contact for proposed projects.

## mailers

- **mailers will be sent to every household in Puakō and Waikoloa** to ensure that all residents living in surrounding areas will be provided project details, as well as the website address and our project-specific phone number for calling and texting questions.

## media

- **social media** (e.g. Facebook, Twitter, Instagram) accounts have already been established and will be managed by our team.
- **traditional media** of radio and print will be utilized, and as required by the utility, we will ensure well-crafted media advisories are provided to media in advance.

## virtual meeting

- the virtual meeting will be held via **Nā Leo TV's channel 53 on 4/30 (Th) from 6-7pm**, which is broadcast on Hawai'i Island, and accessible across the Islands via their website. We also intend to make the live feed available via our website.

## individual stakeholder engagement continues

Our team's individual stakeholder engagements for Puakō and Waikoloa have shifted from coffee or pau hana, to strictly phone calls to ensure we are all doing our part to flatten the curve; however, **the importance of talking story with formal and informal community leaders and members remains unchanged.**

As COVID-19 became a recognized threat and personal interactions quickly evolved, we have continued to reach out to folks to elevate awareness of the projects and provide background on what we have been doing across the Islands since establishing our office here in 2008.

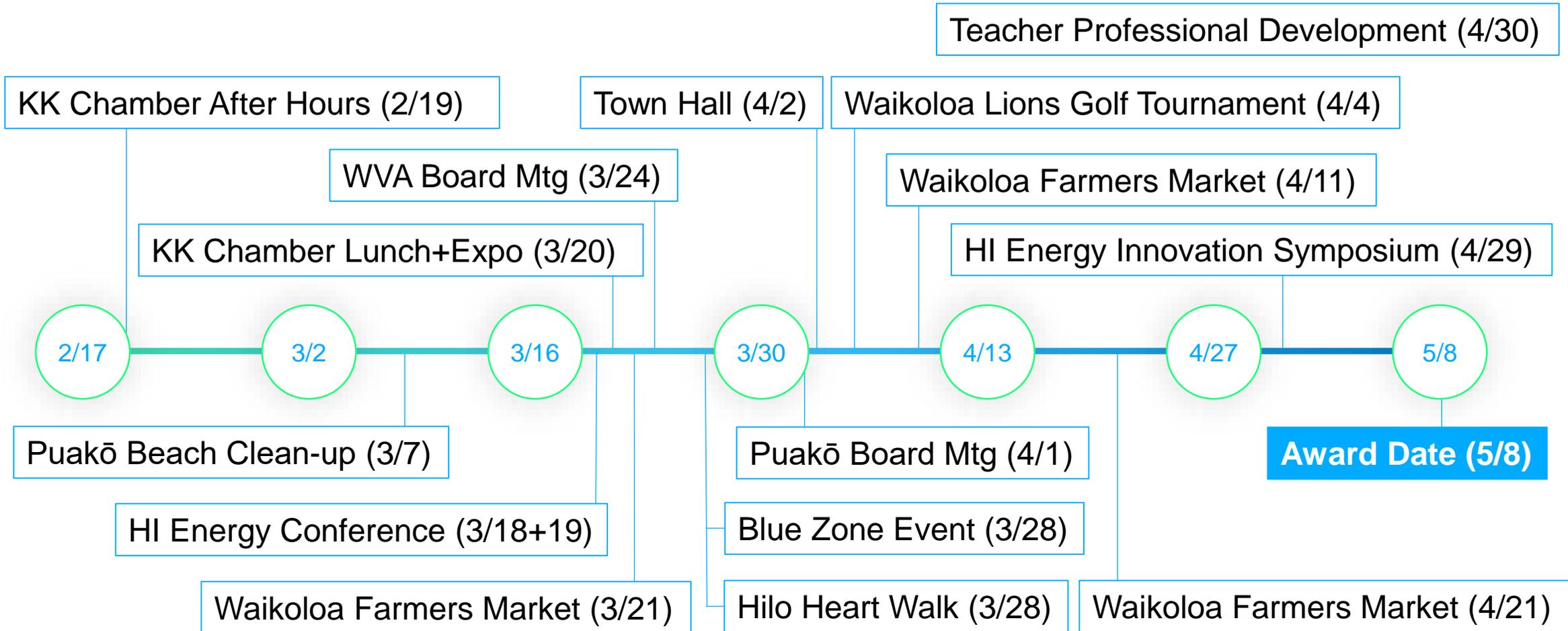
## community education continues

COVID-19 has swiftly and significantly shifted classroom learning to online education. The inequality across communities has been exposed, as there are students and some teachers who do not have internet access, and many families without computers. While we cannot solve for all aspects of the educational ecosystem, we are seeking to creatively and successfully address these unique circumstances through two initiatives.

**Effectiveness:** Recognizing that teachers need interactive resources to bring lessons into their virtual classrooms, **ENGIE Hawai'i's educational specialists are hyper-focused on completing the development of web-based educational curricula and professional development (PD) sessions.**

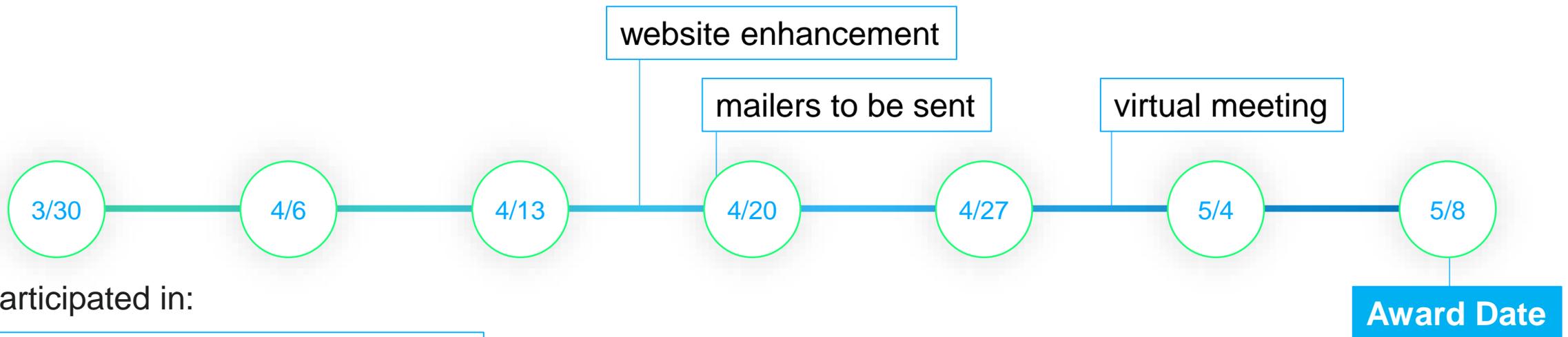
**Access:** We are exploring partnerships with organizations (such as the nonprofit mentioned in the below section on community donations) that refurbish computers and provide internet to low-income families at a fraction of the original cost. We plan to work with these types of organizations to help level the playing field to equitable, quality education. **As a team of engineers, developers, financiers, and teachers, we strongly believe in the value of education at all levels, for every student.**

# original Hawai'i Island community engagement timeline



# COVID-19 Hawai'i Island community engagement pivot timeline

continuous outreach via 1:1 calls, social media, traditional media



Participated in:

KK Chamber After Hours (2/19)

Puakō Beach Clean-up (3/7)

## ENGIE Hawai'i website

Our live website, which has been operational and publicly accessible since early January 2020, can be found here:

[www.ENGIE-Hawaii.com](http://www.ENGIE-Hawaii.com)

With COVID-19 shelter-in-place and social distancing rules required, the website will be the main medium of communication for project information in the foreseeable future. As such, like the on-the-ground circumstances, this website, too, will nimbly evolve based upon the changing needs and flows of information that are identified.

## virtual meeting

- *what*: online engagement with the Puakō and Waikoloa communities about the two projects, share who ENGIE Hawai'i is, talk about how we will work together, and respond to community-asked questions.
- *when*: 4/30 (Th) from 6-7pm
- *where*: Nā Leo TV's channel 53

Media advisories for this event was sent to the following outlets: Hawai'i Tribune Herald, West Hawai'i Today, Civil Beat, Hawaii News Now, KHON2 News, KITV4 News.