



UKRAINE SUSTAINABLE ENERGY LENDING FACILITY (USELF)
STAKEHOLDER ENGAGEMENT PLAN (SEP)

Final
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LIST OF ABBREVIATIONS

EBRD	European Bank for Reconstruction and Development
EC	European Community
EIA	Environmental Impact Assessment
EU	European Union
NGO	Non-governmental organization
OVOS	National EIA procedure (also OVNS)
PP	Plan and program
PR	Performance Requirement
SEA	Strategic Environmental Assessment
SEP	Stakeholder Engagement Plan
SER	Strategic Environmental Review
TBI	To be identified
USELF	Ukraine Sustainable Energy Lending Facility

USELF SER – STAKEHOLDER ENGAGEMENT PLAN (SEP)

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1. INTRODUCTION

This Stakeholder Engagement Plan (SEP) provides the requirements for stakeholder engagement and public consultation process, stakeholder identification and grievance mechanism planned for the Strategic Environmental Review (SER) of the Ukraine Sustainable Energy Lending Facility (USELF) Programme.

1.1 Project Background

In order to encourage businesses to pursue sustainable energy projects, the European Bank for Reconstruction and Development (EBRD) has launched USELF. The USELF is aimed at providing development support and debt finance to renewable energy projects, which meet required commercial, technical and environmental standards.

In co-operation with the Ukraine’s national authorities, the USELF has commissioned a Strategic Environmental Review (SER) focusing on renewable energy technologies in selected areas of the Ukraine. The main purpose of the SER is to “lay out a path” for later environmental reviews of specific renewable energy projects.

The SER is evaluating the impacts of developing renewable energy projects on environmental resources, communities, and the economy. It is identifying strategies to avoid, minimize, and mitigate those impacts while moving projects forward.

EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship, and a way of improving the quality of projects. In particular, effective community engagement is central to the successful management of risks and impacts on communities affected by projects, as well as to achieving enhanced community benefits. With respect to EBRD requirements, USELF SER process and stakeholder engagement are organised in two main stages (**Figure 1**).



Figure 1: USELF SER process

- The key objectives of the scoping stage (November, 2010 – May, 2011) are to disclose information about USELF SER and to identify key environmental and social issues for SER.
- The next stage, strategic environmental review and scenario analysis (February – September, 2011) aims to complete the USELF Draft SER environmental report and to consult the Draft SER report with stakeholders and general public.

1.2 Objectives of Stakeholder Engagement Plan (SEP)

The primary objective of the SEP is to map out the strategy for engaging the various stakeholder groups and public in the activities of the USELF SER. The SEP will identify and describe key USELF SER stakeholders, public and other interested groups. It will also summarise the process of how consultation will work, how feedback and comments will be taken into account and how any grievances will be handled.

1.3 Structure of SEP

The remainder of this SEP is organized as follows:

- Chapter 2 briefly describes applicable regulations and requirements for stakeholder engagement and public consultations.
- Chapter 3 summarizes previous and on-going stakeholder engagement and public consultation activities.
- Chapter 4 identifies USELF SER stakeholders and describes communication methods with them.
- Chapter 5 describes stakeholder engagement program and disclosure of information.
- Chapter 6 describes roles and responsibilities for handling the SER consultation and information disclosure process.
- Chapter 7 and Chapter 8 describe how the comments on the SER can be submitted and defines a grievance mechanism by which feedback, comments, concerns and complaints may be communicated to SER developers and how these grievances and comments will be handled.

2. REGULATORY CONTEXT

2.1 Ukrainian legislation for public consultation

It is important to note that the USELF SER is not intended to support decision making of a particular national authority; rather it is undertaken to support the EBRD's planning for its USELF program implementation in Ukraine; for this reason it is called a Strategic Environmental *Review*, not *Assessment*. According to the national legislation, there is no legal requirement or responsibilities to carry out an SEA on the proposed lending facility, and it does not meet the criteria for obligations under Ukraine's ratification of the UNECE SEA Protocol.

Ukraine is a signatory for Aarhus Convention that requires public access to environmental information and decision-making¹ and is directly applicable to the current SER. National legislation also foresees broad public involvement in decision-making process. On the strategic or 'programmatic' level, the Ukrainian legislation requires that the public be consulted on the issues of development and implementation of state policies². The current SER is not, strictly speaking, subject to these national regulations; however, they are taken into account when designing stakeholder engagement processes, in order to account for national regulatory context.

The USELF SER stakeholder engagement process is, therefore, being undertaken in line with best international practice, requirements of EBRD's Environmental and Social Policy (2008), and more specifically the Performance Requirement 10 "Information Disclosure and Stakeholder Engagement" (PR10), which stipulates the requirements for information disclosure and stakeholder engagement. The stakeholder engagement process also accounts the requirements of Aarhus Convention.

In addition, the USELF SER Project is guided by the EU Strategic Environmental Assessment Directive (EU SEA Directive 2001/42/EC) as part of EBRD requirements and the SEA Protocol to the UNECE Espoo Convention, as part of Ukrainian requirements.

2.2 The EU SEA Directive

The process outlined in this SEP meets the requirements of the SEA Directive. Each Strategic Environmental Assessment (SEA) process is based on a systematic approach to ensure significant cumulative environmental and socio-economic effects arising from the adoption and implementing of plans and programs (PPs) are assessed, mitigated, communicated to decision-makers, monitored and that opportunities for public involvement are provided. Such an assessment is performed on a programmatic level and is based on integrated approach. There are two key components of the assessment:

- Preparation of an environmental report that identifies, describes and evaluates the likely significant cumulative environmental effects of plans/or programs implementation, as well as discusses reasonable alternatives.

¹ UNECE Aarhus Convention on access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters

² Decree of the Cabinet of Ministers of Ukraine as of November 3, 2010 N 996 "Order of the public consultations on the issues of development and implementation of the state policy"

- Conducting stakeholder and public consultations (with the local authorities having environmental responsibilities, other authorities, the public that is affected or likely to be affected, or having interest in, relevant NGOs, academic institutions and other interested parties)

The environmental report, addressing all issues associated with scoping, analysis of alternatives, identification and analysis of effects, monitoring the environmental effects and the results of stakeholder and public consultations is to be considered prior to the plan/or program is adopted.

2.3 EBRD Requirements for Stakeholder Engagement and Public Consultations

EBRD requires a SEP to be disclosed during scoping and SER report consultation stages to inform the public on opportunities for consultation/comments and information on managing grievances.

Key principles, requirements, methodological and procedural aspects of stakeholder engagement process for the projects, financed by EBRD are described in detail in EBRD 2008 Environmental and Social Policy, Performance Requirement 10 (PR10) “Information Disclosure and Stakeholder Engagement”³. PR10 outlines a systematic approach to stakeholder engagement that will help clients build and maintain over time a constructive relationship with their stakeholders, including the locally affected communities.

As required, the following important stages shall be implemented for the USELF SER stakeholder engagement and consultation process:

- The key stakeholders should be identified, including the competent authorities and the affected communities
- The detailed arrangements on informing and consulting with the competent authorities and the public concerned should be determined
- The stakeholder engagement is considered to be an on-going process starting as early as practically possible and evolving during the whole lifecycle of the initiative
- Special attention needs to be paid to the affected communities and vulnerable groups
- Grievance mechanism shall be developed, described and implemented

The USELF SER stakeholder engagement process and SEP preparation was also guided by the IFC Good Practice Handbook⁴ that defines the best practice approach to stakeholder engagement.

³ EBRD Environmental and Social Policy 2008 (<http://www.ebrd.com/downloads/about/sustainability/2008policy.pdf>)

⁴ [http://www.ifc.org/ifcext/enviro.nsf/AttachmentsByTitle/p_StakeholderEngagement_Full/\\$FILE/IFC_StakeholderEngagement.pdf](http://www.ifc.org/ifcext/enviro.nsf/AttachmentsByTitle/p_StakeholderEngagement_Full/$FILE/IFC_StakeholderEngagement.pdf)

3. SUMMARY OF STAKEHOLDER CONSULTATIONS

3.1 EBRD previous stakeholder engagement and consultations in Ukraine

In 2007-2008, during the early stages of renewable energy program development for Ukraine, the EBRD launched the assignment *Ukraine Renewable Energy Development Framework (Phase I)* (TCS numbers 21216 and 25329), which was funded by the Government of the Netherlands. This assignment was to provide technical assistance in renewable energy regulatory support and institution building to the Ukrainian Ministry of Fuel and Energy (MFE) and the National Agency on Efficient Energy Resources Management of Ukraine (NAER). The part of the assignment involved extensive stakeholder dialogue to establish the appropriate structure for renewable energy regulation in Ukraine.

A number of key stakeholders and interested parties were identified at that stage, including local authorities and regulators at different levels, potential donor agencies, scientific and research institutes, and private developers. All targeted groups were contacted, and a series of individual meetings and workshops were organized and undertaken.

3.2 USELF SER Consultations

USELF SER consultations have been organized in two stages:

- Stage 1 (November 2010 – May 2011): During the USELF SER scoping consultations, the information about USELF SER and SER Scoping Report was disclosed to 135 representatives of various stakeholder groups; 48 of them were individually interviewed. The initial list of stakeholders that came out as a result of stakeholder identification and analysis has been expanded and amended to ensure sufficient focus on priority areas for renewable energy development identified within the framework of the USELF Programme (Western Ukraine, Black Sea Region and Dnipro Basin). Special focus has been placed on the representatives of local authorities, manufacturers, developers and consultancies involved in the development/implementation of renewable energy projects in Ukraine. In May-June 2011, two meetings with NGOs and practitioners have been carried out in Kyiv and Odesa.
- Stage 2 (December 2011 – April 2012): The stage involves public consultations on the USELF Draft SER report. The consultations are being carried out to date and specific information on the USELF Draft SER report consultation program is provided below in Chapter 5. The strategy suggested for further consultations implies the support of regional governments and/or powerful business structures (for example, Chambers of commerce or specialized associations dealing with renewable energy). This support is essential and will facilitate the consultation process in the regions. In general, two consultation rounds have been planned for Stage 2. The rounds will include the following activities:
 - Presentation meeting in the target regions: SER findings will be presented to the regional stakeholder groups; SER will be disclosed and posted to the local visitor centers organized for this purpose. One united meeting is going to be

organized in the regional capital; the place and time will be agreed with the regional Administrations and announced in official media as well as the place of the documentation disclosure. The tentative timetable for the meetings is shown in **Appendix C** of this document. When the detailed information on location and timing of the proposed meetings are available, the Appendix C will be revised and updated.

- Feedback meetings: they will be carried out in all target regions in a month if the interest will be outlined/justified.

4. STAKEHOLDERS IDENTIFICATION AND COMMUNICATION

This chapter describes the various categories of identified stakeholders and addresses engagement/communication methods and specific media that will be used to notify stakeholders of information.

At the first step of the USELF SER stakeholder engagement and consultation process, the key stakeholder groups have been identified as being either affected by the USELF Programme or who may be interested in the Programme. Total of 7 key stakeholder categories, accounting approximately 135 stakeholders were identified, including:

- USELF and their potential applicants (developers);
- State authorities
- Regional authorities
- Regional chambers of commerce
- National and international NGOs
- Academic organizations, institutions and consultancies
- General public

Stakeholder map in **Figure 2** shows the geographical distribution of identified stakeholders within the Ukraine. The target regions were identified based on the following selection criteria:

- Potential for renewable energy projects (sources and investment activities);
- Regions not covered by the initial consultation processes
- Presence of existing renewable energy projects and infrastructure.

Table 1 describes the key stakeholder groups and communication process by addressing communication methods and specific media that will be used to notify stakeholders of information, such as opportunities for public consultation or significant changes.

In addition, a stakeholder register has been compiled and is presented in **Appendix A**. The register lists all stakeholders identified during the initial and scoping consultations stages of the SER consultation process.

Others who wish to be included in the stakeholders list, please contact Ivan Maximov, Black & Veatch Moscow, telephone: +7 (495) 232-67-38, Ukrainian cell phone number: +380 68 121-1245; email: maximovi@bv.com and you will be placed into the mailing list for

information on USELF SER progress, reporting, meetings, or other consultation opportunities.

Any suggestions for improvement of proposed communication methods or media are welcome and can be submitted via the contact information at the end of this document (Chapter 7).



Figure 2: Geographical distribution of identified USELF SER stakeholders

	Stakeholder group	Description	Means of engagement and communication	Proposed Media
1.	USELF and their potential applicants	USELF and their actual and potential applicants are the main beneficiaries and the key stakeholders of the SER process. This group is interested in the USELF program development; they also have to assess and manage the environmental and social issues of their individual projects for meeting EBRD and national requirements.	<ul style="list-style-type: none"> - Ongoing working linkages with USELF - Emails and phone - Capacity building workshops 	- USELF SER website: www.uself-ser.com ⁵
2.	State level authorities <ul style="list-style-type: none"> - <i>Ministry of Fuel and Energy</i> - <i>National Electric Regulatory Commission (NERC)</i> - <i>National Agency on Sufficient Energy Resources Management (NAER)</i> - <i>Ministry for Ecology and Natural Resources</i> 	National authorities responsible for alternative energy development, electricity distribution, environmental protection, public health, cultural heritage, agriculture, tourism development might be potentially interested in particular aspects of the USELF SER and its outcomes.	<ul style="list-style-type: none"> -Ongoing working linkages with Ministry of Fuel and Energy, NERC, NAER and Ministry of Ecology and Natural Resources -Communication with authorities via newsletters, emails and phone - Individual meetings - Official correspondence 	USELF SER website: www.uself-ser.com
3.	Regional authorities	Regional state administration (regional executive power agencies) have direct responsibilities for economic development, investment attractiveness, development of energy efficiency technologies and other issues. As a general rule, they are interested in the specific projects rather than in the strategic level assessments. At the same	<ul style="list-style-type: none"> -Ongoing working linkages with regional authorities and municipalities - Individual and/or regional public meetings - Official correspondence 	- USELF SER website: www.uself-ser.com

⁵ For a 120 days period of formal public consultations all key documents will be published on the USELF SER website in English and Ukrainian. In addition, a web based forum will be open at USELF SER website. The website will be periodically updated to reflect the latest and up to date developments in SER consultation process

Table 2: USELF SER stakeholder identification, engagement and communication methods				
	Stakeholder group	Description	Means of engagement and communication	Proposed Media
		time, the regions having bright perspectives for alternative energy development may be directly interested in the USELF SER and its outcomes.		
4.	Regional Chambers of Commerce	In some regions of Ukraine, the Chambers of Commerce are active and important players in investment processes. They are taking up the responsibilities of the intermediaries between businesses, authorities, and communities. Chamber of Commerce of the Autonomous Republic of Crimea were approached during the initial consultation stage and provided valuable comments and input. Regional Chambers of Commerce are seen important potential partners in organization of public consultations in target regions.	<ul style="list-style-type: none"> - Individual and/or regional public meetings - Official correspondence - Email and phone calls 	USELF SER website: www.uself-ser.com
5.	National and international NGOs	Environmental NGOs and, more specifically, NGOs specialised in energy efficiency/alternative energy development have been identified as interested parties.	<ul style="list-style-type: none"> - Roundtable meetings and technical workshops - Individual meetings - Email newsletters and phone calls 	USELF SER website: www.uself-ser.com
6.	Academic organizations, institutions and renewable energy practitioners	Academic institutions and practitioners who are actively involved in biodiversity conservation, watershed management, watershed restoration, ornithological and ecological research works and other environmental aspects of renewable energy	<ul style="list-style-type: none"> - Individual and/or regional public meetings/workshops - Email and phone calls 	<ul style="list-style-type: none"> - USELF SER website: www.uself-ser.com - National newspapers: "Segodnya"; "Delo"

Table 2: USELF SER stakeholder identification, engagement and communication methods				
	Stakeholder group	Description	Means of engagement and communication	Proposed Media
		development may have direct interest in programmatic level of environmental impact assessment.		
7.	Key regional stakeholder groups:	General public in the target regions has been identified as a potentially interested category. However, it is not possible to identify the general public to the local community level, mainly, due to the scale of the strategic assessment.	<ul style="list-style-type: none"> - Open house meetings to discuss USELF Draft SER report - Presentation meetings will be organized in regional state administrations or in the Regional Chamber of Trade and Commerce. One united meeting is planned in the regional capital. The place will be coordinated with the regional administrations (and/or other supporting group). One united meeting is planned for every region. If local interest will be identified, additional meeting(s) could be arranged on the Rayons. The places and timing will be announced in the official media not later than in two weeks before the meeting. - All SER documents will be available as hard copies (in 	National newspapers: "Segodnya"; "Delo" (Kyiv)
	- Donetsk			Regional newspapers: "Donetskie news"; "Donbass" (Donetsk)
	- Lviv			Regional newspapers: Vysoky Zamok". "Lvivskaya Gazeta" (Lviv)
	- Uzhgorod			Regional newspapers: Uzhgorod", "Nydilya" (Uzhgorod)
	- Simferopol			Regional newspapers: "Crymskie Izvestia", "Crymskaya Pravda" (Crimea)
	- Odesa			Regional newspapers: Odesa Daily", "Odesky Vistnyk" (Odesa)

Table 2: USELF SER stakeholder identification, engagement and communication methods				
	Stakeholder group	Description	Means of engagement and communication	Proposed Media
			Ukrainian) and CD (in English and Ukrainian) in local Rada's and /or libraries.	

5. INFORMATION DISCLOSURE AND STAKEHOLDER ENGAGEMENT PROGRAMME

This section describes how the consultation process worked during the scoping consultations stage, how the consultations will be organized during Draft SER report consultation stage and what type of information will be shared with the stakeholders and public during the USELF Draft SER report consultations.

5.1 Information disclosure

During the scoping consultations, the following information was disclosed to the identified USELF SER stakeholders:

- A summary of the USELF SER process, defining the main goals of SER and the way the stakeholder engagement and consultation process will be structured (hard and electronic copies of the USELF SER leaflet (flyer) in English and Ukrainian.
- A brief summary of the USELF SER project and its current status
- USELF SER draft Scoping Report (in English and Ukrainian). The SER Scoping Report was made available through the USELF SER website at www.uself-ser.com, as well as on CD per individual request.

For a 120-day USELF Draft SER report consultations (December 2011 – April, 2012), the following information will be available to the stakeholders and general public:

- USELF SER Draft Environmental Report (English and Ukrainian versions) published on the USELF SER website at www.uself-ser.com, or per individual request on a CD.
- USELF SER Technical Reports on Biomass, Solar, Small Hydro and Wind Potential and Renewable Energy Scenario Development in Ukraine (English and Ukrainian versions) published on the USELF SER website at www.uself-ser.com, or per individual request on a CD.
- USELF Stakeholder Engagement Plan (SEP), which will also be publically available through the USELF SER website at www.uself-ser.com or by a request on a CD. SEP will be available in English and Ukrainian.
- An updated USELF SER leaflet (flyer), describing the SER process, its purpose, practical application and main outcomes (available in Ukrainian). The leaflet will be distributed among key stakeholders electronically via email. It will also be available through the USELF SER website at www.uself-ser.com.

A range of communication methods will be employed during the USELF Draft SER report consultations as specified in **Table 2**. In summary, the methods of communication will include the following:

- Publication of the USELF SER Draft Environmental Report and USELF SEP in Ukrainian and English at the USELF SER website: www.uself-ser.com
- As noted earlier, CD copies of USELF SER Draft Environmental Report and USELF SEP will be available on individual request
- Hard copies and CDs with documents will be available in target regions Rada's and/or libraries

- Regional meetings with stakeholders (open room meetings)
- Technical workshops
- Announcements in national and regional mass-media
- Official correspondence with authorities
- Email and phone communication

5.2 Stakeholder engagement and consultation programme

Table 3 below describes the key elements of the USELF SER stakeholder engagement and consultation programme. A tentative schedule for USELF SER documents public disclosure and meetings is presented in the timetable in **Appendix C** of this SEP. *The timetable will be revised* prior to the public release of USELF Draft Environmental Report and renewable energy technical reports. The revised timetable *will specify the exact locations and dates for regional presentation meetings* so that all interested regional stakeholders could plan the attendance appropriately.

<i>Events/Activities</i>	<i>Tasks</i>	<i>Information for disclosure</i>	<i>Timeframe</i>
1. Scoping stage (December, 2010-May, 2011)			
1.1. Individual consultations with identified key stakeholders (Annex A)	Gathering baseline information; presenting SER process	Initial USELF SER flyer (in English and Ukrainian)	December, 2010
1.2. Posting draft SER Scoping Report on the Internet and establishing interactive web-site communications	Presenting the document to public for discussion and comments	Draft SER Scoping Report (in English and Ukrainian)	February, 2011
1.3. Phone/email/mail correspondence with key stakeholders	Gathering feedback on SER Scoping Report from the stakeholders	Draft SER Scoping Report (in English and Ukrainian)	April – May 2011
1.4. Capacity building workshop in cooperation with USELF	Building dialogue capacity for USELF and its applicants and local experts; introduction of SER approach	Draft SER Scoping Report; hand-out materials (in Ukrainian)	June 2011
1.5. Regional meeting in Odesa and NGO roundtable in Kyiv	Presentation of Draft SER Scoping Report	Draft SER Scoping Report (jn Ukrainian)	May, 2011
1.6. Capacity building workshop for USELF current and potential applicants	Increase awareness and facilitate capacity-building on SER outcomes application for the individual projects	Draft SER Scoping report, SEP	June, 2011
2. Second stage: Consultation on the USELF Draft SER report (November, 2011 - January, 2012)			
2.1. Preparation for public information campaign	Presentation of a SER process and outcomes	<ul style="list-style-type: none"> • USELF SER Environmental Report in Ukrainian • USELF SER 	October– November, 2011

Events/Activities	Tasks	Information for disclosure	Timeframe
		Environmental Topic paper in Ukrainian <ul style="list-style-type: none"> • USELF SER Technical Reports in Ukrainian • Updated SER information leaflet (flyer) with outcomes 	
2.1.1. Release of Draft SER documents in Ukrainian	Translating SER documents into Ukrainian	<ul style="list-style-type: none"> • USELF SER Environmental Report in Ukrainian • USELF SER Environmental Topic paper in Ukrainian • USELF SER Technical Reports in Ukrainian • USELF SEP in Ukrainian 	December, 2011
2.1.2. USELF SER information leaflet (flyer) distribution among stakeholders	Drafting the information leaflet (flyer) and presenting the SER process and outcomes	Updated SER information leaflet (flyer). The flyer defines the purpose of the USELF SER, practical application of SER, major outcomes of SER	Leaflet release: December, 2011 Distribution period: December, 2011 and onwards
2.1.3. USELF SER and public drafting the articles for publication in regional newspapers	Presenting the SER process and outcomes		14 days prior to each regional meeting
2.2. First round of discussions in the target regions. Presentation meetings with regional stakeholders: Donetsk Lviv Uzhgorod Simferopol Odesa	Presentation of Draft USELF SER documents, including USELF SER Environmental Report, USELF SER Environmental topic paper and USELF SEP.	<ul style="list-style-type: none"> • Draft SER Environmental Report • USELF SER Environmental Topic paper in Ukrainian • USELF SEP • USELF SER information leaflet (flyer) 	December, 2011-February, 2012
2.4. Establishing locations where the public in target regions can review the SER			January-February, 2012 <i>to be combined with the presentation</i>

Events/Activities	Tasks	Information for disclosure	Timeframe
documents, most likely public libraries (or other locations if advised by the authorities and other local partners)			<i>meetings</i>
2.5. Regional round tables/by-invitation workshops in the target regions	<ul style="list-style-type: none"> • Making the Draft SER documents available for review and discussion • Obtaining feedback, comments, concerns and recommendations from regional stakeholders 	<ul style="list-style-type: none"> • Draft SER Environmental Report • USELF SER Environmental Topic paper in Ukrainian • USELF SEP • USELF SER information leaflet (flyer) 	February – April, 2012. <i>Specific dates for meetings will be announced through SER and USELF public websites, and regional newspapers</i>
2.6. Roundtable with the NGOs in Kiev, if level of interest indicates the need for it	<ul style="list-style-type: none"> • Discussion of the SER results • Collecting feedback and comments from NGO groups 	<ul style="list-style-type: none"> • Draft SER Environmental Report • USELF SER Environmental Topic paper in Ukrainian • USELF SEP • USELF SER information leaflet (flyer) 	February-March, 2012
2.7. Collecting feedback and comments on Draft SER report	Discussion of the SER results	Draft SER documents	On-going process throughout the 120 day consultation period December, 2011 – April, 2012
2.8. Closing of public comment period	Obtain and process public feedback	Draft SER documents	At the end of the 120 day consultation period
2.9. Preparation of analytical report and final SER report	<ul style="list-style-type: none"> • Addressing all comments and feedback • Preparing a summary of the USELF SER stakeholder engagement consultation process 	Final SER report	April, 2012

6. ROLES AND RESPONSIBILITIES

Black & Veatch and Ecoline EAC team will be in charge of stakeholder engagement and public consultation activities. It is envisioned that the SEP implementation process will end up after USELF SER process is finished (April 2012).

7. COMMENTS ON THE SER

After the USELF SER documents are made publicly available in draft form, a 120 day comment period will commence, from December 1, 2011 to April 1, 2012. All stakeholders can comment, suggest revisions, or add information that is pertinent to the SER process. Any person or organization may send comments in person or via post, email, or facsimile using the contact information, specified below. The comments will be reviewed, and where appropriate, the USELF SER documents will contain changes that result from the comments.

The comments will be summarized and organized by topic or issue. Comments will not normally be responded to individually; at the end of the consultation period, stakeholders will be notified by the above process (website, regional newspapers) of the final decision, a summary of comments received, and how the comments were taken into account. Comments can be in writing or at a public meeting where the comments are recorded.

- Electronically using the “public comment” link at www.uself-ser.com
- Electronically or by post to Black & Veatch or Ecoline EAC.

The comments and feedback can be submitted in Ukrainian, Russian and English. A Ukrainian speaker will be available to answer any questions related to the comments/feedback submittal process. For inquiries please contact:

1. Ivan Maximov, Black & Veatch Russia, Russia, 109147, Moscow, MosAlarko Plaza One, Marksistskaya street 16; Telephone: +7 (495) 232-67-38 (Moscow); Ukrainian local cell phone number: +380 68 121-1245 Email: maximovi@bv.com
2. Serhiy Varlamov (Ukrainian speaker), Phone: +380 099 133-9146; email: varlamovsergiy@mail.ru

8. GRIEVANCE MECHANISM

If there is a grievance about the SER process, there is a separate procedure from comments. All grievances will be acknowledged within 5 working days and responded to within 20 working days, and can be submitted to:

- Electronically using the “public comment” link at www.uself-ser.com; please specify Grievance in the communication/text.
- Electronically or by post to Black & Veatch

Complaints can be filed via mail or electronically, using email. A complaints form is shown in **Appendix B**. Claimant has a right to file an anonymous complaint. Yet, even in such cases, it is recommended to leave reliable contact information in order to obtain an answer. Complaints can also be introduced by phone. However, we will inform the caller that they must submit a complaint or comment in writing or at a recorded public meeting.

Any complaints or concerns received will be summarized and listed in a complaints log book, containing the name/group of commenter/complainant, date the comment was received, brief description of issues, information on proposed corrective actions to be implemented (if appropriate) and the date of response sent to the commenter/complainant. Any person or organization may send complaints in person or via post, email, or facsimile using the contact information, specified above. All complaints will be responded to either verbally or in writing, in accordance with preferred method of communication specified by the complainant in the comments and complaints form.

To submit a grievance, complaint or a concern, please use the following contact information: Attendance - Ivan Maximov, Black & Veatch Russia. Postal address: Russia, 109147, Moscow, MosAlarko Plaza One, Marksistskaya street 16; Telephone: +7 (495) 232-67-38; Fax number: +7 (495) 232-6739; Ukrainian local cell phone number: +380 68 121-1245 for inquiries; or submit it electronically via email to maximovi@bv.com or USELF SER website at your choice.

APPENDIX A – LIST OF STAKEHOLDERS IDENTIFIED DURING THE USELF SER INITIAL AND SCOPING CONSULTATIONS (NOVEMBER, 2010 – MAY 2011).

Stakeholder group	Region	Interest identified/Feedback provided at the scoping stage
Internal stakeholders		
USELF		
EBRD		
USELF 'applicants (TBS)		
State authorities		
Ministry for Ecology and Natural Resources of Ukraine	Kyiv	Contacted / low interest
Ministry of Energy and Fuel	Kyiv	Contacted / low interest
Ministry of Emergency Situations	Kyiv	Contacted / no interest
Ministry of Public Health	Kyiv	Contacted / no interest
Ministry of Culture and Tourism	Kyiv	Will be contacted (WBC)
Ministry of regional development, construction and housing and communal services of Ukraine	Kyiv	Contacted / low interest
National Agency for Ecological Investments	Kyiv	WBC
National Commission for Regulation of the Electric Energy of Ukraine (NERC)	Kyiv	Contacted / high interest
National Agency of Ukraine on the Issues of Ensuring Effective Use of Energy Resources (NAER)	Kyiv	Contacted / high interest
State Committee on Energy Saving	Kyiv	Contacted / interest
Committee on Fuel, Energy, and Nuclear Policy and Safety of the Ukrainian Parliament	Kyiv	Contacted / low interest
Regional authorities		
Main Department of Infrastructure Development and Energy Supply	Odesa	Phoned / no interest
Main Department of Economics	Odesa	Phoned / low interest
Investment and Innovation Department / Investment Mobilisation and Project Monitoring Division	Odesa	Phoned / no interest
Donetsk Oblast State Administration	Donetsk	WBC
Zakarpattia Oblast State Administration	Uzhgorod	WBC
Zakarpattia Oblast State Administration, Department of Economics	Uzhgorod	WBC
Zakarpattia Oblast Chamber of Commerce and Industry	Uzhgorod	WBC
Chernihiv Oblast State Administration	Chernihiv	WBC
Main Department of Economics, Chernihiv Oblast State Administration	Chernihiv	WBC

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Stakeholder group	Region	Interest identified/Feedback provided at the scoping stage
Chernihiv Oblast Chamber of Commerce and Industry (Chernihiv)	Chernihiv	WBC
Crimea Integration and Development Program	Simferopol	Contacted / high interest
Autonomous Republic of Crimea (ARC) Committee on Environment	Simferopol	Contacted / high interest
ARC Committee on Energy Production	Simferopol	Contacted / interest
Land use center	Simferopol	Contacted /high interest
ARC Committee on entrepreneurship and investments	Simferopol	Contacted / interest
Lviv oblast Department of Environmental protection)	Lviv	Contacted / low interest
Lviv oblast Department of Energy production	Lviv	Contacted / low interest
Local Authorities		
Teplodar Town Mayor	Odesa	Contacted / no interest
Yuzhne Town Council	Odesa	Contacted / no interest
Uzhhorod City Council	Uzhgorod	WBC
Chernihiv City Administration	Chernihiv	WBC
Municipal authorities (in target regions)		
To be identified (TBI) later		
Companies		
JSC UKRENRO	Kyiv	Contacted / high interest
Local energy producers (TBI later)		
SOLAR KW (department of OJSC Kvazar)	Kyiv	Contacted / high interest
SC "Stankosert"	Odesa	Phoned / low interest
IntellectInvest Ltd.	Donetsk	WBC
Donbas Fuel and Energy Company	Donetsk	WBC
Marmaris Ltd.	Donetsk	WBC
EnergoProducts SMC	Donetsk	WBC
Agrotis Agricultural Company	Donetsk	WBC
VEMA Carbon	Donetsk	WBC
HydroEnergo LLC	Donetsk	WBC
Zakarpattia Technical Expertise Centre	Uzhgorod	WBC
Bureau of Ecological investigations	Lviv	Contacted / low interest
Developers		
Atmosfera.UA	Kyiv	Phoned / no interest
Atmosfera.UA (Odesa Branch)	Odesa	Phoned / low interest

Stakeholder group	Region	Interest identified/Feedback provided at the scoping stage
Green Energy (Odesa)	Odesa	Contacted / high interest
SE Verano (Odesa)	Odesa	Phoned / no interest
Solar-Odesa Company (STC Innovation and Technology Centre, STC Stankosert)	Odesa	Phoned / no interest
Wind Power Ltd.	Donetsk	WBC
Ukrgelios	Donetsk	WBC
Solarkarpathy	Uzhgorod	WBC
Sintek PCC	Uzhgorod	WBC
RDI, design and engineering		
PP "KSP-Project"	Kyiv	Phoned / low interest
Scientific Engineering Centre "Biomass" Ltd. (SECB)	Kyiv	Phoned / low interest
Inter-Branch Scientific and Technological Center for Wind Power Engineering, Institute of renewable energy	Kyiv	Phoned / high interest
EcoLex Independent Environmental Review Centre	Odesa	Phoned / no interest
Odesa Environmental Safety Scientific and Technical Centre State Enterprise	Odesa	Phoned / no interest
South Scientific and Technical Activity Centre	Odesa	Phoned / no interest
ECOINVEST PE	Odesa	Phoned / no interest
ECONAD RMC	Odesa	Phoned / no interest
SREDA (ENVIRONMENT) RMC	Odesa	Phoned / no interest
Institute of sustainable development	Simferopol	Phoned / low interest
Scientific and education organization		
National institute for strategic studies	Kyiv	Contacted / low interest
Council of the Study of the productive Forces of Ukraine	Kyiv	Contacted / low interest
Taras Shevchenko National University of Kyiv	Kyiv	Contacted / low interest
National Technical University of Ukraine 'Kyiv Polytechnic Institute'	Kyiv	Contacted / low interest
Institute of Energy Saving and Energy Management	Kyiv	Contacted / high interest
Institute of Geography	Kyiv	Contacted / interest
Institute for Economics and Forecasting	Kyiv	Phoned / no interest
Institute of Zoology	Kyiv	Contacted / low interest
OdesaAgroProject Research and Survey Institute	Odesa	Phoned / low interest
Institute of Market Problems and Economic/Environmental Research of the National Academy of Sciences of Ukraine	Odesa	Phoned / no interest
International Academy of Ecology, Human Safety and Natural Sciences – Ukrainian Branch	Odesa	Phoned / no interest

Stakeholder group	Region	Interest identified/Feedback provided at the scoping stage
Odesa National Polytechnic University	Odesa	Phoned / no interest
Odesa State Environmental University	Odesa	Phoned / no interest
Urban Planning and Environmental Protection Institute within the Donbas State Academy of Civil Engineering and Architecture	Donetsk	WBC
Donetsk National University	Donetsk	WBC
Mykhailo Tugan-Baranovsky Donetsk State University of Economics and Trade	Donetsk	WBC
Donetsk Entrepreneurship Institute	Donetsk	WBC
Carpathian Entrepreneurship Institute within the Ukraine Open International Human Development University	Uzhgorod	WBC
Uzhhorod National University	Uzhgorod	WBC
Zakarpattia State University	Uzhgorod	WBC
Chernihiv State University of Technology	Chernihiv	WBC
Chernihiv State Institute of Economics and Management	Chernihiv	WBC
Chernihiv Civil Project Reconstruction Research and Design Institute	Chernihiv	WBC
National Tavrida university named after Vernadskiy, Faculty of Geography	Simferopol	Contacted / low interest
Institute of regional studies	Lviv	Contacted / low interest
Lviv National University (Lviv)	Lviv	Contacted / low interest
Lviv Technical University "Lvivska Politehcnika" (Lviv)	Lviv	Contacted / low interest
National institute of Oil and Gas (Lviv)	Lviv	Contacted / low interest
NGOs and activists		
Foundation for the Development of Environmental and Energy Markets	Kyiv	Contacted / interest
Ukraine Wind Energy Association	Kyiv	Contacted / high interest
OJSC Association UkrHydroEnerg	Kyiv	Contacted / high interest
All-Ukrainian Environmental Public organization "MAMA-86"	Kyiv	Contacted / low interest
All-Ukrainian Ecological League	Kyiv	Contacted / no interest
Scientific and technical union of the energy production and electrical equipment professionals of Ukraine	Kyiv	Contacted / no interest
National ecological center of Ukraine	Kyiv	Contacted / high interest

Stakeholder group	Region	Interest identified/Feedback provided at the scoping stage
Greenpeace Ukraine	Kyiv	Phoned / no interest
Zelenyi Svit / Friends of the Earth Ukraine	Kyiv	Phoned / no interest
Ukrainian society for the protection of birds / BirdLife Partner in Ukraine	Kyiv	Contacted / high interest
Ecology and Human Health	Odesa	Phoned / no interest
Fair Odesa Public & Political Movement	Odesa	Phoned / no interest
MAMA-86 Odesa Public Organisation	Odesa	Phoned / no interest
Yuzhne Town Environmental Club	Odesa	Phoned / no interest
Professor Pusanov Wildlife Conservation and Renaissance Foundation "Natural Heritage"	Odesa	Phoned / no interest
Zakarpattia Oblast Young Entrepreneurs' Association	Uzhgorod	WBC
Edelweiss Environmental Club	Uzhgorod	WBC
Mukacheve Entrepreneurs' Association	Uzhgorod	WBC
Green World Chernihiv City Environmental Association	Chernihiv	WBC
Chernihiv Business Centre	Chernihiv	WBC
NGO Ecology and World	Simferopol	Contacted / high interest
Environment People Law (formerly Ecopravo-Lviv)	Simferopol	Contacted / high interest
Resource& Analysis Center "Society and Environment"	Simferopol	Contacted / interest
International development organizations		
United Nations Development Program		Phoned / low interest
USAID		Phoned / low interest
SIDA (Swedish International Development Agency)		Phoned / low interest
Regional stakeholders		
Affected communities (TBI later)		WBC at later stages
Energy consumers producers (TBI later)		WBC at later stages
General public in target regions (TBI)		WBC at later stages
Other regions		
Wildlife Conservation		WBC
Ornithology station		WBC
Institute of the problems of nature use and ecology		WBC
Oblenergo in key regions		WBC
Institute of the problems of market and environmental economics research		WBC
Mass Media		
Narional newspapers: "Segodnya"; "Delo"		WBC
Regional newspapers:		WBC
"Odesa Daily", "Odesky Vistnyk"	Odesa	WBC
"Crymskie Izvestia", "Crymskaya Pravda"	Crymea	WBC
"Vysoky Zamok". "Lvivskaya Gazeta"	Lviv	WBC
"Uzhgorod", "Nydilya"	Uzhgorod	WBC

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APPENDIX C – TIMETABLE FOR USELF SER REPORT PUBLIC DISCLOSURE AND CONSULTATION MEETINGS

TIMETABLE FOR USELF SER REPORT PUBLIC DISCLOSURE AND CONSULTATION MEETINGS				
City	Activities	Address	Dates	Time
Zaporizhzhya	USELF SER stakeholder meeting	Exhibition Center “Kozak-Plaza”, Pobedy Str., 2 floor, Small Hall	14.03.12	(registration at 11:30) 12:00-16:00
Donetsk	USELF SER stakeholder meeting	Shakhtar Plaza, GermanaTitova Ave., 15	15.03.12	(registration at 9:30) 10:00-14:00
Simferopol'	USELF SER stakeholder meeting	Hotel "Zvezdnaya", conference hall, M.ZalkiStr, 17-b	16.03.12	(registration at 9:30) 10:00-14:00
Kyiv	USELF SER stakeholder meeting	Hotel "Tourist", conference hall, 2 R. Okipnoi St.,	19.03.12	(registration at 9:30) 10:00-14:00
L'viv	USELF SER NGO meeting	Hotel "Euroset", conference hall,	20.03.12	(registration at 9:30) 10:00-14:00
	Mini-hydro power issue: main public concerns Meeting with NGOs	Tershakovtsev street, 6A.	20.03.12	15.00-17.00