

# Complaint Resolution Plan

## Powell Creek Solar Farm

Putnam County, Ohio

Prepared for:



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## 1.0 INTRODUCTION

Powell Creek Solar, LLC (Applicant) is proposing to construct and operate the Powell Creek Solar Farm (Facility) which will contain PV panels, electrical collection lines, access roads, a collection substation, an operations and maintenance (O&M) building, and a laydown yard on approximately 995 acres of land in Liberty and Palmer Townships, Putnam County, Ohio. The Facility is sited in a rural area, with the majority of land use dedicated to agricultural purposes and some residential development. The densest area of residential development is located immediately north and west of the Facility in the Village of Miller City. The Facility will be constructed and operated in accordance with all applicable federal, state, and local laws. However, if issues do arise, the Applicant has established a procedure that enables individuals to file complaints. The Complaint Resolution Plan, detailed below, establishes a process for receiving, investigating, and addressing complaints.

## 2.0 COMPLAINT FILING PROCESS

There are four ways in which an individual can file a complaint, including:

- By phone either using the construction manager's number, which will be provided during the construction phase, or the O&M building number during the operational phase. Once established, these numbers will be provided to the Liberty and Palmer Township trustees and posted on signage at the laydown yard.
- In person by visiting the temporary construction office onsite during the construction phase, or the permanent O&M building during normal business hours. Complaints can be filed with the construction manager or O&M staff.
- Written complaint to:

Powell Creek Solar, LLC  
1125 NW Couch Street, Suite 600  
Portland, OR 97209

In order to accurately and thoroughly address a complaint, the following information should be provided with the complaint:

- Name of complainant;
- Date the complaint was filed;
- Contact information of the complainant; and,
- Detailed information about the complaint including, if possible, the location, date, and time the issue occurred, and any other details that may help identify the issue.

### 3.0 COMPLAINT REVIEW PROCESS

In coordination with the complainant, the Applicant will work to address complaints effectively and efficiently such that both parties are satisfied. If a complaint is received during the construction phase, the construction manager or their designee will be responsible for initiating review. If a complaint is filed during the operations phase, O&M staff will be responsible for initiating review. The first step to addressing a complaint is determining whether there was violation of federal, state, or local laws, or permit conditions. The Applicant will also determine whether outside resources are necessary for proper response.

The Applicant is committed to address complaints within 30 days of receipt, unless extenuating circumstances require a longer time period, or it is determined that the complaint is unresolvable. If complaint resolution lasts longer than 30 days, the Applicant will communicate with the complainant, providing an explanation for the extended time period and a timeline for addressing the complaint. The Applicant will be responsible for maintaining record of complaint in which all received complaints will be registered. The logbook will include any available pertinent information on the complaint, including the complainant's name, the date the complaint was received, the nature of the complaint, actions/resolutions taken to address the complaint, and the date that the matter was resolved.

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