

Marion County Solar Project, LLC
Case No. 21-36-EL-BGN

Exhibit H
Complaint Resolution Plan
Marion County Solar Project

MARION COUNTY

SOLAR PROJECT

Month Day, Year

LANDOWNER/TENANT

ADDRESS

CITY, STATE ZIP

Re: Marion County Solar Project, Ohio Power Siting Board Case No. 21-0036-EL-BGN

Dear Marion Township Landowner,

The Marion County Solar Project, LLC (Marion County Solar) plans to start construction of a 100-megawatt (MW) utility scale solar project on or around **Month Day, Year**. Civil construction work is scheduled to continue through **Month Year**. Equipment installation is planned between **Month Year** and **Month Year**, with testing and commissioning occurring into **Month Year** OR **Quarter Year**. Finally, site restoration will occur in the **Quarter of Year**.

General construction activities will be limited to the hours of 7:00 a.m. to 7:00 p.m. or until dusk when sunset occurs after 7:00 p.m. Construction activities that do not involve sound increases above ambient levels at non-participating residences are permitted outside of daylight hours when necessary.

Attached to this letter is the Marion County Solar Project Complaint Resolution Plan.

Please do not hesitate to reach out with questions, concerns, or complaints during construction or operation of the facility.

Thank you,

Name Here

Contact Information

Enclosure: Attachment A, Marion County Solar Project Complaint Resolution Plan

MARION COUNTY

SOLAR PROJECT

Month Day, Year

LANDOWNER/TENANT

ADDRESS

CITY, STATE ZIP

Re: Marion County Solar Project, Ohio Power Siting Board Case No. 21-0036-EL-BGN

Dear Marion Township Landowner,

The Marion County Solar Project, LLC (Marion County Solar) plans to begin commercial operations of a 100-megawatt (MW) utility scale solar project on or around Month Day, Year. Marion County Solar has complied with all preconstruction-related conditions on the certificate issued by the Ohio Power Siting Board on Month, Day, Year.

Testing and commissioning of the facility will be finalized by Month Day, allowing commercial operations to be achieved by Month Day, Year.

Attached to this letter is the Marion County Solar Project Complaint Resolution Plan.

Please do not hesitate to reach out with questions, concerns, or complaints during construction or operation of the facility.

Thank you,

Name Here

Contact Information

Enclosure: Attachment A, Marion County Solar Project Complaint Resolution Plan

MARION COUNTY SOLAR PROJECT COMPLAINT RESOLUTION PLAN

Marion County Solar Project, LLC (Marion County Solar) is proposing to construct the Marion County Solar Project (Project) on approximately 970 acres of land in Marion County. The Project is sited on private property in an agricultural area; however, there are several public roadways, commercial operations, state institutional facilities, and residences in the vicinity of the Project. Marion County Solar endeavors to ensure that the Project is constructed and operated in a responsible manner to minimize its impact on nearby residents or those passing through the area.

Marion County Solar will construct and operate the Project in accordance with all applicable federal, state, and local laws and permits. However, if residents observe issues during construction or operation, a defined complaint resolution plan has been established to define a process for receiving, investigating, and addressing complaints.

COMPLAINT FILING PROCESS

Individuals wishing to file a complaint will be provided four options, including:

1. The Applicant will establish a “hotline” phone number that will be included in this plan and provided to Marion County and Marion Township officials once it is established. Individuals may call the hotline at any time to report emergencies or submit complaints.
2. Individuals may visit the temporary onsite management office during construction or the permanent onsite operations and maintenance (O&M) building during normal business hours to file a written complaint with the construction manager or O&M staff, respectively.
3. Individuals may submit written complaints by mail to:

Marion County Solar Project, LLC
422 Admiral Boulevard
Kansas City, Missouri 64106

4. Individuals may submit complaints via email to the construction manager or O&M staff during construction and operations, respectively. Email addresses will be included in this plan and provided to Marion County and Marion Township officials once they are established.

The following information should be provided for Marion County Solar to accurately and thoroughly address complaints:

- Name and contact information of the complainant;
- Date of complaint; and
- Detailed description of the complaint, including, if possible, the location, date, and time that the issue occurred, and any other details that can help identify and resolve the issue.

COMPLAINT REVIEW PROCESS

Marion County Solar will coordinate with the complainant to quickly and effectively address issues such that both parties are satisfied. Marion County Solar will enter complaints into a complaint log, document the details of the complaint, and assign a point of contact to investigate the complaint. The construction manager, or alternative designee, will be responsible for initiating the review of complaints received

ATTACHMENT A
MARION COUNTY SOLAR PROJECT COMPLAINT RESOLUTION PLAN

during the construction process. On-site O&M staff will be responsible for initiating the review of complaints reported during the operational phase.

Marion County Solar will first determine if complaints violate federal, state, or local laws or permit conditions, and if there are notifications or required steps to address those violations. Marion County Solar will also determine if outside resources are necessary to address issues. Marion County Solar is committed to resolving reasonable complaints within 30 days, unless extenuating circumstances necessitate a longer time period, or it is determined that the complaint is unresolvable. Marion County Solar will provide an explanation to the complainant for the extended period and the timeline for addressing the complaint should complaint resolution take longer than 30 days.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

3/5/2021 9:48:46 AM

in

Case No(s). 21-0036-EL-BGN

Summary: Application - 10 of 30 (Exhibit H – Complaint Resolution Plan) electronically filed by Christine M.T. Pirik on behalf of Marion County Solar Project, LLC