



Wild Grains Solar Project

Exhibit J

Complaint Resolution Plan

Case No. 21-0823-EL-BGN

Complaint Resolution Plan

Wild Grains Solar Project

Hoaglin Township, Van Wert County, Ohio

Prepared for:



Wild Grains Solar, LLC

A wholly owned subsidiary of Avangrid Renewables, LLC
1125 NW Couch Street, Suite 600
Portland, OR 97209

Prepared by:



Environmental Design & Research

Midwest Region
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1.0 INTRODUCTION

Wild Grains Solar, LLC (Applicant) is proposing to construct the solar powered Wild Grains Solar Facility (Facility) which will contain photovoltaic (PV) panels, electrical collection lines, access roads, and a collection substation, on approximately 1,000 acres of land in Hoaglin Township, Van Wert 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 nearest population centers are the village of Scott, approximately 2.1 miles north of the Project Area boundary, and the city of Van Wert, approximately 1.7 miles south of the Project Area boundary. The Facility will be constructed and operated in accordance with all applicable federal, state, and local laws and regulations. However, if issues 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 several ways in which an individual can submit a complaint, including:

- By phone, using either the construction manager's number, which will be provided during the construction phase, or the operation and maintenance (O&M) building number during the operational phase. During operation, the Facility will make use of the existing Blue Creek Wind Farm O&M building for its O&M activities. Once established, these numbers will be provided to the Hoaglin Township trustees and posted on signage at the Facility entrance
- The Applicant has developed a project website, which will be maintained during construction and initial operation of the Facility, <https://www.wildgrainssolar.com/>. In addition to providing information about the Facility, the website provides a page from which the public can ask questions, provide comments, or submit a complaint about the Facility.
- In person during normal business hours by visiting the temporary construction office onsite during the construction phase, or the O&M building during normal business hours. Complaints can be filed with the construction manager or O&M staff.
- Written complaints can be submitted to:
Wild Grains 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 any complaint:

- Name of complainant
- Contact information of the complainant
- Date the complaint was submitted
- Detailed information about the complaint, including a description of the issue, 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 operation 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, 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 and a timeline for addressing the complaint.

The Applicant will maintain a record of complaints in which all received complaints will be registered. The record 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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Summary: Application Exhibit J - Complaint Resolution Plan electronically filed by
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