

Exhibit H

Complaint Resolution Plan and Notices



Month Day, Year

LANDOWNER/TENANT

ADDRESS

CITY, STATE ZIP

Re: Scioto Farms Solar Project,
Ohio Power Siting Board Case No. 21-0868-EL-BGN

Dear Pickaway County Landowner/Tenant,

Scioto Farms Solar Project, LLC (Scioto Farms Solar) plans to start construction of a 110-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.

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 Scioto Farms 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, Scioto Farms Solar Project Complaint Resolution Plan

SCIOTO FARMS SOLAR PROJECT COMPLAINT RESOLUTION PLAN

Scioto Farms Solar Project, LLC is proposing to construct the Scioto Farms Solar Project (Project) on approximately 1,070 acres of land in Pickaway County within Wayne Township. The Project is sited on private property in an agricultural area; however, there are several public roadways, commercial operations, and residences in the vicinity of the Project. Scioto Farms 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.

Scioto Farms 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.

A final version of this plan be filed with the Ohio Power Siting Board (OPSB), Pickaway County Commissioners and the Wayne Township Trustees no later than 30 days prior to the start of construction. Scioto Farms Solar will notify affected property owners and tenants about the Project and the complaint resolution plan no later than seven days prior to the start of construction. A similar notice will be sent to those same individuals at least seven days prior to the start of Project operations. Scioto Farms Solar will also submit to the OPSB a quarterly complaint summary report during construction and the first five years of operation of the Project.

COMPLAINT FILING PROCESS

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

1. The Applicant will establish a “hotline” phone number that will be included in this plan and provided to Pickaway County and Wayne 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 during normal business hours (approximately 8 a.m. to 4 p.m.) to file a written complaint with the construction manager.
3. Individuals may visit the Operations & Maintenance (O&M) facility during operations during normal business hours (approximately 8 a.m. to 4 p.m.) to file a written complaint with the staff.
4. Individuals may submit written complaints by mail to:

Scioto Farms Solar Project
C/O Candela Renewables, LLC
500 Sansome Street
Suite 500
San Francisco, CA 94111

5. 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 Pickaway County and Wayne Township officials once they are established.

ATTACHMENT A
SCIOTO FARMS SOLAR PROJECT COMPLAINT RESOLUTION PLAN

6. Individuals may submit complaints via the project website (SciotoFarmsSolarProject.com) throughout the life cycle of the Project. Responses will be provided by preferred method of contact.

The following information should be provided for Scioto Farms 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 AND RESPONSE PROCESS

Scioto Farms Solar will acknowledge the complaint within 24 hours of receipt and coordinate with the complainant to quickly and effectively address issues. Scioto Farms Solar will enter complaints into a complaint log, document the details of the complaint, determine the best method for contacting the complainant, and assign a point of contact to investigate the complaint.

Scioto Farms 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. Scioto Farms Solar will also determine if outside resources are necessary to address issues. Scioto Farms Solar is committed to responding to reasonable complaints within 30 days, unless extenuating circumstances necessitate a longer time period, or it is determined that the complaint is unresolvable. Scioto Farms 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**

12/13/2021 2:17:15 PM

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Case No(s). 21-0868-EL-BGN

Summary: Application Exhibit H - Complaint Resolution Plan and Notices
electronically filed by Teresa Orahod on behalf of Sommer Sheely