

Flint Grid Energy Storage System

Exhibit G

Complaint Resolution Plan

Case No. 21-1061-EL-BGN

Complaint Resolution Plan

Flint Grid Energy Storage System

Jersey Township, Licking County, Ohio

Prepared for:

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PMB 83662
Boulder, Colorado 80301-6112

Prepared by:



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1 INTRODUCTION

Flint Grid LLC (Flint Grid or Applicant) is proposing to construct a 200-megawatt (MW) energy storage system facility in Licking County, Ohio (Flint Grid Project or Project). Flint Grid plans to develop, own, and operate the Flint Grid Project. As such, Flint Grid, intends to be a good neighbor in the local community to the maximum extent practicable. Flint Grid will keep the community informed of Project updates and will address comments, concerns, or questions from the local public during all phases of the Project. This Complaint Resolution Plan, as detailed below, establishes a process for community engagement and receiving, investigating, and addressing complaints.

2 COMMUNITY ENGAGEMENT

During the Project development process, Flint Grid communicated about the Project with representatives from Licking County, the city of New Albany, Monroe Township Fire Department, and Jersey Township. Flint Grid has worked closely with Jersey Township officials to develop a permitting path for Project development within the Jug Street Road parcels that comprise the Project Area. As a result, in March 2021, Jersey Township amended their zoning code to include "Battery Based Energy Storage Park" as a conditionally permitted use within Light Manufacturing (M-1) zoned properties. In August 2021, Jersey Township rezoned the Project Area parcels from RR to M-1 for a Battery Based Energy Storage Park.

Flint Grid held an in-person public information meeting on November 9, 2021, to provide Project-specific information to the public and answer questions from the community. Prior to the public information meeting, community members were notified about the meeting by a public notice published in the Newark Advocate, targeted mailings to neighboring properties, and a notification letter filed on the Ohio Power Siting Board docket. The project website (ablegridenergy.com/flint-grid) also provided notice of the planned meeting and was updated with copies of meeting posters after the meeting. As part of the Ohio Power Siting Board (OPSB) permitting process, a local public hearing will be held to obtain on-the-record comments regarding the Project.

3 COMPLAINT RESOLUTION

This Complaint Resolution Plan is developed to address public questions, concerns, or complaints during all phases of the Project.

3.1 Complaint Filing Process

There are several ways by which an individual can file a complaint, including:

- By phone, either using the construction manager's phone number during the construction phase, or the O&M building phone number during the operational phase. Once established, these phone numbers will be provided to the Jersey Township trustees and posted on signage at the Facility entrance.
- In person, by visiting the temporary construction office onsite during the construction phase. Complaints can be discussed with the construction manager.

- Through the Project website.
- Written complaint to the local construction office during construction, or to the Able Grid main office during construction or operation:

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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.

3.2 Complaint Review Process

In coordination with the complainant, the Applicant will work to address complaints effectively and efficiently such that both parties are satisfied. Flint Grid will follow up on all received complaints via phone within two business days, excluding holidays. 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 received during the operations phase, off-site 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 resolving 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 a record of complaints which will include all received complaints. 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. Flint Grid will provide a copy of the complaint record to OPSB Staff on the 15th day of the month following each quarter throughout construction and the initial 5 years of operation.

4 NOTIFICATIONS

At least seven days prior to the start of construction and at least seven days prior to the start of operation, Flint Grid will notify property owners and tenants within and adjacent to the Project Area, anyone who requested updates regarding the Project, government officials, and emergency responders. The notices will be sent via mail and will provide information about the Project, including contact information, and a copy of the final Complaint Resolution Plan. The pre-construction notice will include a timeframe for Project construction and a schedule for restoration activities. The pre-operation notice will contain a timeframe for the start of operation.

Flint Grid Energy Storage System Facility Complaint Resolution Form

If you have a concern or a complaint about any aspect of the Flint Grid Facility, you can use this form to register your concern or complaint. If you choose to register your concern by telephone, please be prepared to provide the information that is requested on this form. Also, please be aware that, if you are not satisfied with the resolution of your concern, you may register your concerns with the Ohio Power Siting Board at 866-270-6772 or contactopsb@puco.ohio.gov.

Your name, address, telephone number, and (if applicable) e-mail:
Date(s) on which the concern was observed:
Full description of concern/complaint:
Preferred method and time for us to contact you to further discuss your concerns:
<p>You can e-mail a copy of the completed form to: projectinfo@ablegridenergy.com</p> <p>Or, you can mail a copy of the completed form to:</p> <p>Flint Grid, LLC 4845 Pearl East Cir Ste 118 PMB 83662 Boulder, Colorado 80301-6112</p>
<p>Thank you for taking the time to let us know about your concerns. We will contact you soon.</p>

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Summary: Application Exhibit G Complaint Resolution Plan electronically filed by
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