



Chipmunk Solar

Exhibit J

Complaint Resolution Plan

Case No. 21-0960 EL BGN

Complaint Resolution Plan

Chipmunk Solar Project

Deer Creek, Jackson, and Monroe Townships and the Village of Williamsport
Pickaway County, Ohio

Prepared for:



Chipmunk Solar, LLC
10 2nd St NE Suite 400
Minneapolis, MN 55413
Nathan Wiles, Project Development Manager
Jacob Salisbury, Associate Project Developer
Tel: 800.818.5759 | Email: chipmunksolar@edf-re.com

Prepared by:



Environmental Design & Research
Midwest Region
5 E Long St Suite 700
Columbus, OH 43215
www.edrdpc.com

January 2022

PURPOSE

Chipmunk Solar, LLC (Chipmunk Solar) intends to be a good neighbor to the community and values the input of neighbors and community members. We have developed the following process to address questions, complaints, and/or concerns for the Chipmunk Solar Project in a timely manner.

SUBMISSION OF QUESTIONS AND CONCERNS

Community members may submit questions and/or concerns through either of the following methods:

- Email Chipmunk Solar at chipmunksolar@edf-re.com, including a completed Contact Record Form (Attachment 1), if provided by the community member
- Call a Chipmunk Solar representative at 800-818-5759

DOCUMENTATION

Submissions will be recorded onto a Contact Record Form (Attachment 1), or in a digital contact management system that records similar information as shown on the Contact Record Form. All completed forms and records, along with a complaint resolution report, will be submitted quarterly to the Ohio Power Siting Board (OPSB) staff, and will remain on file and available by request.

RESPONSE AND FOLLOW-UP

Chipmunk Solar will attempt to respond to submissions and inquiries within three business days, excluding federally-designated holidays. If questions, complaints, and/or concerns cannot be properly addressed within three business days, Chipmunk Solar will identify the next steps for resolution and communicate the expected timeframe of follow-up during the initial response.

Chipmunk Solar will assess and investigate the concern and propose reasonable mitigation measures to rectify the issue. Should additional actions be necessary for resolution, Chipmunk Solar will make attempts to provide updates to the community member on a weekly basis.

RESOLUTION PROCESS

Chipmunk Solar will confirm, via phone, that the community member's question, complaint, and/or concern has been resolved. The resolution will be documented on the Contact Record Form by Chipmunk Solar. A copy of the signed form will be provided to the community member.

If the community member is unsatisfied with the resolution of their concern, they are encouraged to contact the OPSB at 866-270-6772 or contactOPSB@puco.ohio.gov.

Chipmunk Solar will make a good-faith effort to address every question, complaint, or concern received. Should there be any disagreement in the resolution of issues raised, Chipmunk Solar will work with the OPSB staff and the community member to try to resolve the outstanding disagreement.

ATTACHMENT 1

Contact Record Form

Contact Record Form

Thank you for your interest in Chipmunk Solar, LLC. To submit a question or concern, please email a completed copy of this form to chipmunksolar@edf-re.com, or call a Chipmunk Solar representative at 800-818-5759 and they will assist you in filling out this form. This method may require a return call from a representative.

A Chipmunk Solar representative will attempt to contact you via the phone number provided within three business days, excluding federally-designated holidays. If you are unsatisfied with the resolution implemented, you are encouraged to contact the Ohio Power Siting Board at 866-270-6772 or contactOPSB@puco.ohio.gov.

Date:		Recorders Name:	
Community Member's Name:		Community Member's Phone:	
Community Member's Email:		Community Member's Address:	

Describe the question/concern, including when the problem began:

--

<hr/> Community Member's Signature / Date (If emailed)	<hr/> Recorder's Signature / Date (I affirm that I recorded the inquiry accurately to the best of their ability)
--	--

Date(s) of follow-up and summary of discussion:

--

Documentation of resolution attached (images, notes, etc.):

<hr/> I (Chipmunk Solar Employee) affirm that I received verbal confirmation from the community member that their question/complaint was fully resolved and that community member had no further inquiries at the date of my signature.	<hr/> Date of Resolution
--	-----------------------------

Attach additional sheets if necessary

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

3/2/2022 5:53:34 PM

in

Case No(s). 21-0960-EL-BGN

Summary: Application Exhibit J (Complaint Resolution Program) electronically filed
by Mr. Michael J. Settineri on behalf of Chipmunk Solar LLC