

July 1, 2022

Ms. Tanowa Troupe, Secretary
Ohio Power Siting Board
Docketing Division
180 East Broad Street, 11th Floor
Columbus, OH 43215

Re: Case No. 20-931-EL-BGN

In the Matter of the Application of Fox Squirrel Solar, LLC for a Certificate of Environmental Compatibility and Public Need to Construct a Solar-Powered Electric Generation Facility in Madison County, Ohio.

Case No. 21-1031-EL-BGA

In the Matter of the Application of Fox Squirrel Solar, LLC for a Boundary Amendment to it Certificate in Case No. 20-931-EL-BGN

Compliance with Condition 10 – Complaint Resolution Plan

Dear Ms. Troupe:

Fox Squirrel Solar, LLC (“Applicant”) is certified to construct a solar-powered electric generation facility in Madison County, Ohio, in accordance with the orders issued by the Ohio Power Siting Board (“OPSB”) in the above-referenced cases.

At this time, the Applicant is filing the attached Complaint Resolution Plan in compliance with Condition 10 of the OPSB’s July 15, 2021 Order in Case No. 20-931-EL-BGN. This information was provided to OPSB Staff on July 1, 2022.

We are available, at your convenience, to answer any questions you may have.

Respectfully submitted,

/s/ Christine M.T. Pirik
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4868-4553-6551 v1 [95732-2]

Complaint Resolution Plan

Fox Squirrel Solar Project

Madison County, Ohio

Prepared for:



Fox Squirrel Solar LLC

15445 Innovation Drive

San Diego, CA 92128

Nathan Wiles, Project Development Manager

Tel: 844.943.0723 | Email: Landowner@edf-re.com

JUNE 2022

BACKGROUND

Fox Squirrel Solar LLC (Fox Squirrel) has received a certificate from the Ohio Power Siting Board to construct the Fox Squirrel Solar Project (Project), a 577-megawatt (MW) utility-scale solar energy project on approximately 5,191 acres of private property in Madison County, Ohio. The Project is being developed on private property in a rural agricultural area; however, there are several public roadways and residences in the area surrounding the Project. As required by the Certificate, Fox Squirrel has developed this Complaint Resolution Plan (the Plan) for the Project.

PURPOSE

Fox Squirrel is committed to ensuring that the Project is constructed and operated in a responsible manner to minimize its impact on nearby residents or those passing through the area, and that any community member concerns are addressed quickly and effectively. This Plan provides members of the community a process for seeking resolution for interferences or disturbances experienced as a direct result of the Project.

POLICY

Fox Squirrel will construct and operate the Project in accordance with all applicable federal, state, and local laws and permits. However, if residents notice issues during construction or operation, a clearly defined complaint resolution plan has been created for receiving, investigating, and addressing complaints.

NOTIFICATIONS

At least seven days prior to the start of construction and at least seven days prior to the start of facility operation, the Applicant will notify via mail affected property owners and tenants including those individuals who were provided notice of the public informational meeting, residences located within one mile of the Project area, parties to this case, county commissioners, township trustees, emergency responders, airports, schools, and libraries, as well as anyone who has requested updates regarding the Project. These notifications will provide information about the Project, including contact information and a copy of the complaint resolution plan. Drafts of the planned notification letters are included as attachments to this Plan.

COMPLAINT PROCEDURE

Individuals wishing to file a complaint can do so through any of the following four options:

1. **Telephone:** The Project has established a “hotline” phone number that will be posted on the Project website and at the Project site: 844-943-0723. Individuals may call the hotline at any time to report emergencies or submit a complaint. The hotline will be staffed 8am – 4pm Eastern Prevailing Time, Monday to Friday. Voicemails will be monitored and returned as soon as possible.
2. **In Person:** Individuals may visit the temporary onsite management office during construction, or the permanent onsite operations and maintenance (O&M) building during operation of the facility.
3. **Mail:** Individuals may submit written complaints by mail to:

Fox Squirrel Solar LLC
15445 Innovation Drive
San Diego, CA 92128

4. **Email:** During construction, email complaints can be submitted to the construction manager. During operation, email complaints can be submitted to the O&M staff. Email addresses will be included in the public notice letters, on the Project website, and at the Project site.

The following information should be provided in any complaint for Fox Squirrel to address complaints thoroughly and accurately:

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

COMPLAINT REVIEW PROCESS

Fox Squirrel will work with the complainant to identify, investigate, and address any issues that are presented. Initial response to the complainant will be made within two business days of receiving the complaint. The construction manager or alternative designee will be responsible for initiating the review of complaints received during the construction process. On-site O&M staff will be responsible for initiating complaint reviews reported during the operational phase.

When investigating any complaint, Fox Squirrel will first determine if the complaint indicates a potential violation of any federal, state, or local laws or permit requirements, as well as any notifications or required steps that may be necessary to address such violations. Fox Squirrel will also decide if outside consultants are needed to address the issues presented in the complaint. Fox Squirrel is dedicated to resolving reasonable complaints within no more than 45 days, unless extenuating circumstances require more time. Fox Squirrel will provide an explanation to the complainant for the extended period and a timeline for addressing the complaint in cases where complaint resolution takes longer than 45 days. If it is determined that the complaint is unresolvable, Fox Squirrel will notify the complainant of this determination, and provide the complainant with the phone number, email, and address of the Ohio Power Siting Board, for use to further pursue the complaint, if desired.

As an important element of the Plan, a detailed logbook will be maintained of complaints received, the resolution that was suggested and implemented, the assigned point of contact for the complaint, and the date that the matter was resolved or determined to be unresolvable. During construction and the first five years of operation of the facility, Fox Squirrel will submit to OPSB Staff quarterly complaint summary reports by the fifteenth day of April, July, October, and January of each year. The report will include a list of all complaints received through the complaint resolution process, a description of the actions taken toward the resolution of each complaint, and a status update if the complaint has yet to be resolved.

START OF CONSTRUCTION PUBLIC NOTICE LETTER

Month, Day, Year

[landowner, tenant, trustee, commissioner, superintendent, etc.]

ADDRESS

CITY, STATE, ZIP

Re: Start of Construction, Fox Squirrel Solar Project, Ohio Power Siting Board Case No. 20-931-EL-BGN

Dear [landowner, tenant, trustee, commissioner, superintendent, etc.],

The Fox Squirrel Solar Project (Fox Squirrel) plans to start construction of a 577-megawatt (MW) utility-scale solar energy project on or around August 1, 2022. Construction of the entire facility is anticipated to take approximately 29 months. However, construction activities within any specific area will be ongoing only during a portion of this time. General construction activities will be restricted 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 noise increases above ambient levels at nonparticipating residences are permitted outside of daylight hours when necessary.

Facility testing and commissioning are anticipated to take place in November 2024. Site restoration activities will be ongoing throughout the construction period, with final restoration anticipated to be conducted in the second quarter of 2025.

Prior to commencing construction of the facility, Fox Squirrel Solar will comply with all applicable pre-construction conditions of the certificate issued by the Ohio Power Siting Board. Fox Squirrel will construct the facility in accordance with all applicable federal, state, and local laws and permits. However, a clearly defined complaint resolution plan has been created for receiving, investigating, and addressing complaints. The Fox Squirrel Solar Complaint Resolution Plan is attached to this letter. The Complaint Resolution Plan provides for multiple ways in which a concerned resident can register complaints about construction of the Project. Complaints registered by email should be sent to landowner@edf-re.com.

Should you have any questions, concerns, or complaints during the construction or operation of the facility, please do not hesitate to reach out for assistance.

Sincerely,

Name

Contact Information

Enclosure: Fox Squirrel Solar Complaint Resolution Plan

START OF OPERATION PUBLIC NOTICE LETTER

Month, Day, Year

[landowner, tenant, trustee, commissioner, superintendent, etc.]

ADDRESS

CITY, STATE, ZIP

Re: Start of Operation, Fox Squirrel Solar Project, Ohio Power Siting Board Case No. 20-931-EL-BGN

Dear [landowner, tenant, trustee, commissioner, superintendent, etc.],

The Fox Squirrel Solar Project (Fox Squirrel) plans to start operation of its 577-megawatt (MW) utility-scale solar energy project on or around December 1, 2024. At that time, construction of the facility will be completed. However, some restoration activities may be ongoing within certain areas during the initial period of operation.

Prior to placing the facility in service, Fox Squirrel Solar will comply with all necessary construction-related conditions of the certificate issued by the Ohio Power Siting Board. Fox Squirrel will operate the facility in accordance with all applicable federal, state, and local laws and permits. However, a clearly defined complaint resolution plan has been created for receiving, investigating, and addressing complaints. The Fox Squirrel Solar Complaint Resolution Plan is attached to this letter.

The Complaint Resolution Plan provides for multiple ways in which a concerned resident can register complaints about operation of the facility. Complaints registered by email should be sent to landowner@edf-re.com.

Should you have any questions, concerns, or complaints during operation of the facility, please do not hesitate to reach out for assistance.

Sincerely,

Name

Contact Information

Enclosure: Fox Squirrel Solar Complaint Resolution Plan

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

7/1/2022 4:39:34 PM

in

Case No(s). 20-0931-EL-BGN, 21-1031-EL-BGA

Summary: Notification of Compliance with Condition 10 - Complaint Resolution
Plan electronically filed by Christine M.T. Pirik on behalf of Fox Squirrel Solar, LLC