

Oak Run Solar Project, LLC  
Case No. 22-549-EL-BGN  
Case No. 22-550-EL-BTX

**Exhibit J**  
**Complaint Resolution Plan**  
**And**  
**Notices for Construction and Operation**

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# OAK RUN SOLAR PROJECT

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Date

LANDOWNER/TENANT

ADDRESS

CITY, STATE ZIP

**Re:** Oak Solar Project, Ohio Power Siting Board Case Nos. 22-549-EL-BGN and 22-550-EL-BTX

Dear Madison County Landowner,

The Oak Run Solar Project plans to start construction of an 800-megawatt (MW) utility scale solar facility, battery storage facility, and associated transmission facilities 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**. Finally, site restoration will occur in the **Quarter of 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 Oak Run 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, Oak Run Solar Project Complaint Resolution Plan

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# OAK RUN SOLAR PROJECT

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Date

LANDOWNER/TENANT

ADDRESS

CITY, STATE ZIP

**Re:** Oak Solar Project, Ohio Power Siting Board Case Nos. 22-549-EL-BGN and 22-550-EL-BTX

Dear Madison County Landowner,

Oak Run Solar Project, LLC (Oak Run Solar) plans to begin commercial operation of the Oak Run Solar Project (Project), an 800-megawatt utility scale solar facility and battery storage facility with associated transmission facilities, on or around Month Day, Year. Oak Run Solar has met all pre-construction conditions included within the certificate issued by the Ohio Power Siting Board for the Project.

Oak Run Solar anticipates that commercial operation of the Project will be achieved by Month Day, Year. Once operational, complaints will be addressed following the process outlined in the attached Oak Run Project Complaint Resolution Plan.

Please do not hesitate to reach out with questions, concerns, or complaints during operation of the Project.

Thank you,

Name Here

Contact Information

**Enclosure:** Attachment A, Oak Run Solar Project Complaint Resolution Plan

## **OAK RUN SOLAR PROJECT COMPLAINT RESOLUTION PLAN**

Oak Run Solar Project, a subsidiary of Savion, LLC (Savion) is proposing to construct and operate the Oak Run Solar Project (Project), a utility-scale solar-powered electric generation facility in Madison County, Ohio with a nameplate capacity of 800-megawatts alternating current. The Project may also contain a large-scale co-located battery energy storage system (BESS) up to 300 megawatts in size. Finally, the Project will include two 230 kilovolt (kV) aboveground generation tie-in lines, built fully within the Project boundary that run from the internal Project substations to facilitate the Project's interconnection to the regional transmission grid via a Project step-up substation. The Project is sited on private property in an agricultural area; however, there are several public roadways in the vicinity of the Project. Oak Run 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.

Oak Run 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, this defined complaint resolution plan has been established to define a process for receiving, investigating, and addressing complaints.

### **COMPLAINT FILING PROCESS**

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

1. The Applicant will establish a "hotline" phone number that will be included in this plan and provided to Madison County officials once it is established prior to construction. 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 or the permanent onsite operations and maintenance (O&M) building during normal business hours to file a written complaint with the construction manager or O&M staff, respectively.
3. Individuals may submit written complaints by mail to:

Oak Run Solar Project, LLC  
422 Admiral Boulevard  
Kansas City, Missouri 64106

4. 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 Madison County officials once they are established.

The following information should be provided to Oak Run 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 PROCESS**

Oak Run Solar will coordinate with the complainant to quickly and effectively address issues such that both parties are satisfied. Oak Run Solar will enter complaints into a complaint log, document the details of the complaint, and assign a point of contact to investigate the complaint. The construction manager, or

**ATTACHMENT A**  
**OAK RUN SOLAR PROJECT COMPLAINT RESOLUTION PLAN**

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 the review of complaints reported during the operational phase.

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

Oak Run Solar is required to provide a complaint summary report to the Ohio Power Siting Board quarterly throughout the first five years of operation of the Project as proof that Oak Run Solar is properly documenting and responding to complaints received regarding the Project.

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

**9/2/2022 11:31:41 AM**

**in**

**Case No(s). 22-0549-EL-BGN, 22-0550-EL-BTX**

Summary: Application - Application 13 of 32 (Exhibit J – Complaint Resolution Plan and Notices for Construction and Operation) electronically filed by Christine M.T. Pirik on behalf of Oak Run Solar Project, LLC