

Stark Solar, LLC
Case No. 23-931-EL-BGN

Exhibit G
Complaint Resolution Plan

Verdantas LLC

January 2024

COMPLAINT RESOLUTION PLAN

Stark Solar Project
Stark County, Ohio

STARK SOLAR
www.starksolarproject.com

January 2024

Prepared for:
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1.0 INTRODUCTION

This Complaint Resolution Plan has been prepared for Stark Solar, LLC (“Stark Solar”) to establish a consistent process for responding to any public complaints that arise during the construction and operation of the Stark Solar Project. Stark Solar is committed to complying with the requirements and conditions that will be established in the Ohio Power Siting Board (OPSB) Certificate of Environmental Compatibility and Public Need.

2.0 COMPLAINT RESOLUTION PROCEDURE

2.1 STARK SOLAR CONTACT INFORMATION

Stark Solar will establish a contact telephone number and email that will be available 24 hours per day, 365 days a year, and will provide that number to the County Commissioners, Township Trustees, adjacent landowners, emergency responders, local schools, and public libraries in the vicinity of the Project. The number and email will also be posted on the Project's website and on signs at each access road gate within the Project Area. During regular business hours a complaint can also be filed directly with a Stark Solar representative.

2.2 DOCUMENTATION PROCEDURE

To start the process, an individual will call the telephone number and leave a message and/or send an email. The phone number and email will be checked daily. Emergency situations should be addressed with the appropriate local authorities or by calling 911.

Stark Solar will maintain a logbook and report every complaint that is received. The logbook will contain all pertinent information about the person submitting the complaint, the specific issues of the complaint, and the date the complaint was received. The logbook will also contain a record of the follow-up communications and activities including the resolution that Stark Solar proposes, the agreed upon resolution, and the dates when the complaint was received, the initial follow-up, the agreed to resolution, and when the resolution was implemented and completed. The logbook will be available for review by the OPSB. During the construction activities and for the first five years of operation, Stark Solar will submit a complaint summary report in January and July of each year for the preceding six months activities. The complaint summary report will be based on the information recorded in the logbook about the nature and resolution of all complaints.

Stark Solar will submit a copy of the construction and operation notice letters and each complaint summary report on the OPSB public docket for the case.

2.3 COMMUNICATION AND FOLLOW-UP ACTIVITIES

Stark Solar will contact the person who submitted the complaint no later than 2 business days after submitting the complaint. The purpose of the initial follow-up will be to communicate the complaint was received and to obtain additional information regarding the complaint, if needed. Within 30 days of the complaint submittal, Stark Solar will initiate reasonable action to resolve the complaint.

If Stark Solar and the person submitting the complaint cannot agree to a resolution, Stark Solar will provide a summary of the complaint and its proposed resolution to the person who submitted the complaint and document this information in the logbook. Stark Solar will also advise the person submitting the complaint of the opportunity to bring the unresolved complaint to the attention of OPSB Staff assigned to the Project.

3.0 NOTICES

At least seven days before both the start of construction and the start of Facility operation, Stark Solar will make reasonable efforts to notify affected property owners and residents by US mail. These notices will provide information about the Project, contact information for the Project representative, and a copy of the final Complaint Resolution Plan. The start of construction notice letter will include written confirmation that Stark Solar has complied with all preconstruction-related conditions of the OPSB Certificate, as well as a timeline for construction and restoration activities. An example of a Construction Notice letter is provided in Appendix A.

The start of operation notice letter will include written confirmation that Stark Solar has complied with all construction-related conditions of the OPSB Certificate, as well as a timeframe for the start of operations. An example of an Operations Notice letter is provided in Appendix B.

The notices will be mailed to the following:

1. All addresses that were used for the Public Information Meetings;
2. All residences within one mile of the Project Area;
3. The Board of County Commissioners and Board of Township Trustees in the counties and townships in which the Facility is located;
4. Public emergency response organizations that provide emergency services to the Project Area;
5. All airports, schools, and libraries located within five miles of the Project Area;
6. All parties to the OPSB case for the project; and
7. Any other person who has requested to Stark Solar to receive updates regarding the Project.

ATTACHMENT A

EXAMPLE CONSTRUCTION NOTICE LETTER

[Date]

[LANDOWNER/TENANT]

[ADDRESS]

[CITY, STATE ZIP]

Re: Stark Solar Project, Ohio Power Siting Board Case No. 23-931-EL-BGN

Dear Resident,

Stark Solar, LLC (Stark Solar) plans to start construction of the Stark Solar Project, an up to 150 megawatt solar-powered generation facility, 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 are permitted outside of daylight hours when necessary.

Attached to this letter is the Stark 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,

Stark Solar, LLC

[Name Here]

[Contact Information]

Enclosure: Attachment A, Stark Solar Project Complaint Resolution Plan

ATTACHMENT B

EXAMPLE OPERATION NOTICE LETTER

[Date]

[LANDOWNER/TENANT]

[ADDRESS]

[CITY, STATE ZIP]

Re: Stark Solar Project, Ohio Power Siting Board Case No. 23-931-EL-BGN

Dear Resident,

Stark Solar, LLC (Stark Solar) plans to begin commercial operation of the Stark Solar Project (Project), an up to 150 megawatt solar-powered generation facility, on or around [Month Day, Year]. Stark Solar has met all pre-construction conditions included within the certificate issued by the Ohio Power Siting Board for the Project.

Stark 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 Stark Solar Project Complaint Resolution Plan.

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

Thank you,

Stark Solar, LLC

[Name Here]

[Contact Information]

Enclosure: Attachment A, Stark Solar Project Complaint Resolution Plan

**This foregoing document was electronically filed with the Public Utilities
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in

Case No(s). 23-0931-EL-BGN

Summary: Application - Application 10 of 30 (Exhibit G – Complaint Resolution Plan) electronically filed by Christine M.T. Pirik on behalf of Stark Solar, LLC.