



Union Ridge Solar

Exhibit J

Complaint Resolution Plan

**Case No. 20-1757-EL-BGN**

# Complaint Resolution Plan

## Union Ridge Solar

Harrison Township, Licking County, Ohio

Prepared for:

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## **1.0 INTRODUCTION**

Union Ridge Solar, LLC (Union Ridge or Applicant) is proposing to construct an up to 107.7-megawatt (MW) solar energy generating facility in Licking County, Ohio (hereafter referred to as the Project). Union Ridge plans to develop, own, and operate the Project for its useable life. As such, Union Ridge, intends to be a good neighbor in the local community to the maximum extent practicable. Union Ridge 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, detailed below, establishes a process for community engagement and receiving, investigating, and addressing complaints.

## **2.0 COMMUNITY ENGAGEMENT**

Throughout the development process, Union Ridge has interacted with multiple landowners, including those within and neighboring the Project Area, as well as local officials and community organizations. Union Ridge held a virtual public information meeting on February 25, 2021, to provide Project-specific information and answer questions from the community. As part of the permitting process, a public hearing will be held to obtain on-the-record comments regarding the Project.

In order to continue to keep the public informed about the Project, the Applicant has developed a Project website ([unionridge@leewardenergy.com](mailto:unionridge@leewardenergy.com)). The website contains Project-specific information, provides information on the OPSB permitting process and public involvement, and gives contact information for Project representatives. The website will be updated continually and will act as a source of information for any community members, government officials, and interested parties. The website will include a copy of the Complaint Resolution Plan.

## **3.0 COMPLAINT RESOLUTION**

Union Ridge has developed a Complaint Resolution Plan to address public questions, concerns, or complaints during all phases of the Project.

### **3.1 Complaint Filing Process**

There are several ways in 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 Harrison Township trustees and posted on signage at the Facility entrance.

- In person by visiting the temporary construction office onsite during the construction phase, or the permanent O&M facility during normal business hours. Complaints can be filed with the construction manager or O&M staff.
- Written complaint to the local construction office or local O&M facility, or to the Leeward main office:

Leeward Renewable Energy, LLC  
6688 North Central Expressway, Suite 500  
Dallas, Texas 75206

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. Union Ridge 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 filed during the operations phase, 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 complaint logbook, in which all received complaints will be registered. The logbook 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. Union Ridge will provide a copy of the logbook to OPSB Staff on the 15<sup>th</sup> day of each quarter throughout construction and the initial 5 years of operation.

#### **4.0 NOTIFICATIONS**

At least seven days prior to the start of construction and at least seven days prior to the start of operation, Union Ridge will notify property owners and tenants within and adjacent to the Project Area, all residences located within 1 mile of 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.

## Union Ridge Solar Complaint Resolution Form

If you have a concern or a complaint about any aspect of the Union Ridge Solar 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](mailto: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:
You can e-mail a copy of the completed form to: (e-mail address to be added)  Or, you can mail a copy of the completed form to: (local mail address to be added)  Leeward Renewable Energy, LLC 6688 North Central Expressway, Suite 500      OR Dallas, Texas 75206
Thank you for taking the time to let us know about your concerns. We will contact you soon.