

Attachment A: Yellow Wood Solar Complaint Resolution Plan

Yellow Wood Solar Energy LLC ("Yellow Wood Solar") Case No 20- 1680-EL-BGN

PURPOSE: To provide a transparent and effective method for residents of the community to lodge concerns, problems and complaints related to the solar facility.

BACKGROUND: Yellow Wood Solar is committed to ensuring that an accessible process is in place for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible. Maintaining a detailed record of all complaints and the resolutions that follow is an important aspect of the complaint resolution plan.

POLICY: The policy of Yellow Wood Solar is to take reasonable necessary actions to rectify legitimate interference or disturbances that are a direct result of the solar facilities.

PROCEDURE:

- 1.) Yellow Wood Solar will establish an 800-phone number prior to the solar facility being commercially operational and will ensure that the phone number is provided to the county commissioners, township trustees, emergency responders, the schools, and public libraries within the project area. A resident who has a complaint about the solar facility may either call +1 800 250 5500 and leave a message 24 hours a day or go to the Operations and Maintenance Facility for the solar facility during regular business hours to register a complaint.
- 2.) Yellow Wood Solar will document every complaint that is received, including all pertinent information about the person making the complaint, the issues surrounding the complaint and the date that the complaint was received. The logbook will also contain the resolution that Yellow Wood Solar suggests, the date the complaining party agreed to the proposed resolution and the date when the proposed resolution was implemented. Yellow Wood Solar will investigate each complaint.
- 3.) Yellow Wood Solar personnel will generate a quarterly report about the nature and resolution of all complaints received in that quarter and file the report with the Ohio Power Siting Board on the following date of each year (April 15th, July 15th, October 15th, and January 15th).
- 4.) Residents who register a complaint with Yellow Wood Solar will be contacted by the company no later than 48 hours after registering the complaint. The intent of the initial contact is to garner more information from the individual's complaint. Within 30 days of the complaint being received Yellow Wood Solar will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the solar facility.
- 5.) If Yellow Wood Solar and the complaining resident cannot agree to a resolution proposed by Yellow Wood Solar or one negotiated with the complaining resident, Yellow Wood Solar will provide a summary of the complaint and proposed resolution to the complaining resident so that the resident may bring the complaint to the Ohio Power Siting Board.