

Complaint Resolution Plan

Emerson Creek Wind Farm
Firelands Wind, LLC
Case No. 18-1607-EL-BGN

BACKGROUND: Firelands Wind, LLC (Firelands), an indirect subsidiary of Apex Clean Energy, has developed a complaint resolution program for implementation during the construction and operations of the Emerson Creek Wind Farm (the Project) in Erie and Huron Counties, Ohio. Firelands plans to construct, operate, and maintain the Project in a manner that is consistent with its Ohio Power Siting Board Permit, all applicable laws, regulations, and principles of responsible community engagement.

It is always our hope that no issues emerge for landowners, neighbors, local officials, or first responders during construction, operation, or decommissioning of the facility. If an issue does arise, it will be addressed by Firelands through this process. Firelands takes complaints received from non-participating landowners, participating landowners, and members of the public seriously. This plan will ensure concerns or problems voiced by members of the community are addressed in a timely manner, promote quality control and accountability for facility staff, and reveal constructive patterns over time that can be used to improve our services.

PURPOSE: Firelands Wind, LLC (Firelands) 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.

An important aspect of the complaint resolution plan is maintaining a detailed record of all complaints and the resolutions that follow. This plan outlines how the Project will receive and document complaints, respond to complaints promptly, and report on the resolution of the complaint as required.

POLICY: The policy of Firelands is to take all reasonable necessary actions to rectify legitimate interference or disturbances. Firelands is committed to addressing complaints in a timely, efficient, and respectful manner through this complaint resolution process. While some issues may require more time to investigate and resolve than others, the project will work in good faith to resolve complaints that are a direct result of the wind farm facilities as soon as practicable.

Where reasonable actions are implemented but do not minimize the interference or disturbance, Firelands will compensate the impacted resident by entering into an agreement with the impacted resident that will provide annual compensation for the life of the wind farm project.

PROCEDURE:

- 1.) **Complaint Submission:** A resident who has a complaint about the wind farm may submit complaints through an online complaint form found on the project website at www.emersoncreekwind.com or by calling Apex Clean Energy's 24/7 construction & operations toll-free number at (866) 370-9546.

To ensure Firelands can thoroughly investigate and address any issue, complainant's will be asked to provide as much information as possible regarding the issue, including:

- Full Name
- Mailing Address
- Phone Number
- Email address (if applicable)
- Date and time of the issue that prompted the complaint
- Location of issue
- Property Owner Where Complaint Originated

Detailed description of the complaint, including any information that may help to identify the source of a concern (e.g., location of dust incident, type of noise or vibration, description of construction vehicle, direction of observation, duration of issue, etc.).

- 2.) **Complaint Acknowledgement:** Residents who register a complaint with Firelands will receive correspondence from the company no later than 48 hours after registering the complaint. The intent of the initial correspondence is to garner more information from the individual's complaint. Within 30 days of the complaint being received, Firelands will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the wind farm facility.
- 3.) **Complaint Tracking:** Firelands will be responsible for keeping a record and registering every complaint that is received. The record will contain all pertinent information about the person making the complaint, the issues surrounding the complaint and the date that the complaint was received. The record will also contain the resolution that Firelands proposes, the agreed upon resolution, the date the complaining party agreed to the resolution and the date when the resolution was implemented. For a period of five years after the start of commercial operations, wind farm personnel will generate a quarterly report based on the information recorded about the nature and resolution of all complaints received in that quarter and provide the report to the Staff of the Ohio Power Siting Board on the following dates of each year (April 15th, July 15th, October. 15th and January 15th).
- 4.) **Unresolved Complaints:** If Firelands and the complaining resident cannot agree to a resolution proposed by Firelands or one negotiated with the complaining resident, Firelands 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.
- 5.) **Operations:** Prior to the commencement of operations, Firelands will provide advance notification to residences located within one mile of the project area, parties to this case and county commissioners, township trustees, emergency responders, airports, schools, and libraries within the project area, as well as anyone who has requested updates regarding the project. At that time, contact information for the facility operations manager and other Project staff responsible for managing complaints during operations will be provided. This information will be updated on the Project website as needed throughout operations.