

Birch Solar 1, LLC
Case No. 20-1605-EL-BGN

Exhibit H

Complaint Resolution Plan and Notices

[Insert date]

[Insert landowner/tenant]

[Insert address]

[Insert address]

Re: Birch Solar Project, Ohio Power Siting Board Case No. 20-1605-EL-BGN

Dear Landowner,

Birch Solar 1, LLC intends to begin construction of the Birch Solar Project, a 300 megawatt alternating current solar energy facility. As currently planned, construction will commence on or around [insert date]. Construction of the Project will begin with mobilization of construction staff and equipment to the site to begin clearing, installation of the erosion and sediment control measures, followed by any necessary grading and smoothing of the ground. The civil work is expected to last until approximately [insert date]. Facility equipment installation, including the trackers, modules, collection system, and inverters will be installed on a rolling basis across the site as is expected to be complete by approximately [insert date]. As portions of the site are complete, the temporary laydown areas will be restored and stabilized with vegetation. Electrical equipment will be commissioned in order to allow the Facility to be placed in service, which is expected to occur by [insert date]. Once construction across the entire site is complete, all temporary features like the construction trailer, remaining laydown areas, etc. will be removed and final grading and site restoration will be completed which is expected to be complete by [insert date].

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 like impact pile driving will have more limited daily time constraints. Construction activities that do not involve sound increases above ambient levels at nonparticipating residences are permitted outside of daylight hours when necessary.

Attached to this letter is the Birch 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,

[Insert Birch Solar, LLC contact]

[Insert Birch Solar, LLC contact Information]

Enclosure: Attachment A, Birch Solar Project Complaint Resolution Plan

Birch Solar Project Complaint Resolution Plan

Birch Solar 1, LLC (Birch Solar) is developing the 300-megawatt alternating current (MW_{AC}) Birch Solar Project in Allen and Auglaize Counties, Ohio (Project). The Project area will encompass approximately 2,345 acres of land with the area needed for Project infrastructure including solar modules, trackers, an Operations and Maintenance Building, inverters, internal access roads, and a Project substation totaling approximately 1,410 acres. While the Project area is located in a predominantly agricultural landscape, Birch Solar is cognizant of the concerns of the local community and intends to implement a complaint resolution plan to document and address concerns during both the construction and operational stages of the Project.

The Project will be constructed and operated in a manner that is compliant with all applicable federal, state, and local laws and regulations and all applicable permits will be obtained prior to construction. If, however, residents have concerns regarding compliance with the relevant laws, regulations, or permits, Birch Solar has developed a process by which the complaint will be documented, investigated, and addressed.

1.1 COMPLAINT FILING PROCESS

The public will be able to file a complaint one of four (4) ways:

1. Birch Solar will establish a “hotline” phone number which individuals may call 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:

Birch Solar
400 Montgomery Street,
8th Floor
San Francisco, CA 94104

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.

No less than 14 days prior to the start of construction, Birch Solar will send a letter to all adjacent landowners notifying them about the start of construction and providing the specific phone numbers, email addresses, and physical addresses for the complaint filing options.

Individuals filing complaints should include their name and contact information, the date of the complaint, and a 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.

1.2 COMPLAINT REVIEW PROCESS

Birch Solar will enter complaints into an electronic complaint log, documenting all information provided as part of the complaint, and assigning a point of contact to investigate the complaint within one week. Birch Solar's goal is to coordinate with the complainant to quickly and effectively address issues such that both parties are satisfied. The construction manager, or 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.

The Birch Solar point of contact for the complaint 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. Additionally, the point of contact will determine if outside resources are necessary to address the complaint. Birch 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. Birch 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.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

2/12/2021 11:51:07 AM

in

Case No(s). 20-1605-EL-BGN

Summary: Application - 13 of 31 (Exhibit H – Complaint Resolution Plan and Notices)
electronically filed by Christine M.T. Pirik on behalf of Birch Solar 1, LLC