

AEUG Complaint Resolution Program

1. INTRODUCTION

AEUG Union Solar, LLC (AUS) has developed a complaint resolution program for implementation during construction and operation of the Union solar project in Union County, Ohio (the Project) to provide an effective process for identification and resolution of concerns voiced by members of the community.

AUS is committed to complying with requirements established through the Ohio Power Siting Board (OPSB) and other regulatory processes and to establishing an accessible process for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible. Maintaining detailed records of all complaints and resulting actions is an important aspect of the complaint resolution program.

AUS's policy is to take all reasonably necessary actions to rectify legitimate interference or disturbances that are a direct result of the Project.

2. COMPLAINT RESOLUTION PROCEDURE

2.1 AEUG Contacts

AUS has established a toll-free phone number prior to commencement of construction activities and is in process of providing that number to the county commissioners, township trustees, emergency responders, schools, and public libraries within the Project Area. That phone number is being posted on the Project website. Members of the public can call 1- 888-883-7522 or email unioncountysolar@acciona.com to register a complaint, individuals may either call the phone number and leave a message, email the above address or go to the local construction office or operations and maintenance building during regular business hours. Locational details of the construction office will be provided whenever the physical building is established, and those will be provided on the project website.

2.2 Notification

In addition to providing contact information for the Project to the public, AUS will maintain a Project contact list for residents and will provide advance notification of commencement of construction activities to all 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. Advance notification of commencement of operations will also be made to all 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.

2.3 Complaint Documentation and Follow-Up

AUS will keep a logbook to register every complaint received. The logbook will include pertinent information about the person making the complaint, the issues surrounding the complaint, and the date the complaint was received. An example of a complaint resolution form is attached.

The logbook will also document AUS's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. AUS will generate a quarterly report based on the information recorded in the log book, reporting on the nature and resolution of all complaints received in that quarter, and submit the report to the OPSB staff on January 31, April 30, July 31, and October 31 of each calendar year or portion thereof during construction and operation of the facility.

Individuals who register a complaint will receive a response from AUS no later than 2 business days after registering the complaint. The intent of the initial correspondence is to gather more information to better understand the complaint. Within 30 days of the complaint being logged, AUS will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the Project.

If AUS and the complaining individual cannot agree on a resolution, AUS will provide a summary of the complaint and proposed resolution to the complaining individual.

**AEUG Union Solar, LLC
Complaint Resolution Form**

<p>Complaint Log Number: _____</p> <p>Complainant's name and address:</p> <p>Phone number/email:</p>
<p>Date complaint received: _____</p> <p>Time complaint received: _____</p> <p>Date complainant first contacted: _____</p>
<p>Nature of complaint:</p>
<p>Definition of problem after investigation:</p>
<p>Description of corrective measures taken:</p> <p>Complainant's signature: _____ Date: _____</p>
<p>This information is certified to be correct:</p> <p>Site Manager's Signature: _____ Date: _____</p>

(Attach additional pages and supporting documentation, as required.)