

Arche Solar Project

Case No. 20-0979-EL-BGN



Exhibit K

Complaint Resolution Plan

Complaint Resolution Plan

Arche Solar

Gorham Township,
Fulton County, Ohio

Prepared for:



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July 2020

Purpose

Arche Energy Project, LLC (Arche) strives to ensure that Arche Solar (the Facility) does not make living conditions materially worse for residents, neighbors, or members of the community. Arche will implement a transparent and effective complaint resolution plan to establish a consistent process for responding to any public complaints, should they arise during the construction and operation of Arche Solar.

Background

Arche is committed to ensuring that an accessible process is in place for community members to voice concerns pertaining to the Facility 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

Arche will take all reasonable actions necessary to rectify legitimate disturbances that are a direct result of the Facility. Where reasonable actions are implemented and fail to minimize the disturbance, Arche will continue to work with the impacted resident to rectify legitimate disturbances.

Procedure

1. Many complaints can be avoided by communicating widely and often with the community and relevant stakeholders. This will be done in order to educate residents about the Facility even though it is not anticipated that they will receive any negative effects, disturbance, or interference as a direct result of the Facility.
2. Arche will establish a toll free number, and Arche will ensure that the phone number is provided to the county commissioners, township trustees, emergency responders, and the schools and public libraries near the project area prior to the Facility being commercially operational. A resident with a complaint can call the toll-free number and leave a message 24 hours a day.
3. Arche will maintain a logbook which registers every complaint that is received. The logbook will contain all pertinent information about the person making the complaint, the issues surrounding the complaint, and the date that it was received. The logbook will also contain the resolution that was suggested and implemented and the date that the matter was resolved. Arche personnel will forward complaints about disturbances that are a direct result of the Facility to the Ohio Power Siting Board.
4. Residents who register a complaint with Arche will receive correspondence from the company no later than 72 hours after registering the complaint. The intent of the initial correspondence is to gather more information about the individual's complaint. Within 60 days of the complaint being received, Arche will complete an assessment of the issue and propose reasonable mitigation measures. If it is determined that the mitigation measure taken does not satisfactorily reduce the interference or disturbance, Arche will continue to propose additional mitigation to rectify legitimate disturbances.