

Complaint Resolution Plan

COMPLAINT RESOLUTION PLAN



A. Purpose

Lakeside Solar, LLC (“Lakeside”) has developed a Complaint Resolution Plan to address concerns and complaints during the construction and operation of the Lakeside Solar Project (“Lakeside”). The purpose of this document is to establish a uniform and timely method of reporting and responding to complaints received by Lakeside concerning the site preparation, construction, cleanup, restoration, and operation of the Lakeside Project in Muskegon County, Michigan. This plan identifies the process for the public to file a complaint as well as Lakeside’s response and processing. The Complaint Resolution Plan and associated complaint form is available on the Project website at <https://geronimopower.com/in-development/lakeside-solar-project/>.

Annually, Lakeside will prepare a report of complaints and responses for submittal to White River Township and the Michigan Public Services Commission.

B. Scope

This document describes complaint reporting procedures and timing to be used by Lakeside in its response to all complaints received.

C. Applicability

The procedures for processing complaints related to the Lakeside project will be consistent with the terms of this document.

D. Definitions

1. Complaint Type A-General. A verbal or written statement presented to Lakeside by a person expressing dissatisfaction or concern regarding the Lakeside Project, including, but not limited to, regarding the site preparation, construction, cleanup, restoration, and operation of the Lakeside Project. Complaints do not include requests, inquiries, questions, or general comments.
2. Complaint Type B-Interference. A written complaint expressing dissatisfaction or concern regarding noise, vibration or any 9-1-1 communications, emergency communications, or official County communications reception as a result of the site preparation, construction, cleanup, restoration, or operation of the Lakeside Project.
3. Person. An individual, partnership, joint venture, private or public corporation, association, firm, public service company, cooperative, political subdivision, municipal corporation, government agency, public utility district, or any other entity, public or private, however organized.

E. Complaint Documentation and Processing

To the extent practicable, upon receipt of a complaint, Lakeside will document and maintain a record of all applicable information concerning the complaint the following at a minimum:

1. Name of concerned party, address, phone number, and email address.

2. Precise property description or parcel number.
3. Name of Lakeside representative receiving complaint and date of receipt.
4. Nature of complaint.
5. Activities undertaken to address and resolve the complaint.
6. Final disposition of the complaint. Lakeside will designate an individual to receive, document, and respond to complaints. This person's name, phone number, and email address will accompany all complaint submittals. In maintaining records, the Lakeside representative will:
 - a) Determine the nature of the complaint.
 - b) If the record is not a complaint, but rather a request, general comment, inquiry, or question, it will be forwarded to the representative responsible for follow-up.
 - c) If the record is a Type A-General Complaint, but not a Type B-Interference Complaint, Lakeside's representative will contact the appropriate Project personnel to follow up with the concerned party with a proposed resolution. The Project personnel will process the complaint within 72 hours of when the complaint is received.
 - d) If the record is a Type B-Interference complaint, Lakeside's representative will collect more information on the issue as needed, contact the appropriate Project personnel to follow up with a resolution, and respond to the Type B-Interference complaint in the following timeframes:
 - i. Noise or vibration complaints within 48 hours of receiving the Type B-Interference complaint;
 - ii. Emergency communications (9-1-1-related or other emergency communications) interference within 12 hours of receiving the Type B-Interference complaint.

F. Additional Provisions

Additional provisions are included for evaluation of complaints regarding construction noise, operational noise, and substation noise.

Construction Noise

If the complaint location is more than one mile from active construction activity, the complaint will be recorded with no resolution, and no further action shall be taken. If a complaint is made for a location within one mile of active construction activity, then a representative of Lakeside or the Engineering, Procurement and Construction contractor ("EPC") will visit the site of the complaint during construction and listen for noise in an attempt to determine the cause and extent of the noise reported in the complaint, then mitigate and communicate appropriately.

Operational Noise

Upon receipt of any complaint regarding operating noise from the Project, Lakeside will determine the predicted maximum expected sound level at that location. A Lakeside representative will also visit the site of the complaint during a time when conditions are expected to result in the noise that was the cause of the complaint. If it is determined that the complaint occurred as the result of abnormal, ineffective, or faulty equipment operation, Lakeside will take commercially feasible steps to correct the abnormal operation. If post-construction noise levels exceed those permitted under Public Act 233 of 2023, then Lakeside will propose avoidance or mitigation options that could include altering operations to lower noise levels or entering into a restorative agreement with the complainant.

Substation Noise

Upon receipt of any complaint regarding noise from the Project substation, sound levels emanating from the substation will be measured consistent with Section 2.3 (General Procedures) in Attachment D of the MPSC's Filing Guidelines.

G. Complaint Response

For each complaint, Lakeside will contact the concerned party to discuss the issue and attempt to reach a mutually agreeable solution in good faith. Lakeside will make its best efforts to reach resolution on Type B-Interference complaints to the greatest extent possible in the shortest time possible. The status of all complaint resolution efforts will be logged in Lakeside's complaint resolution records.

H. Local Project Representative Contact Information

The designated Lakeside Solar representative is Kendra Harrington, Senior Development Manager at Geronimo Power.

The designated Lakeside Solar representative is subject to change as the Project progresses through further stages of development, construction, and operations. When appropriate, the Project will update the complaint resolution process and other public documentation with the latest contact information.

All requests, general comments, inquiries, questions, and complaints can be submitted via the following options:

- **Telephone:** 1-231-743-1947
- **Email:** Lakeside@geronimopower.com
- **Mail to Corporate Address:**
Lakeside Solar, LLC
8400 Normandale Lake Blvd, Suite 1200
Bloomington, MN 55437

Complaint Resolution Form

Thank you for communicating your concern regarding the Lakeside Solar Project. Lakeside strives to be a good neighbor and your input is appreciated. To submit a concern: 1) Visit https://geronimopower.com/in-development/lakeside-solar-project/ and click on Complaint Resolution 2) Email a completed copy of this form to Lakeside@geronimopower.com A Lakeside Solar, LLC representative will attempt to contact you via the phone number or email address provided within five business days of submittal, excluding federally-designated holidays.	
Date:	Recorder's Name: (If received via phone)
Concerned Party's Name:	Concerned Party's Phone:
Concerned Party's Email:	Concerned Party's Address:
Describe the question/concern: (Attach additional sheets if necessary)	
When did the problem begin? (If applicable) 	
_____ Concerned Party's signature / Date (If emailed)	_____ Recorders Signature / Date (Affirming that they recorded the inquiry accurately to the best of their ability)
Date(s) of Follow up and Summary of Discussion: (Attach additional sheets if necessary)	
Documentation of Resolution Attached (Images, Notes, etc.)? Yes: ☐ No: ☐	
Has the inquiry been resolved? Yes: ☐ No: ☐	Date of resolution:
_____ I (Lakeside Project Representative) affirm that I received and processed this complaint in a manner consistent with the guidelines in the Lakeside Solar Complaint Resolution Plan.	