

COMPLAINT RESOLUTION SUMMARY | Colfax Township

Century Oaks Energy Storage, LLC (Century Oaks) will maintain the complaint resolution process outlined below to resolve complaints from adjacent residents and/or property owners concerning the construction and operation of the Century Oaks Energy Storage Project (Project). The complaint resolution process will be maintained throughout the life of the construction and operation of the Project, and updates to the process will be provided to Colfax Township from time-to-time to maintain current contacts for the Project. The process shall not preclude Colfax Township from acting on the complaint.

Prior to the start of construction of the Project, Century Oaks will mail a letter or post information at the Township Hall to inform all residents and businesses of an updated e-mail address, street address, and telephone number where they can contact Century Oaks with complaints, questions, or concerns related to the project. During construction and operation, Century Oaks will maintain a telephone number during business hours where adjacent residents and/or property owners can reach a Project representative. The Plant Manager or a Project representative will be available for contact during construction, operations, and for the life of the Project, anytime during normal business hours. Additionally, Century Oaks will make a form available to Colfax Township residents or businesses for written complaints. Residents can pick up and return a complaint resolution form at the Pheasant Run Wind Farm Operations & Maintenance Building, which will support the project.

The Plant Manager or Project representative shall make reasonable efforts to respond to all complaints from residents and businesses within twenty-four (24) hours (during normal business hours) of receipt of a complaint. Century Oaks will maintain a complaint record that includes any complaints received, the resolution of such complaints, any unresolved complaints, and steps implemented to resolve complaints. A report of all complaints and resolutions to complaints will be filed with the Colfax Township Zoning Administrator on an annual basis. During construction and operation of the project, the Complaint Report Log will be circulated monthly.

Plant Manager or Project Representative: (561) 657-7334

Email: Chesten.Goodman@nexteraenergy.com

Pheasant Run Wind Farm Operations & Maintenance Building: 2254 S. Caseville Road, Pigeon, MI 48755

Upon receipt of a complaint, Century Oaks will maintain a record of the following:

- Name of complainant, address, phone number, and e-mail address
- Precise property description or parcel identification number
- Name of Century Oaks representative receiving complaint and date of receipt
- Nature of complaint
- Activities undertaken to resolve the complaint
- Final disposition of the complaint

In maintaining records, the Century Oaks representative or designee will:

1. Determine the nature of the complaint - 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. Records of this type will not be recorded as complaints.
2. If the record is determined a complaint, it will be handled according to the process described as follows:

- a. A form will be completed for each complaint received.
- b. The Century Oaks representative or designee will contact the appropriate Project personnel to follow up with a resolution. The Project personnel will process the complaint on the same day the complaint is received and document the record according to the Complaint Report Form.
- c. The Complaint Report Log will be properly maintained and updated to include the current status of each complaint received.

Any confirmed problems will be corrected as soon as reasonably possible. In cases where an immediate resolution cannot be delivered, a timeline and measures to be taken will be provided.

If a complaint is not valid (example – not attributable to the Project installation), the Plant Manager or Project representative will notify person issuing the complaint of this determination. If the complaint is such that it cannot be immediately assessed or resolved (example – person issuing complaint feels turbine exceeds County sound standards or shadow flicker issues) the Plant Manager or Project representative will advise their Business Manager and advise the person issuing complaint of steps taken to assess or resolve the complaint. Unresolved complaints may be referred to Colfax Township representatives.

Every effort will be made to assess and correct all complaints in a timely manner to the best of Century Oaks ability and resources. Complaint resolution process is intended to be implemented at the start of construction and to continue throughout duration of the project.

Complaint Resolution Form

Century Oaks Battery Energy Storage System

Complaint Form

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| Complaint Number: | Date: |
| Project: Century Oaks Battery Energy Storage System | Complainant Title: |
| Complainants Name: | Complainant Address: |
| Complainant Phone Number: | |

Description of Complaint

Corrective Action

The undersigned agree that the subject complaint is adequately described herein and that the specified corrective action is appropriate.

Landowner Signature: _____ Date: _____

The undersigned agree that the subject complaint has been adequately resolved and that no further action is required by Century Oaks.

Landowner Signature: _____ Date: _____