



Lotus Wind Complaint Resolution Plan

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Apex Clean Energy

Apex Plaza

120 Garrett Street, Suite 700

Charlottesville, VA 22902

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Introduction

Lotus Wind, LLC (Lotus Wind) plans to construct, operate, and maintain its wind project in a manner consistent with all applicable laws, regulations, and responsible community engagement.

It is always our hope that no issues emerge for landowners, neighbors, local officials, or first responders during construction or operation.

If an issue does arise, it will be addressed by Lotus Wind through the transparent and effective complaint resolution process detailed below. Lotus Wind takes complaints received from non-participating landowners, participating landowners, and members of the public very seriously. This plan will ensure concerns or problems voiced by members of the community are addressed and promote quality control and accountability for Project staff, revealing constructive patterns over time that can be used to improve our services.

Purpose

Lotus Wind is committed to ensuring that an accessible process is in place for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible.

An important aspect of the complaint resolution plan is maintaining a detailed record of all complaints and the resolutions that follow. This plan outlines how the Lotus Wind will receive and document complaints, respond to complaints in a timely manner, and report on the resolution of the complaint as required.

Policy

Lotus Wind is committed to addressing complaints in a timely, efficient, and respectful manner through this complaint resolution process. While some issues may require more time to investigate and resolve than others, Project staff will work in good faith to resolve all complaints as soon as practicable.

The complaint resolution process has the following elements:

- A clear and simple way to file the complaint,
- An immediate response indicating that the complaint was received,

- A prompt process for reviewing the complaint and determining a course of action,
- A report back to the complainant on the course of action to address the complaint, and
- A final report back to the complainant on the resolution of the complaint.

The complaint process is tracked in a database system to ensure the full archive of complaints and their resolutions remain accessible.

Procedure

Public Notification of Complaint Resolution Process

Prior to the commencement of construction, Lotus Wind will provide the following information to the public: (1) a brief description of the Project; (2) the name and contact information for key Project contacts; (3) the procedure and methods of registering complaints, including the 24/7 toll-free complaint phone number, Project e-mail address, and online complaint portal.

This information will be provided in the following ways:

- To local and county officials and emergency personnel,
- To participating landowners,
- Posted at the Project site, and
- Posted on the Project website (including a link to electronic complaint portal)

Prior to the commencement of commercial operations, Lotus Wind will communicate any necessary updates regarding Project staff responsible for managing complaints during the operational phase to landowners, local government officials, and other stakeholders. This information will be updated on the Project website, as needed, throughout operations.

Complaint Submission

To ensure Lotus Wind can thoroughly investigate and address any issue, complainants will be asked to provide as much information as possible regarding the issue, including:

- Full Name
- Mailing Address
- Phone Number
- Email address (if applicable)
- Date of the issue that prompted the complaint
- Location of issue
- Detailed description of the complaint, including any information that may help to identify the source of a concern (e.g., location of dust incident, type of noise, description of construction vehicle, direction of observation, duration of issue, time of day, etc.).

An online complaint submission form will be available on the Project website, www.lotuswindpower.com, for the electronic submission of complaints. An example of the form can be found at <https://apexcleanenergy.boreal-is.com/portal/apexcleanenergy>.

All contacts are tracked through stakeholder relationship management (SRM) software, paired with a 24/7 answering service.

Project Contact Information:

Complaints or questions may be submitted through an online complaint form on the project website, via email by using the project's designated email address, or by calling Apex Clean Energy's 24/7 construction & operations toll-free number. The contact information for each of these methods is provided below.

Toll-Free Complaint Line: (866) 370-9546

Project Email Address: info@lotuswindpower.com

Project Website: www.lotuswindpower.com

Complaint Tracking

After filing a complaint and providing contact information, the complainant will be given a reference number, which the complainant may use to track the status online.

After receiving a complaint, Lotus Wind will investigate the complaint to determine its significance and explore potential resolutions. This process may include follow-up conversations with the complainant to understand the nature of the complaint (traffic, noise, dust, etc.) and its source. Complaints received during construction and operation will be thoroughly investigated.

Complaint Evaluation and Response

The intent of initial correspondence is to garner more information from the individual's complaint. Lotus Wind will initiate reasonable and necessary action to resolve a legitimate interference or disturbance that is a direct result of the Facility.

In some cases, a resident or stakeholder may simply want to express a concern or opinion that does not require any further action. In those circumstances, the conversation will be archived, but no additional follow-up is required, and the record will not be included in the annual complaint report.

Documentation and Reporting

Lotus Wind will maintain a log of all complaints regardless of how they were submitted (online portal, email, or 24/7 phone answering service).

The complaint log will include basic information regarding the complaint (name of complainant, date complaint received, nature of complaint, results of investigation, plan for resolution, follow-up with complainant), and copies of supporting documentation as required.

Annually, by June 14, as part of the Operations and Maintenance Annual Report, Lotus Wind will submit to the Macoupin County Board, a report that includes a list of complaints related to setbacks, noise, shadow flicker, safety, lighting, and use of any public roads and the resolution of those complaints.