

DECATUR BETTERY ENERGY STORAGE FACILITY

Exhibit A-1.16 COMPLAINT RESOLUTION PROCESS

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Appendices

Appendix 1.16-A: COMPLAINT RESOLUTION PROCESS



EXHIBIT A-1.16 – COMPLAINT RESOLUTION PROCESS

A-1.16.a – Provide a complaint resolution process for the site. The complaint process should include:

- 1. The name of a designated applicant representative provided with the authority to resolve local complaints.**
- 2. A dedicated phone number for complaints.**
- 3. An email address for complaints.**
- 4. Website information instructing the public on the complaint resolution process.**
- 5. Procedures for regular reporting of complaints received and how each complaint was resolved to be filed on a periodic basis in the docket.**

A draft complaint resolution process for the site has been established and is detailed in **Appendix 1.16-A – Complaint Resolution Process**. This process includes the name of a designated applicant representative authorized to address local complaints, along with a dedicated phone number and email address for submitting complaints. Additionally, website information is provided to guide the public on how to use the complaint resolution process. Procedures are in place for periodic reporting of complaints received and their resolutions, which will be filed regularly in the docket.

Appendix 1.16-A: COMPLAINT RESOLUTION PROCESS

Decatur Battery Storage Project

Complaint Resolution Program

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1. Introduction

Decatur Battery Storage, LLC (“Decatur BESS”) has developed a complaint resolution program for implementation during the construction and operation of the Project to provide an effective process for identification and resolution of concerns voiced by members of the community. Decatur BESS is committed 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.

2. Complaint Resolution Procedure

2.1 Decatur BESS Contacts

Decatur BESS has established a telephone number 312-682-9887 and email Decaturenergystorage@glidepath.net. To register a complaint, individuals may call the telephone number and leave a message or send an email to the email address provided. Phone messages left at the provided number will be checked daily, Monday through Friday, and initial follow up will occur within five business days. Complaints received by letter and email will also receive prompt follow-up within five business days of their receipt. Any emergency situations should be addressed to the appropriate local authorities or by calling 911.

2.2 Notification

Decatur BESS will maintain a Project contact list and will update the website with any construction activities that may affect property owners and tenants.

2.3 Complaint Documentation and Follow-Up

Decatur BESS 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. The logbook will also document Decatur BESS recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. No later than five business days after an individual registers a complaint, Decatur BESS will respond by phone or email to that individual if contact information is provided with 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, Decatur BESS will initiate reasonable action to resolve any legitimate interference or disturbance that is a direct result of the Project.

If Decatur BESS and the complaining individual cannot agree to a resolution, Decatur BESS will provide a summary of the complaint and proposed resolution to the complaining individual and document this information in the logbook.

3. Diagram of Complaint Resolution Process

