



Attachment 16

Complaint Resolution Plan

Coles County, Illinois
Resolution No. 2025-02
Resolution Approving Complaint Resolution Plan for Coles Wind, LLC

WHEREAS, Coles Wind, LLC was approved for the construction and operation for a Wind Energy Conversion System pursuant to Ordinance 25-0701 ("Ordinance");

WHEREAS, the Ordinance approving the Wind Energy Conversion System included conditions requiring a Complaint Resolution Plan to be approved by the County Board;

WHEREAS, the developer has provided the attached Exhibit A, as its Complaint Resolution Plan; and

WHEREAS, the County has reviewed and approves the plan.

NOW, THEREFORE, BE IT RESOLVED by the Coles County Board that the attached Complaint Resolution Plan (Ex. A) is approved.

PRESENTED, APPROVED, and ADOPTED by the County Board of Coles County, Illinois this August 1, 2025.

PRESENT 9 AYES 9 NAYS 0 ABSTAIN 0



Chair, Coles County Board

ATTEST:


Clerk of the County Board



Coles Wind Complaint Resolution Plan

Revised Coles Wind Complaint Resolution Plan

August 2025

Apex Clean Energy

Apex Plaza

120 Garrett Street, Suite 700

Charlottesville, VA 22902

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Introduction

Coles Wind, LLC (Coles Wind) plans to construct, operate, and maintain its wind project in a manner consistent with all applicable laws, regulations, and responsible community engagement. A key part of doing so is having a plan and procedures in place to responsibly address any complaint should one be made. This Complaint Resolution Plan has been drafted to accomplish this goal.

It is always our goal that no issues emerge for landowners, neighbors, local officials, first responders, or anyone in the broader community during construction or operation.

If an issue does arise, it will be addressed by Coles Wind through the transparent and effective complaint resolution process detailed below. Coles Wind takes all complaints whether received from non-participating landowners, participating landowners, or 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. Further, this process would work to strengthen the construction and operation procedures over time that can be used to improve our services.

Purpose

Coles 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 Coles Wind will receive and document complaints, respond to complaints in a timely manner, and report on the resolution of the complaint as required.

This Complaint Resolution Plan is also drafted to ensure the Project is in compliance with (and remains in compliance with) the Coles County Wind Ordinance, dated May 9, 2023, and the Special Use Permit approved by Coles County (the "County") on July 1, 2025.

Policy

Coles 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.

Pursuant to the recommendations of the Planning and Development Committee provided on August 4, 2025, Coles Wind will initially respond to all complaints within 7 days.

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.

Complaint Resolution System and Procedure

Coles Wind will hereby implement the following system and set of procedures for logging and investigating complaints related to the Project. Coles Wind shall resolve all non-emergency complaints on a case-by-case basis in accordance with the following procedures and shall provide confirmation of such resolution to the County.

Public Notification of Complaint Resolution Process

Prior to the commencement of construction, Coles 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 the electronic complaint portal)

Prior to the commencement of operations, Coles 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 Coles 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.Coleswind.com, for the electronic submission of complaints. An example of the form can be found at <https://apexcleanenergy.boreal-is.com/portal/apexcleanenergy>.

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@Coleswind.com

Project Website: www.Coleswind.com

Complaint Evaluation and Response

After receiving a complaint, Coles Wind will provide an initial response within 7 days. Coles Wind will also 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.

The intent of initial correspondence is to garner more information from the individual's complaint. Coles 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 Record Keeping

Coles 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.

Special Circumstances and Procedures

Emergency Complaints

Coles Wind shall treat any complaint that raises immediate health or safety concerns, or any other complaint that warrants treatment as an emergency complaint (an “emergency complaint”), in accordance with the Project’s Emergency Action Plan that has been developed with local emergency response agencies. For any such emergency complaint, Coles Wind shall respond as soon as possible and take reasonable immediate steps necessary to ensure the health and safety of those involved. After the immediate response stabilizes the situation, Coles Wind shall coordinate with appropriate emergency response agencies to respond to the situation in accordance with its Emergency Action Plan. All record keeping and reporting obligations in this Complaint Resolution Plan shall apply equally to any emergency complaint so long as such requirements are not superseded by the Emergency Action Plan or any other legal authority.

Sound or Shadow Flicker Complaints

Upon any complaint regarding noise or shadow flicker related to one or more wind turbines by a resident or landowner of property in the immediate area thereof, the County may investigate and take such action against Coles Wind as may be warranted. The County may retain, at Coles Wind’s expense, such experts and other professionals as necessary to conduct field tests, modeling or take such other measures as may be necessary to determine whether a violation of said noise or shadow flicker regulations is occurring or has occurred. Coles Wind shall fully cooperate with the County, promptly remedy any such violations and pay the expenses of the County related thereto.

Crop Damage Complaints

Coles Wind shall investigate complaints of crop damage within 7 days. The results of any investigation shall be provided to the County Board and the person making the complaint within 60 days, including the resolution or proposed resolution of said complaint. This paragraph does not preclude any private right of action by an affected party. This paragraph does not apply to

any contractual agreements between Coles Wind and landowners or farmers regarding crop damage issues.

Communication Related Complaints

Coles Wind agrees to take all commercially reasonable steps to respond to complaints related to interference caused by the Project, including correcting any interference related to TV, radio, or internet, and service levels shall be brought to a level of serviced experienced prior to construction of the Project or better. Coles Wind will also take immediate action to mitigate or minimize interference with communications radio, telephone, internet, or microwaves or television signals, and to eliminate any such interference that impacts public safety (police, fire, emergency medical services, emergency management services, 911 dispatch) communications caused by the impact of the Project.

Recordkeeping and Reporting of Complaints Received and Resolved

Coles Wind shall retain the complaint log and all documentation received pursuant to this Complaint Resolution Plan for at least three years and shall make such documentation available to the County upon request.

As required by the Planning & Development Committee, Coles Wind shall provide the County with a copy of any complaint received and the initial response to each complaint. For complaints submitted online and initial responses sent via email, Coles Wind will provide an instantaneous copy of such a complaint via a carbon copy to County staff. Further, Coles Wind will provide a copy of any of the following written complaints or initial responses to the County within one business day: (1) written complaints submitted via email or U.S. Mail, and (2) initial responses sent via U.S. Mail. Finally, Coles Wind will provide a summary of the following types of complaints or initial responses within one business day: (1) complaints or initial responses made telephonically, and (2) complaints or initial responses made in person.

Coles Wind shall further report to the County information the County may request from time to time regarding complaints received, each complaint's status and ultimate resolution. Unless the County requests such reporting on a different frequency, Coles Wind shall submit an annual report on the anniversary date of the Special Use Permit Approval that includes, *inter alia*, information regarding complaints pertaining to setback, noise, shadow flicker, appearance, safety, lighting and use of any public roads received by Coles Wind concerning the Project and how such complaints were resolved.