

Exhibit M
Complaint Resolution Plan

Complaint Resolution Plan
Nottingham Solar Project
Harrison County, Ohio

July 2021

Prepared for:

Nottingham Solar LLC
400 Market Industrial Park, Suite 32
Wappingers Falls, NY 12590

Prepared by:



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1.0 Introduction and Purpose of Complaint Resolution Plan

Nottingham Solar LLC (Applicant) is proposing to develop, construct, and operate the 100-megawatts alternating current power (MWac) Nottingham Solar Project (Project), a PV solar energy generation facility in Harrison County, Ohio. The Project will include PV modules mounted on a racking system to maximize solar energy capture and electric generation of the arrays. The Project will connect to the regional transmission grid via AEP owned Nottingham 138-kV Substation. The purpose of the Project is to provide 100 MW of clean, cost-effective, renewable energy to the PJM Interconnection, LLC (PJM) transmission grid. The Project will generate electricity using virtually no fuels or water and with effectively zero air emissions and waste generation.

The Facility will be constructed and operated in accordance with all applicable federal, state and local laws and regulations, as well as in the manner of a good neighbor. However, if complaints occur, the Applicant has established and will implement the Complaint Resolution Plan defined herein, which establishes a process for receiving and registering, researching and investigating, and seeking to resolve complaints in the most satisfactory manner possible.

2.0 Complaint Filing Process

Individuals can file complaints through any of the following methods:

- By telephone, either using the construction manager's number, which will be provided prior to the start of construction, or the O&M provider's number, which will be on placards placed on the Facility's perimeter fencing, as well as emergency contact numbers and safety warnings. Once established, these numbers will be provided to the Athens Township trustees and/or the Harrison County Commissioners.
- Written complaint to:
*Nottingham Solar LLC
400 Market Industrial Park, Suite 32
Wappingers Falls, NY 12590*
- Email complaint to: nottinghamsolar@bqenergy.com.

For safety reasons, the public is discouraged from visiting the Facility during construction or operations.

To sufficiently address a complaint, the following information should be provided with the complaint:

- Name and contact information of complainant;
- Date of complaint filing; and
- Details of the complaint, including location, date/time, and nature of incident/issue, as well as any other relevant details that can help the Applicant to better understand the issue.

3.0 Complaint Review Process

In coordination with the complainant, the Applicant will work to address complaints effectively and efficiently toward a resolution as satisfactory as possible to all involved parties.

If a complaint is received during the construction phase, the construction manager or the construction manager's designee will be responsible for initiating review. If a complaint is received during the operations phase, O&M staff will be responsible for initiating review. In either instance, if the complaint cannot be resolved at this level, the construction manager or the O&M staff will refer the complaint to the Project owners for review and resolution.

All complaints received will be reviewed to determine whether the complaint is regarding a violation of laws/regulations (federal, state or local) and/or permit conditions associated with permits issued for the Project.

The Applicant is committed to responding to comments within 14 days of receipt, either addressing the comment or communicating with the complainant regarding the timeframe for resolving the complaint.

The Applicant will bear responsibility for maintaining a record of each complaint, in which all received complaints will be registered and recorded. The register will include the aforementioned information provided regarding the complainant and the nature of the complaint, as well as actions taken to address and resolve the complaint, and the resolution date.