

# **Exhibit B**

## **Complaint Resolution Plan**

**April 2025**

New Albany Energy Center

Exhibit B

Complaint Resolution Plan

New Albany Energy Center

New Albany, Licking County

Case No. 25-90-EL-BLN

April 2025

# 1 PURPOSE

The complaint resolution plan provides a process for seeking resolution of disturbances experienced as a direct result of the project. The plan provides avenues that any concern that should arise is addressed quickly and effectively.

## 2 COMPLAINT PROCEDURE

The information provided in this complaint procedure, including the relevant contact information, will be updated prior to the Project construction if required. Specific contact information is posted and maintained on PowerConneX website at: New Albany Energy Center - EdgeConneX.

### 2.1 Submittal

Complaints may be filed through the following options:

Telephone: (703) 935-1980

Email: [pcxenergynewalbany@edgeconnex.com](mailto:pcxenergynewalbany@edgeconnex.com)

The following information should be provided in any complaint to facility a thorough and accurate response:

Name and contact information of the complainant

Date of complaint submission

Detailed description of the complaint, including the date, time, and location of the issue which occurred and any other relevant information that can assist in identifying and resolving the issue.

### 2.2 Review and response

Complaints will be reviewed as quickly as possible and the goal is to respond within three business days, excluding federally designated holidays. If a resolution is not identified within three business days, communication to identify the next steps will be provided to the complainant. Reasonable mitigation measures will be identified and proposed to resolve complaints. Should mitigation measures be required that take more than seven days to complete, efforts will be made to keep the complainant updated on a weekly basis.

### 2.3 Resolution

Complaints will be documented along with relevant information and resolution details. If the complainant is not satisfied with the mitigation efforts, they will be informed they can

contact the OPSB at 866-270-6772 or [contactOPSB@puco.ohio.gov](mailto:contactOPSB@puco.ohio.gov). While good-faith efforts will be made to resolve every complaint or concern, should a disagreement arise, it may be necessary to work with both the complainant and the OPSB to ensure a resolution.

### 3 NOTICES

At least seven days prior to the start of construction, and again at least seven days prior to the start of the facility operation, PowerConneX will make reasonable efforts to notify affected property owners and residents via mail. These notices will provide information about the Project, contact information for the Project representative, and a copy of the final Complaint Resolution Plan. The start of construction notice will include written confirm that all preconstruction related condition of the certificate were complied as well as a timeline for construction and restoration activities (Appendix A). The start of facility operations notice will include written confirmation that all construction-related conditions of the certificate were complied with as well as a timeline for the state of operations (Appendix B). The notices will be mailed to:

- Addresses to which notice of the public information meetings was mailed

- Residences located within 1 mile of the Project area

- Parties to the Ohio Power Siting Board (OPSB) case for the Project

- The boards of the counties and townships in which the facility is located

- Public emergency response organizations that provide services

- Airports, schools and libraries located within five miles

- Anyone who has requested to receive updates regarding the Project

### 4 DOCUMENTATION

During construction and through the first five years of operation of the facility, PowerConneX will submit to OPSB staff a complaint summary report by the fifteenth day of January and July of each year. The report will include a list of all complaints received through the complaint resolution process during the prior six months, a description of the actions taken toward the resolution of each complaint, and a status update if the complaint has yet to be resolved. A copy of the pre-construction and pre-operation notices and each complaint summary report will be filed on the OPSB public docket.

## Appendix A. Sample Pre-Construction Notice Letter

<<DATE>>

RE: New Albany Energy Center  
Ohio Power Siting Board Case No. 25-90-EL-BLN  
Notice of Construction and Complaint Resolution Plan

Dear <<Resident>>:

PowerConneX plans to commence construction of a 120-megawatt natural gas fired electric generation facility (the Project) in New Albany, Licking County, Ohio. Starting in <<application date>>, the Project underwent extensive agency review and permitting prior to approval to construct and operate the facility. This notice of construction is being provided to you in accordance with the Ohio Power Siting Board (OPSB) certificate. In addition, PowerConneX has complied with all other preconstructed-related conditions of the OPSB certificate.

Additional information regarding the Project can be found online, including the following resources:

- The OPSB website provides information regarding the state permitting process ([opsb.ohio.gov](http://opsb.ohio.gov))
- The case docket provides information about the Project and the review process conducted by the Ohio Power Siting Board (25-0090-EL-BLN: PowerConneX New Albany Energy Center | Ohio Power Siting Board)
- More information about the Project can be found via the PowerConneX Project website (New Albany Energy Center - EdgeConneX)

### **Construction Activities**

Construction will occur between the hours of 7:30 a.m. and 7:00 p.m. or until dusk when sunset occurs after 7:00 p.m. Construction activities that do not involve noise increases above ambient levels at sensitive receptors may occur outside of daylight hours when necessary. Pile driving operations will primarily take place between the hours of 10:00 a.m. to 5:00 p.m., Monday through Friday.

### **Construction Timeline**

The table below provides anticipated start and completion dates for general categories of construction activities. The schedule may vary from this timeline depending on weather conditions and other factors.

Activity	Anticipated Start	Anticipated Completion
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Site Clearing and Preparation.	July 2025	August 2025
Construction of Site Access.	July 2025	August 2025
Construction of storm water management.	July 2025	August 2025
Earthwork/grading.	August 2025	September 2025
Underground Utility installation/relocation.	August 2025	January 2026
Foundations.	September 2025	November 2025
Above-ground structure installation.	October 2025	March 2026
Equipment Installation.	October 2025	June 2026
Exhaust system Installation.	December 2025	June 2026
Equipment Commissioning.	December 2025	June 2026
Site Restoration.	March 2026	July 2026
Placement of the in service.	January 2026	August 2026

### **Complaint Resolution Plan**

To ensure that community questions, concerns, or complaints are addressed, PowerConneX has developed a *Complaint Resolution Plan* (attached). We will make every effort to address your question or concern as soon as possible. PowerConneX looks forward to a long-term partnership with the community. Please do not hesitate to reach out to us with questions or concerns.

Sincerely,

<<Name>>

<<contact information>>

Attachment: *Complaint Resolution Plan*

## Appendix B. Sample Pre-Operation Notice Letter



<<DATE>>

RE: New Albany Energy Center  
Ohio Power Siting Board Case No. 25-90-EL-BLN  
Notice of Operation and Complaint Resolution Plan

Dear <<Resident>>:

PowerConneX plans to commence operation of a 120-megawatt natural gas fired electric generation facility (the Project) in New Albany, Licking County, Ohio. Starting in <<application date>>, the Project underwent extensive agency review and permitting prior to approval to construct and operate the facility. This notice of operation is being provided to you in accordance with the Ohio Power Siting Board (OPSB) certificate. In addition, PowerConneX has complied with all other construction-related conditions of the OPSB certificate.

Additional information regarding the Project can be found online, including the following resources:

- The OPSB website provides information regarding the state permitting process ([opsb.ohio.gov](http://opsb.ohio.gov))
- The case docket provides information about the Project and the review process conducted by the Ohio Power Siting Board (25-0090-EL-BLN: PowerConneX New Albany Energy Center | Ohio Power Siting Board)
- More information about the Project can be found via the PowerConneX Project website (New Albany Energy Center - EdgeConneX)

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Sincerely,

<<Name>>

<<contact information>>

Attachment: *Complaint Resolution Plan*

**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on**

**4/23/2025 11:11:10 AM**

**in**

**Case No(s). 25-0090-EL-BLN**

Summary: Application - Application 5 of 15 (Exhibit B - Complaint Resolution Plan)  
electronically filed by Christine M.T. Pirik on behalf of PowerConneX New Albany,  
LLC.