



Karn Solar Energy Center Complaint Resolution Procedure

Consumers Energy Company ("Consumers") is committed to timely addressing complaints from residents of Karn Solar Energy Center project area regarding alleged violations of any applicable township zoning ordinance related to the material operation of Karn Solar Energy Center and affiliated with the Special Land Use Permit ("SLUP").

For general questions or concerns please contact (989) 791-5776 or email: POBoxKarnSolar@cmsenergy.com.

To file a Formal Complaint, residents living within the Karn Solar Energy Center area must fill out a written Formal Complaint Form.

A. Formal Complaint Form Availability

Residents may request a Formal Complaint Form by visiting the project website [Solar Power and Landowners | Consumers Energy](#), calling Consumers at (989) 791-5776, or emailing: POBoxKarnSolar@cmsenergy.com. Completed Formal Complaint Forms may be emailed to Consumers at: POBoxKarnSolar@cmsenergy.com.

B. Formal Complaint Response from Consumers

Consumers will acknowledge receipt of the Formal Complaint within 10 calendar days of receipt by responding to the complainant from the email POBoxKarnSolar@cmsenergy.com and notifying the township by copying hamptonssupervisor@hamptonmi.net on the acknowledgement. Consumers will investigate the Formal Complaint and respond to the complainant within 30 days after receipt, including stating the actions taken to address the Formal Complaint. If the Formal Complaint will not be resolved within 30 days after receipt, Consumers will advise the complainant of the expected time to resolve the Formal Complaint in its response.

Should a verified occurrence of communication interference be experienced, Consumers must resolve the instance of interference within 90-days of receipt of complaint. All complaints shall follow the approved complaint resolution process. If the communication interference will not be resolved within 90 days after receipt, Consumers will advise the complainant of the expected time to resolve the issue in its response.

C. Reporting

Consumers will keep on file all reports of Formal Complaints and the associated resolutions. Consumers will file a report of all Formal Complaints and the associated resolutions with the Township quarterly as required per ordinance.

D. Unresolved Complaints

If a complaint is about Consumers Energy not following the terms of its Special Use Permit and Site Plan Approval, Resolution #2025-01-PC, as amended July 10, 2025 ("Approval Resolution"), and the issue is still unresolved after 90-days, the matter shall be returned to the Planning Commission for determination if there has been a violation of the conditions of approval of the Special Use Permit.

If the complaint involves an issue other than compliance with the Approval Resolution and the issue



has not been resolved, or a method to resolve the complaint agreed upon, after 90 days of the filing of the complaint, the complaint may be submitted to binding arbitration, through American Arbitration Association or similar entity, or a mediation as agreed to by the complainant and Consumers Energy.



Karn Solar Energy Center Notification of Complaint Form

Thank you for contacting Consumers Energy regarding an issue, comment, question or concern involving the operation or maintenance of the Consumers Energy Karn Solar Energy Center. The Notification/Complaint Form has been pursuant to requirements for submittal of issues, comments, questions or concerns. Please complete the requested information in as much detail as possible.

Following receipt of the form by Consumers Energy, you will receive an acknowledgement within ten (10) calendar days that includes information on how your issue will be addressed.

First Name	
Last Name	
Notification Date	
Street Address	
City	
State	
Zip Code	
Phone Number	
Email Address	

Location where event/occurrence happened (if different from above):

Street Address	
City	
State	
Zip Code	

Description of event or occurrence:

If known, briefly describe how you believe the event or occurrence violates the Township Zoning Ordinance and/or the Special Land Use Permit, such as noise, etc.

Date of Occurrence	
Time of Occurrence	
Duration of Occurrence	
Complaint Description of Event or Occurrence (please be detailed)	

PLEASE NOTE: Consumers Energy and/or its authorized agent may need access to your property or residence to fully investigate the complaint. Failure to allow access within a timely manner or at all may affect the resolution of the complaint.



By signing below, I attest that I am the owner or other resident of the property and hereby grant Consumers Energy and/or its agents or contractors permission to enter upon above described property for purpose of investigating the event or occurrence described above, after prior notification to me.

Signature (Please type your name)

Signature	
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