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August 26, 2014

*Via Electronic Filing*

Ms. Barcy McNeal  
Public Utilities Commission of Ohio  
Administration/Docketing  
180 East Broad Street, 11<sup>th</sup> Floor  
Columbus, OH 43215-3793

**Re: Letter of Notification of Compliance for 6011 Greenwich  
Windpark, LLC, Case No. 13-990-EL-BGN**

Dear Ms. McNeal:

On August 25, 2014, the Ohio Power Siting Board ("Board") issued 6011 Greenwich Windpark, LLC ("Greenwich") a Certificate of Environmental Compatibility and Public Need subject to a number of conditions ("Order").

Condition No. 18 of the Order requires the following:

**Applicant shall develop a complaint resolution process that shall include procedures for responding to complaints during construction and operation of the facility. The complaint resolution process shall include procedures by which complaints can be made by the public, how complaints will be tracked by Applicant steps that will be taken to interact with the complainant and respond to the complaint, steps that will be taken to verify the merits of the complaint, and steps that will be taken to mitigate valid complaints. Mitigation, if required, shall consist of either reducing the impact so that the facility contribution does not exceed the requirements of the certificate, or other means of mitigation reviewed by Staff for confirmation that it complies with this condition.**

In compliance with Condition No. 18 of the Board's Order, attached for Staff review is a copy of Greenwich's Complaint Resolution Plan. The plan details the purpose, background, policy, and procedure for the complaint resolution process required in the condition above.

We request that the Staff notify Applicant about the acceptability of its Complaint Resolution Plan.

If you have any questions please call at the number listed above.

Sincerely,

Sally W. Bloomfield

Attachment

Cc: Grant Zeto (w/Attachment)  
Parties of Record (w/Attachment)

6011 Greenwich Windpark, LLC (“Greenwich”)  
Case No 13-990-EL-BGN

Greenwich Complaint Resolution Plan

**PURPOSE:** To ensure that the wind farm does not make living conditions materially worse for residents of the community by implementing a transparent and effective complaint resolution plan that will address concerns or problems voiced by members of the community.

**BACKGROUND:** Greenwich 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.

Maintaining a detailed record of all complaints and the resolutions that follow is an important aspect of the complaint resolution plan.

**POLICY:** The policy of Greenwich is to take all reasonable necessary actions to rectify legitimate interference or disturbances that are a direct result of the wind farm facilities. Where reasonable actions are implemented but do not minimize the interference or disturbance, Greenwich will compensate the impacted resident by entering into an agreement with the impacted resident that will provide annual compensation for the life of the wind farm project.

**PROCEDURE:**

- 1.) Greenwich will establish an 800-phone number prior to the wind farm being commercially operational and will ensure that the phone number is provided to the county commissioners, township trustees, emergency responders, the schools, and public libraries within the project area. A resident who has a complaint about the wind farm may either call the 800# and leave a message 24 hours a day or go to the Operations and Maintenance Facility for the wind farm during regular business hours to register a complaint.
- 2.) Greenwich will be responsible for keeping a logbook, which registers every complaint that is received. The logbook will contain all pertinent information about the person making the complaint, the issues surrounding the complaint and the date that the complaint was received. The logbook will also contain the resolution that Greenwich suggests, the date the complaining party agreed to the proposed resolution and the date when the proposed resolution was implemented. Greenwich personnel will generate a quarterly report based on the information recorded in the log book about the nature and resolution of all complaints received in that quarter and file the report with the Ohio Power Siting Board on the following date of each year (April 15th, July 15th, October. 15th and January 15th).

- 3.) Residents who register a complaint with Greenwich will receive correspondence from the company no later than 48 hours after registering the complaint. The intent of the initial correspondence is to garner more information from the individual's complaint. Within 30 days of the complaint being received Greenwich will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the wind farm facility.
- 4.) If Greenwich and the complaining resident cannot agree to a resolution proposed by Greenwich or one negotiated with the complaining resident, Greenwich will provide a summary of the complaint and proposed resolution to the complaining resident so that the resident may bring the complaint to the Ohio Power Siting Board.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**8/26/2014 11:07:02 AM**

**in**

**Case No(s). 13-0990-EL-BGN**

Summary: Correspondence of 6011 Greenwich Winpark, LLC in Compliance with Condition No. 18 electronically filed by Teresa Orahod on behalf of Sally Bloomfield