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December 13, 2019

Ms. Tanowa Troupe, Secretary  
Ohio Power Siting Board  
Docketing Division  
180 East Broad Street, 11<sup>th</sup> Floor  
Columbus, OH 43215

**Re: Case Nos. 17-774-EL-BGN**

In the Matter of the Applications of Vinton Solar Energy LLC for a Certificate of Environmental Compatibility and Public Need to Construct a Solar-Powered Electric Generation Facility in Vinton County, Ohio.

**Compliance with Condition 10 – Public Information Program Update**

Dear Ms. Troupe:

Vinton Solar Energy LLC (“Applicant”) is certified to construct a solar-powered electric generation facility in Vinton County, Ohio, in accordance with the order issued by the Ohio Power Siting Board (“OPSB”) in the above-referenced case.

At this time, the Applicant is filing the attached updated Public Information Program, which includes the toll-free number for the Applicant. This information is being provided in compliance with Condition 10 of the OPSB’s September 20, 2018 Order in this case.

We are available, at your convenience, to answer any questions you may have.

Respectfully submitted,

/s/ Christine M.T. Pirik

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cc: Jonathan Pawley

COLUMBUS 39579-29 128916v1

VINTON SOLAR ENERGY LLC (“Vinton Solar”)  
Case No. 17-774-EL-BGN

**Vinton Solar Complaint Resolution Plan**

**PURPOSE:** To provide a transparent and effective method for residents of the community to lodge concerns, problems and complaints related to the solar facility.

**BACKGROUND:** Vinton Solar 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 Vinton Solar is to take reasonable necessary actions to rectify legitimate interference or disturbances that are a direct result of the solar facilities.

**PROCEDURE:**

- 1.) Vinton Solar has established a toll-free phone number (844-901-2002) 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 solar facility may either call the phone number and leave a message 24 hours a day or go to the Operations and Maintenance Facility for the solar facility during regular business hours to register a complaint.
- 2.) Vinton Solar will document every complaint that is received, including 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 Vinton Solar suggests, the date the complaining party agreed to the proposed resolution and the date when the proposed resolution was implemented. Vinton Solar will investigate each complaint.
- 3.) Vinton Solar personnel will generate a quarterly report 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).
- 4.) Residents who register a complaint with Vinton Solar will be contacted by the company no later than 48 hours after registering the complaint. The intent of the initial contact is to garner more information from the individual’s complaint. Within 30 days of the complaint being received Vinton Solar will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the solar facility.
- 5.) If Vinton Solar and the complaining resident cannot agree to a resolution proposed by Vinton Solar or one negotiated with the complaining resident, Vinton Solar 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**

**12/13/2019 11:53:00 AM**

**in**

**Case No(s). 17-0774-EL-BGN**

Summary: Notice - Compliance with Condition 10 – Public Information Program Update  
electronically filed by Christine M.T. Pirik on behalf of Vinton Solar Energy LLC