



Juliet Solar

Exhibit J

Complaint Resolution Plan

Case No. 20-1760-EL-BGN

Complaint Resolution Plan

Purpose

Juliet Energy Project, LLC (Juliet) strives to ensure that Juliet Solar (the Facility) does not significantly negatively impact living conditions for residents, neighbors, or members of the community. Juliet will implement a transparent and effective complaint resolution plan to establish a consistent process for responding to any public complaints, should they arise during the construction and operation of Juliet Solar.

Background

Juliet is committed to ensuring that an accessible process is in place for community members to voice concerns pertaining to the Facility 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

Juliet will take all reasonable actions necessary to rectify legitimate disturbances that are a direct result of the Facility. Where reasonable actions are implemented and fail to minimize the disturbance, Juliet will continue to work with the impacted community member to rectify legitimate disturbances.

Procedure

1. Many complaints can be avoided by communicating widely and often with the community and relevant stakeholders. This will be done in order to educate community members about the Facility even though it is not anticipated that they will receive any negative effects, disturbance, or interference as a direct result of the Facility.
2. Juliet will establish a toll-free phone number, and Juliet will ensure that the phone number is provided to the county commissioners, township trustees, emergency responders, and schools and public libraries near the project area prior to the Facility being commercially operational. A community member with a complaint can call the toll-free number and leave a message 24 hours a day.
3. Juliet will maintain a logbook which registers every complaint that is received. The logbook will contain all pertinent information about the community member making the complaint, the issues surrounding the complaint, and the date that it was received. The logbook will also contain the resolution that was suggested and implemented and the date that the matter was resolved. Juliet personnel will forward complaints about disturbances that are a direct result of the Facility to the Ohio Power Siting Board.
4. Community members who register a complaint with Juliet will receive correspondence from the company no later than 3 business days after registering the complaint. The intent of the initial correspondence is to gather more information about the individual's complaint. Within 60 days of the complaint being received, Juliet will complete an assessment of the issue and propose reasonable mitigation measures. If it is determined that the mitigation measure taken does not satisfactorily reduce the interference or disturbance, Juliet will continue to propose additional mitigation to rectify legitimate disturbances.

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Summary: Application Exhibit J - Complaint Resolution Plan electronically filed by Teresa Orahod on behalf of Dylan F. Borchers