
AES Ohio
1900 Dryden Road
Dayton, Ohio 45439

October 28, 2021

Chairman Jenifer French
Ohio Power Siting Board
180 East Broad Street
Columbus, Ohio 43215

Re: **West Milton – Eldean 138kV Line**
Ohio Power Siting Board Case No. 18-1259-EL-BTX
Notification of Complaint Procedure, Public Information Program

Dear Chairman French,

The Dayton Power and Light Company doing business as AES Ohio submits this notice to inform you of the following approvals and agency correspondence to satisfy Conditions 7 and 8 related to the January 16, 2020 OPSB Approval of the above referenced project:

- On October 20, 2021, AES Ohio submitted a complaint resolution procedure to address potential public grievances of the above referenced project to OPSB (Enclosure 1).
- On October 20, 2021, AES Ohio submitted a copy of its public information program that informs affected property owners and tenants, to which the public information program was mailed September 27, 2021, of the above referenced project to OPSB (Enclosure 2)

AES Ohio anticipates that construction of the Project will begin November 15, 2021.

Please feel free to contact me if you have any questions regarding this notification letter.

Respectfully submitted,

ss:/ *Randall V. Griffin*

Randall V Griffin (Ohio Bar No. 0080499)
Chief Regulatory Counsel
AES Ohio
937-479-8983 (cell)
Randall.griffin@aes.com

Enclosures: (1) Complaint Resolution Procedure; (2) Public Information Program

Enclosure 1

Complaint Resolution Procedure

Commonwealth Associates, Inc, as Right of Way consultant will conduct public outreach by working with all property owners along the project routes to coordinate access and the removal of obstructions within the power line corridors.

An AES-approved introduction letter is mailed to all owners affected by the project notifying them of the project's details and timeline, contractors they can expect to see in the area and contact information for the professionals they will be working with for the duration of the project and through completion of restoration.

Communication with property owners consist of face-to-face, phone or email meetings with all property owners on the route, as required and in accordance with state COVID-19 regulations. The approach is to be respectful to property owners and listen to their comments and concerns in a mindset to resolve issues without confrontation. Commonwealth also coordinates with all contractors throughout the project, keeping owners informed of the construction and restoration schedules.

All phone calls and emails from property owners are answered timely and given the consideration needed for each situation.

Commonwealth maintains a secure database that documents all owner information and communication details.

AES is kept informed of any issues with owners and is provided bi-monthly status reports from Commonwealth's database system.

All submitted complaints will be immediately forwarded to OPSB Staff.

Post-construction, claims can be submitted via the AES Ohio claims website: <https://www.aes-ohio.com/damage-claims>.

Enclosure 2

Public Information Program

September 27, 2021

Certified Mail 7020 1290 0000 9680 XXXX

[NAME PLACEHOLDER]
[ADDRESS PLACEHOLDER]
[ADDRESS PLACEHOLDER]

Dear Valued Customer,

AES Ohio has plans to construct a new 138kV transmission line between its existing West Milton and Eldean Substations. This project is needed to relieve loading issues and provide the operational flexibility to perform electrical maintenance in the area. The Project will also support regional economic development and improve overall customer reliability.

The construction phase of the project is scheduled to begin in November 2021. To build the transmission line and maintain reliability, vegetation clearing, and trimming is necessary.

General construction activities shall be limited to the hours of 7:00 a.m. to 7:00 p.m., or until dusk when sunset occurs after 7:00 p.m. Impact pile driving, hoe ram, and blasting operations, if required, shall be limited to the hours between 10:00 a.m. to 5:00 p.m., Monday through Friday. Construction activities that do not involve noise increases above ambient levels at sensitive receptors are permitted outside of daylight hours when necessary. If, upcoming construction activities including potential for nighttime construction activities affect your property, you will be notified. Furthermore, you will be contacted seven days in advance of any scheduled work on your property.

Customers should not experience any interruption to their electric service because of this work. Restoration and repairs will be made to any customer property damage that may occur. The construction schedule will be provided by the contractor once awarded. The start date is most likely to be November of 2021, with restoration activities ongoing through the course of the project, with final restoration being done once completed.

We understand the construction project will present a temporary inconvenience as we work to strengthen our infrastructure to provide safe, reliable electric service. Any potential grievances resulting from project construction or operation, may be emailed to procure@charter.net. All grievances will be reviewed by our staff and resolved in writing within a timely manner.

Please note, AES Ohio employees always carry company identification and comply with COVID-19 protocols. Contracted personnel also carry company identification along with documentation that they are working for AES Ohio. If you have any questions about whether someone works for AES Ohio please call 800-433-8500 to verify.

If you have questions or need to file any potential grievances resulting from project construction please contact [CONTRACTOR NAME PLACEHOLDER], from Commonwealth Associates, by email at [EMAIL PLACEHOLDER] or call [PHONE NUMBER PLACEHOLDER].

Additional public information can be found at the project site using the link below.

<https://www.aes-ohio.com/west-milton-eldean-transmission-line>

Sincerely,

AES Ohio Real Estate Department
The AES Corporation | 1900 Dryden Road | Dayton, Ohio 45439



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

Case No(s). 18-1259-EL-BTX

Summary: Notification of Complaint Procedure, Public Information Program for
West Milton- Eldean 138kV Line electronically filed by Ms. Sarah Howdeshelt on
behalf of The Dayton Power and Light Company