



155 East Broad Street  
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Columbus, Ohio, 43215

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November 2, 2020

Ms. Tanowa M. Troupe  
Ohio Power Siting Board  
PUCO Docketing Division  
180 East Broad Street, 11<sup>th</sup> Floor  
Columbus, OH 43215-3716

Re: Case No. 16-253-GA-BTX  
Staff Report Condition No. 5

Dear Ms. Troupe:

Please find attached the complaint resolution process for the Central Corridor Pipeline project. The process is included on Duke Energy Ohio's project website at <https://www.duke-energy.com/ /media/pdfs/pipeline-projects/ccp/customer-complaint-process.pdf?la=en> and is attached to this letter.

Duke Energy Ohio sets forth this communication to certify our adherence with Condition No. 5 of the OPSB's Opinion, Order and Certificate pertaining to Case No. 16-253-GA-BTX.

Please contact me if you have any questions.

Sincerely,

Emily A. Olive, CP  
Paralegal

# Central Corridor Pipeline

## Customer Complaint Resolution Process

On November 21, 2019, Duke Energy Ohio received approval from the Ohio Power Siting Board (OPSB) to construct the C314V Central Corridor Pipeline Extension Project along the utility's revised alternate route in Hamilton County under Docket Number 16-0253-GA-BTX.

Duke Energy will use the following Complaint Resolution Procedure to receive and respond to customer concerns during construction of the Central Corridor and during restoration of easement areas after construction is complete. We invite you to follow the steps below to express concerns during construction and restoration activities.

### Customer Instructions

If you have a concern or complaint regarding construction of the Central Corridor, please contact one of our local Duke Energy representatives using the following methods.

1. **PHONE:** Call our designated project hotline at **513-287-2130** to speak to one of our customer service representatives. This line is answered weekdays, between 9:00 a.m. and 4:30 p.m. A representative will acknowledge receipt of your complaint and open a file to review your concern and seek a resolution. A voice mail box is available after hours and a representative will attempt to return your call the next business day.
2. **FIELD OFFICE:** Coming Soon! The field office is expected to open in late 2020/early 2021. A location is still being determined.
3. **EMERGENCY:** If you see an immediate safety emergency, please dial **911**.

An appropriate Project representative will be designated to respond to your issue or concern. Follow-up interviews, photographs and review of pre-construction videos may be necessary. Duke Energy's goal is to resolve issues and concerns as quickly as possible. Your customer service representative will keep you informed of the progress and anticipated schedule for resolution.

Following resolution of your complaint, the responsible Project personnel will close out the complaint, noting the date and means of resolution. All complaints received, will be documented and submitted to OPSB.

It is Duke Energy's intent to construct the Central Corridor Pipeline in a safe, diligent, and prudent manner. It is also Duke Energy's goal to perform and complete the work in a timely manner while minimizing impacts to private property. However, we wish to provide you with this procedure to allow a means for the timely resolution of any problems or concerns that may arise. Thank you for working with us throughout the Project.



## Central Corridor Pipeline Customer Complaint Resolution Form

Today's Date: \_\_\_\_\_ Complaint Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Duke Energy Representative Taking Complaint: \_\_\_\_\_

Date Submitted to OPSB Staff: \_\_\_\_\_

Describe the complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

When was the issue first noticed? \_\_\_\_\_

**Follow-up Needed:**

- Interviews
- Review of Pre-Construction Video
- Photographs
- Meeting w/Construction Manager
- Meeting w/Inspector
- Meeting w/Contractor
- Other

Duke Energy Representative Assigned to Complaint: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Recommended Resolution: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Approved By (signature and title): \_\_\_\_\_ Date: \_\_\_\_\_

Resolution Communicated to Customer: \_\_\_\_\_ Resolution Communicated to OPSB: \_\_\_\_\_

Date Closed: \_\_\_\_\_