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October 5, 2016

Via Electronic Filing

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

Re: Hardin Wind Energy LLC, Case No. 09-479-EL-BGN

Dear Ms. McNeal:

The March 22, 2010 Opinion, Order, and Certificate (“Certificate”) approving Hardin Wind Energy LLC’s (“Hardin Wind Energy”) Certificate of Environmental Compatibility and Public Need established a set of conditions as part of the Certificate. On April 29, 2011 in Case No. 11-3446-EL-BGA, the Ohio Power Siting Board (“OPSB”) approved an amendment to Hardin Wind Energy’s Certificate (“Amended Certificate”) which also established an additional set of conditions.

Within this set of conditions, **Certificate Condition No. 39** requires that:

At least 30 days prior to the preconstruction conference and subject to staff review and approval, Hardin shall create and implement a complaint resolution procedure in order to address potential operational concerns experienced by the public. Hardin shall work to mitigate and resolve any issues with those who file a complaint. Any complaint submitted must be immediately forwarded to staff.

In compliance with Condition No. 39, attached is a copy of the complaint resolution plan.

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

Sincerely,

Sally W. Bloomfield

Attachment

cc: Andrew Conway (w/Attachment)
Derek Collins (w/Attachment)
Mark Bellamy (w/Attachment)

HARDIN WIND ENERGY, LLC (“Hardin Wind”)
Case No 09-479-EL-BGN

Hardin Wind 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 wind farm.

BACKGROUND: Hardin Wind 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 Hardin Wind is to take reasonable necessary actions to rectify legitimate interference or disturbances that are a direct result of the wind farm facilities.

PROCEDURE:

- 1.) Hardin Wind 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.) Hardin Wind 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 Hardin Wind suggests, the date the complaining party agreed to the proposed resolution and the date when the proposed resolution was implemented. Hardin Wind will investigate each complaint.
- 3.) Hardin Wind 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 Hardin Wind 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 Hardin Wind will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the wind farm facility.

- 5.) If Hardin Wind and the complaining resident cannot agree to a resolution proposed by Hardin Wind or one negotiated with the complaining resident, Hardin Wind 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

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in

Case No(s). 09-0479-EL-BGN

Summary: Correspondence of Hardin Wind Energy LLC in Compliance with Certificate Condition No. 39 - Complaint Resolution Plan electronically filed by Teresa Orahood on behalf of Sally W. Bloomfield