

November 13, 2019

Ohio Power Siting Board Docketing Division 180 East Broad Street, 11th Floor Columbus, Ohio 43215-3793

Attn: Grant Zeto

RE: Case Nos. 17-1152-EL-BGN and 18-1267-EL-BGA Hillcrest Solar I, LLC

Notice of Compliance with Certificate Condition #10 – At least 30 days before the preconstruction conference, Hillcrest shall provide Staff with a copy of the complaint resolution process to address potential public grievances resulting from facility construction and operation; the resolution process must describe how the public can contact Hillcrest and how Hillcrest would contact anyone issuing a complaint.

Dear Mr. Zeto;

Hillcrest Solar I, LLC ("Hillcrest Solar") is certified to construct a solar-powered electric generation facility in Brown County, Ohio in accordance with the orders issued by the Ohio Power Siting Board ("OPSB") in the above-referenced cases.

Attached please find copies of the complaint resolution process and the comments and complaints form regarding compliance with Certificate Condition #10 of the Opinion, Order and Certificate issued on February 15, 2018 in Case No. 17-1152-EL-BGN.

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

Sincerely,

Julia Mancinelli, Senior Manager - Environment

Attachments: Hillcrest Complaint Resolution Process, Comments and Complaints Form

info@innergex.com | www.innergex.com

HILLCREST SOLAR PROJECT

DIAGRAM OF COMPLAINT RESOLUTION PROCESS

to address potential public comments or grievances resulting from facility construction and operation and the resolution process for how the public can contact Hillcrest and how Hillcrest would contact anyone issuing a complaint

Complaint Filed

Individual submitting a comment or complaint related to the construction and/or operation phase.



Receipt of Complaint

Record made by the responsible party, either in person at project site office, by phone (604) 633-9990 ext. 2011 or by email Hillcrest_Solar@innergex.com.



Documentation

Documentation of comment or complaint and confirmation of concern by the responsible party. Follow-up made with our construction or operations personnel.



Feedback

Reply and provide feedback to party filing the complaint.

Written record of file and transfer of file to Hillcrest Community & Land team for tracking.



Application of Mitigation Measures

Application of relevant corrective measures, if required.



Tracking

Follow-up of comments and update complaints summary registry.



Public

Compendium of comments and complaints available for consultation at construction site office and/or O&M building.



Complaint Summary Report

Complaint Summary Report shall be submitted to the Ohio Power Siting Board the fifteenth day of April, July, October and December of each year for the first five years of operation.





COMMENTS AND COMPLAINTS FORM

	Date:
Name:	
Address:	
City:	
State:	Zip code:
Phone:	Email:
Comment or complaint received:	
In person By phone	By email
Nature and description of commercial (Description, circumstances, place and	

SECTION FOR USE BY THE PARTY RESPONSIBLE FOR ADDRESSING COMMENTS AND COMPLAINTS

Follow-up made

(Please describe the actions taken following receipt of the comment or complaint)

Mitigation measures (Please describe the mitigation measures or corrections taken/made, if required)
Feedback and information
For complaints, when and by what means was a response made to the party filing the complaint?
Additional information
Date completed on:
Date completed on:
Responsible for comment and complaint follow-up



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in

Case No(s). 17-1152-EL-BGN

Summary: Report Notice of Compliance with Certificate Condition 10 - Compliant Resolution Process electronically filed by Ms. Julia M Mancinelli on behalf of Hillcrest Solar I, LLC