



## **Ross County Solar**

### **Exhibit L**

## **Public Information Program and Complaint Resolution Plan**

**Case No. 20-1380-EL-BGN**

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## 1. Introduction

Ross County Solar, LLC (Ross County Solar) proposes to construct an up to 120 MW solar array (the Facility or the Project) in Ross County, Ohio. Ross County Solar plans to develop, and subsequently operate their Facility for its useable life. Ross County Solar looks to be a responsible member of the local community, and thus seeks an open dialogue to better inform the public. Ross County Solar is committed to addressing community members' questions, complaints, or concerns during all phases of the Project, and has developed this Public Information Program to assist in community engagement.

## 2. Pre-Application Community Engagement

To ensure the implementation of a community-driven Project, Ross County Solar regularly engaged the Ross County communities prior to entering the Ohio Power Siting Board permitting process. Ross County Solar engaged local residents, community organizations, and government entities during Project planning and development.

Ross County Solar has been in contact with Project Area neighbors, various local government entities and organizations prior to the state permitting process. Local government outreach included conversations with the Ross County Engineer, Ross County Planning/Building Administrator, Ross County Commissioners, Ross County Soil and Water Conservation Staff, and Buckskin Township Trustees. Conversations were also initiated with the local economic development organization and the local farm bureau.

## 3. Public Information Meeting

Due to the COVID-19 pandemic, Ross County Solar held a virtual public information meeting on September 30, 2020 to present Project details to the community. Mailings were sent to participating and adjacent landowners, and public notices were listed in the Chillicothe Gazette and Highland Times Gazette prior to the meeting. Public meeting information was also provided via the Project website (see section 7) and the meeting was live streamed over the internet. Mailings with additional Project information were distributed and comments were accepted via phone and the internet. Ross County Solar encouraged attendees to provide written comments to assist in planning and development efforts. These comments and questions were aggregated and submitted as part of the Application for a Certificate of Environmental Compatibility and Public Need. A thorough description of the Public Information Meeting waiver request and its approval can be found on the Ohio Power Siting board docket for Ross County Solar.

## 4. Public Hearings

Two hearings are required as a part of the permitting process, one held near the Project location (public hearing), and a second adjudicatory hearing held in Columbus, Ohio.

Dependent on the ongoing COVID-19 pandemic, Ross County Solar will work with the OPSB for alternative hearing formats, as necessary. Ross County Solar will utilize these hearings to obtain additional feedback regarding the Project. Dependent on meeting format, Ross County Solar representatives will be made available following the public hearing to address questions or concerns from the public.

## 5. Complaint Resolution Program

Ross County Solar has developed a Complaint Resolution Program to address public questions, concerns, and complaints during construction and operation of the Facility. Information about this program will be provided to community members via mail for pre-construction and pre-operation notification letters, as prescribed below. The Complaint Resolution Program and the Complaint Resolution Program's Questionnaire can be found in Appendix A. The program identifies the process for the public to file a complaint/question, as well as Ross County Solar response and processing.

## 6. Pre-Construction Notification

At least 7 days prior to construction, Ross County Solar will distribute a notification letter via mail to affected property owners and tenants who were provided notice of the public informational meeting and OPSB hearings, local officials who received a copy of the application, residences located within 1-mile of the certificated boundary, and any other party who has requested updates regarding the Project. The notification will include a construction timeline, contact information, and a copy of the Complaint Resolution Program and Questionnaire. Ross County Solar will thoroughly record all questions and complaints received, and initially respond to each inquiry within 2 business days of receipt, not including holidays. A draft copy of this notification is provided in Appendix B. This form will be updated with up-to-date information following the resolution of the OPSB permitting process before being distributed. Ross County Solar will educate contractors on the Complaint Resolution Program during Project planning, and it will also be discussed at the pre-construction meeting.

## 7. Pre-Operation Notification

At least 7 days prior to commencement of commercial operation, Ross County Solar will distribute a notification letter to affected property owners and tenants who were provided notice of the public informational meeting and OPSB hearings, local officials who received a copy of the application, residences located within 1-mile of the certificated boundary, and any other party who has requested updates regarding the Project. The notice shall provide information about the start of operation and any remaining restoration activities. A copy of the Complaint Resolution Program and Questionnaire will again be provided. Ross County Solar will thoroughly record all questions and complaints received, and initially respond to each inquiry within 2 business days of receipt, not including holidays. A draft copy of this notification is provided in Appendix C.



During operation of the Facility, the O&M building located onsite will house full time employees, allowing Ross County Solar to quickly respond to any questions or complaints received from the public.

## 8. Project Website

A website has been developed for the Facility. The webpage provides an additional avenue for the public to learn about the Facility. The website can be found at <https://nationalgridrenewables.com/Ross-County>. Information applicable to the OPSB public participation and permitting processes, and public information meeting is available. Ross County Solar's contact information is also provided via the Project website should the public have questions or concerns.

## **Appendix A**

### **Complaint Resolution Program and Questionnaire**



## **Question/ Complaint/ Concern Resolution Program for Ross County Solar, LLC**

Ross County Solar, LLC (Ross County Solar) strives to be a good partner to the community and values the input of neighbors and nearby residents. We have developed the following process to address facility questions, complaints, and concerns for the Ross County Solar Project in a timely manner.

### **Submission of Question(s)/Concern(s):**

- Email a completed copy of the attached questionnaire (see page 2) to [rosscountysolar@nationalgridrenewables.com](mailto:rosscountysolar@nationalgridrenewables.com)
- Call a Ross County Solar representative at 937-519-2007
- To ensure public safety during facility construction and operations, in person questions/ concerns will be collected by appointment only. Please schedule an appointment by calling 937-519-2007

### **Ross County Solar Response/ Follow-up:**

- Phone inquiries will be input into the Questionnaire (See Page 2), and if they cannot be quickly resolved, will be passed to applicable personnel for resolution/response.
- Ross County Solar will follow up on all inquiries via phone within 2 business days, excluding holidays.
- Should additional follow-up be necessary to address a question or concern. Ross County Solar will reach out weekly with updates.

### **Resolution Process:**

- Ross County Solar will confirm via phone that the complainants question/ complaint/ concern has been resolved. This will be documented on the questionnaire by Ross County Solar. If an email address was provided, a copy of the signed (resolved) questionnaire will be provided to the complainant.
- If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

### **Documentation of Inquiry:**

- All filled out questionnaires will be submitted along with a complaint resolution report to the Ohio Power Siting Board staff on the 15<sup>th</sup> of April, July, October, and January of each year.
- All filled out questionnaires will remain on file and available via request at the Ross County Solar construction site office or O&M Building.

Ross County Solar will make a good-faith effort to address every question, complaint, or concern received. Should there be any disagreement in the resolution of issues raised, Ross County Solar will work with Ohio Power Siting Board staff and the complainant to resolve the outstanding disagreement(s).



## Questionnaire

**Thank you for your interest in Ross County Solar, LLC. We strive to be a good neighbor and appreciate your input. To submit a Question/ Concern:**

- 1) Email a completed copy of this form to [rosscountysolar@nationalgridrenewables.com](mailto:rosscountysolar@nationalgridrenewables.com)
- 2) If desired, call a Ross County Solar representative at 937-519-2007 and they will assist you in filling out this form.
- 3) For safety during facility construction and operations, in person questions/ concerns will be collected by appointment only. Please schedule an appointment onsite by calling 937-519-2007.

**You will receive follow up to your inquiry via phone within 2 business days, excluding holidays. If the complainant is unsatisfied with the resolution of their complaint, they are encouraged to contact the OPSB at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).**

<b>Date:</b>	<b>Recorders Name:</b> <small>(If received via phone)</small>
<b>Complainant's Name:</b>	<b>Complainant's Phone:</b>
<b>Complainant's Email:</b>	<b>Complainant's Address:</b>

**Describe the question/concern:**

**When did the problem begin?** (If applicable)

<hr/> <b>Complainant's signature / Date</b> <small>(If emailed, or completed in person)</small>	<hr/> <b>Recorders Signature / Date</b> <small>(Affirming that they recorded the inquiry accurately to the best of their ability)</small>
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**Date(s) of Follow up and Summary of Discussion:**

**Documentation of Resolution Attached (Images, Notes, etc.)?** Yes: ☐ No: ☐

**Has the inquiry been resolved?** Yes: ☐ No: ☐ **Date of resolution:**

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I (Ross County Solar Employee) Affirm that I received verbal confirmation from complainant that their question/complaint was fully resolved and that complainant had no further inquiries.



## **Appendix B**

### **Pre-Construction Notification Letter**



<MONTH> <DAY>, <YEAR>

<NAME>

<BUSINESS>

<ADDRESS>

<CITY STATE ZIP>

RE: Ross County Solar, LLC- Ohio Power Siting Board Case No. 20-1380-EL-BGN, Public Information Program and Notice of Construction

Dear <Name>,

Ross County Solar, LLC plans to commence construction of a 120-megawatt facility in Buckskin Township and Paint Township, Ross County, Ohio on or around <MONTH> <DAY>, <YEAR>. Starting in October of 2020, the Project underwent extensive agency review and permitting prior to approval to construct and operate the facility. Additional information regarding the Project can be found online:

- The Ohio Power Siting Board website provides information regarding the state permitting process (<https://www.opsb.ohio.gov/Cases/>).
- More information can be found via the Ross County Solar Project website (<https://nationalgridrenewables.com/Ross-County/>)

To keep you up to date, Ross County Solar would like to provide you this pertinent Project information.

### CONSTRUCTION ACTIVITIES

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., Monday through Saturday. Impact pile driving will occur between 8:00 a.m. and 7:00 p.m., Monday through Saturday. Construction activities that do not involve noise increases above ambient levels at nearby residences are permitted outside of daylight hours. A lighting plan has been developed to prevent adverse impacts to nearby residences for construction outside of normal hours.

### CONSTRUCTION TIMELINE

Activity	Anticipated Start	Anticipated Completion
Site Clearing and Preparation	<MONTH> <YEAR>	<MONTH> <YEAR>
Earthwork	<MONTH> <YEAR>	<MONTH> <YEAR>
Construction of Site Access	<MONTH> <YEAR>	<MONTH> <YEAR>
Solar Array Construction	<MONTH> <YEAR>	<MONTH> <YEAR>
Electrical Collection System Installation	<MONTH> <YEAR>	<MONTH> <YEAR>
Substation Construction	<MONTH> <YEAR>	<MONTH> <YEAR>

Site Restoration	Site Restoration will occur concurrently with construction. Once construction activities have been completed in a portion of the Project, restoration will be initiated.	
Commissioning and Facility Operation	<MONTH> <YEAR>	<MONTH> <YEAR>

#### **PUBLIC INFORMATION PROGRAM**

To ensure that community questions, concerns, or complaints are addressed, as part of our public information program, Ross County Solar has developed a complaint resolution program and a complaint questionnaire. The complaint resolution program's questionnaire, attached to this letter, can be used to quickly get in touch with a Ross County Solar representative. We will make every effort to address your question or concern as soon as possible. Ross County Solar looks forward to a long-term partnership with the Ross County community. Please do not hesitate to reach out to us with questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Derek Hasek".

Derek Hasek  
*Sr. Developer, Market Lead* 952-641-4038  
dhasek@nationalgridrenewables.com

A handwritten signature in black ink, appearing to read "William Risse".

William Risse  
*Permitting Specialist*  
952-300-9476  
wrisse@nationalgridrenewables.com

## **Appendix C**

### **Pre-Operation Notification Letter**



<MONTH> <DAY>, <YEAR>

<NAME>

<BUSINESS>

<ADDRESS>

<CITY STATE ZIP>

RE: Ross County Solar, LLC- Ohio Power Siting Board Case No. 20-1380-EL-BGN, Public Information Program and Notice of Construction

Dear <Name>,

Ross County Solar, LLC plans to commence operation of its 120-megawatt facility in Buckskin Township and Paint Township, Ross County, Ohio on or around <MONTH> <DAY>, <YEAR>. We previously notified you of our intent to begin construction of the facility in <MONTH> <YEAR>. Starting in October of 2020, the Project underwent extensive agency review and permitting prior to approval to operate the facility. Additional information regarding the Project can be found online:

- The Ohio Power Siting Board website provides information regarding the state permitting process (<https://www.opsb.ohio.gov/Cases/>).
- More information can be found via the Ross County Solar Project website (<https://nationalgridrenewables.com/ross-county>)

To keep you up-to-date, Ross County Solar would like to provide you this pertinent Project information.

### **FACILITY OPERATIONS**

Full time staff will be onsite during regular working hours at the Operations and Maintenance Facility associated with the Project. Staff will be on hand to keep the facility in good working order. Occasionally, some work may be necessary during nighttime hours. It is anticipated that this work will be limited in scope and will not contribute significant noise or light to surrounding properties. A lighting plan has been developed to ensure that impacts to surrounding residences are minimized.

In addition to the regular operation of the facility, limited restoration activities are still underway at the site to ensure that vegetation within the facility is fully established and erosion control measures are maintained. Restoration personnel may be seen entering and leaving the site until the site is fully vegetated and erosion control measures are no longer necessary.

### **PUBLIC INFORMATION PROGRAM**

To ensure that community questions, concerns, or complaints are addressed, as part of our public information program, Ross County Solar has developed a complaint resolution program and a complaint questionnaire. The complaint resolution program's questionnaire, attached to this



letter, can be used to quickly get in touch with a Ross County Solar representative. We will make every effort to address your question or concern as soon as possible. Ross County Solar looks forward to a long-term partnership with the Ross County community. Please do not hesitate to reach out to us with questions or concerns.

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William Risse  
*Permitting Specialist*  
952-300-9476  
wrisse@nationalgridrenewables.com

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

**Commission of Ohio Docketing Information System on**

**10/30/2020 4:00:12 PM**

**in**

**Case No(s). 20-1380-EL-BGN**

Summary: Application Application Exhibit L electronically filed by Mr. Michael J. Settineri on behalf of Ross County Solar, LLC