

# Clearview Solar I, LLC

Clearview Solar

Exhibit H

Complaint Resolution Program

**Case No. 20-1362-EL-BGN**

# **Clearview Solar Complaint Resolution Program**

## **1. INTRODUCTION**

Clearview Solar I, LLC ("Clearview Solar") has developed a complaint resolution program for implementation during the construction and operation of the Project to provide an effective process for identification and resolution of concerns voiced by members of the community. Clearview Solar is committed to complying with requirements established through the Ohio Power Siting Board ("OPSB") and other regulatory processes, and to establishing an accessible process for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible. Maintaining detailed records of all complaints and resulting actions is an important aspect of the complaint resolution program. Clearview Solar's policy is to take all reasonable and necessary actions to rectify legitimate interference or disturbances that are a direct result of the Project.

## **2. COMPLAINT RESOLUTION PROCEDURE**

### **2.1 Clearview Solar Contacts**

Clearview Solar will establish a toll-free telephone number and will provide that number to the county commissioners, township trustees, emergency responders, schools, and public libraries within the Project Area; that number will also be posted on the Project website. To register a complaint, individuals may call the telephone number and leave a message. Phone messages left at the provided number will be checked daily, Monday thru Friday and initial follow up will occur within two business days. Complaints received by letter, email, and through the project website will also receive prompt follow-up within two business days of their receipt. Any emergency situations should be addressed with the appropriate local authorities or by calling 911.

### **2.2 Notification**

Clearview Solar will provide contact information and details regarding the Complaint Resolution Program to the officials and public locations noted above. Clearview Solar will also maintain a Project contact list of area residents and will provide notification to residences located within 1/4 mile of the perimeter of the project site prior to the start of construction and prior to the start of commercial operations.

### **2.3 Complaint Documentation and Follow-Up**

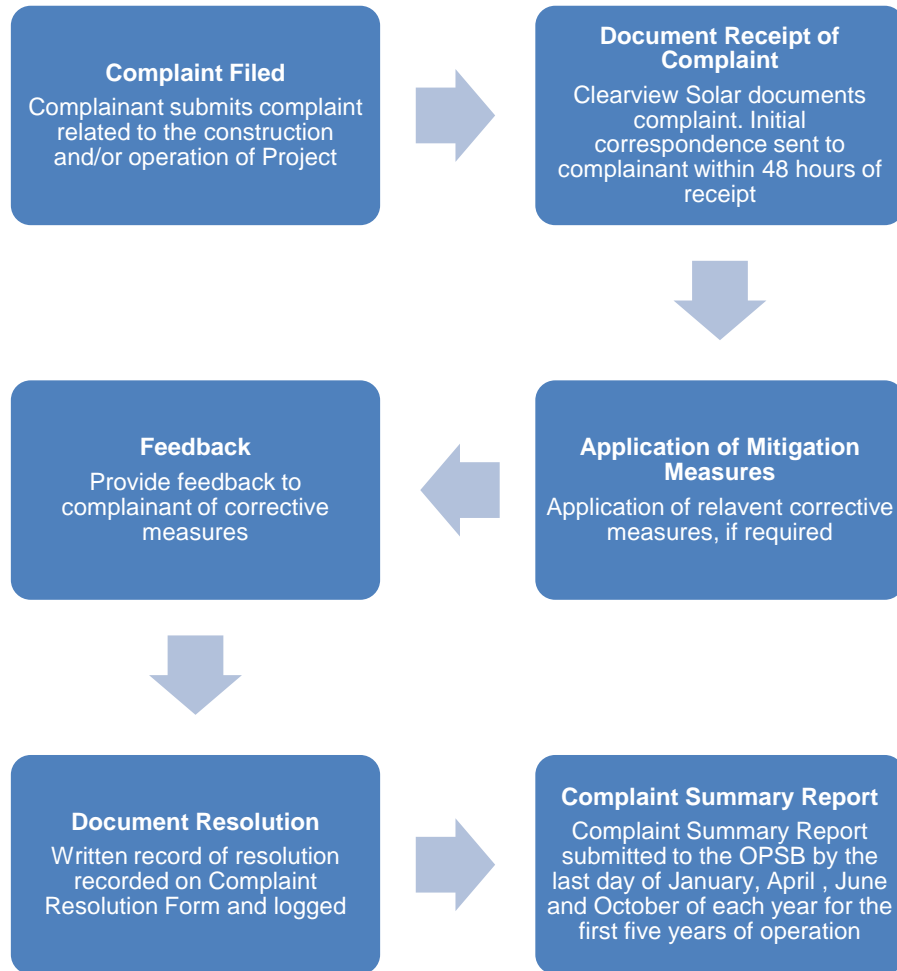
Clearview Solar will keep a logbook to register every complaint received. The logbook will include pertinent information about the person making the complaint, the issues surrounding the complaint, and the date the complaint was received; the complaint resolution form is attached.

The logbook will also document Clearview Solar's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. Clearview Solar personnel will generate a quarterly report based on the information recorded in the log book about the nature and resolution of all complaints received in that quarter, and submit the report to OPSB Staff on or before January 31, April 30, July 31, and October 31 during construction and for the first five years of operation.

No later than two business days after an individual registers a complaint, Clearview Solar will respond by phone to that individual if contact information is provided with the complaint. If a phone number is not provided, Clearview will reply by mail or email, whichever is provided by the individual registering the complaint. The intent of the initial correspondence is to gather more information to better understand the complaint. Within 30 days of the complaint being logged, Clearview Solar will initiate reasonable action to resolve any legitimate interference or disturbance that is a direct result of the Project.

If Clearview Solar and the complaining individual cannot agree to a resolution, Clearview Solar will provide a summary of the complaint and proposed resolution to the complaining individual and document this information in the logbook.

### Diagram of Complaint Resolution Process



### Clearview Solar Complaint Resolution Form

Complaint Log Number: _____	
Complainant's name and address:  	
Phone number/email: _____	
Date complaint received: _____	
Time complaint received: _____	
Date complainant first contacted: _____	
Nature of complaint:  	
Definition of problem after investigation:  	
Description of corrective measures taken:  	
Complainant's signature: _____	Date: _____
Clearview Solar Project Manager Signature: _____	Date: _____

(Attach additional pages and supporting documentation, as required.)

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

**Commission of Ohio Docketing Information System on**

**12/17/2020 5:55:04 PM**

**in**

**Case No(s). 20-1362-EL-BGN**

Summary: Application - Part 10 of 31 Ex. H Complaint Resolution Program electronically filed by Christine M.T. Pirik on behalf of Clearview Solar I, LLC