

APPENDIX E

COMPLAINT RESOLUTION PROGRAM

COMPLAINT RESOLUTION PROGRAM

Kingwood Solar Project
Greene County, Ohio

Case Number 21-0117-EL-BGN

By
Haley & Aldrich, Inc.

For
Kingwood Solar I LLC

April 2021

Introduction

Kingwood Solar I LLC (Kingwood Solar) has developed a complaint resolution program for implementation during the construction of Kingwood Solar, a 175-megawatt solar photovoltaic facility (the Project), to provide an effective process for identification and resolution of concerns voiced by members of the community.

Kingwood 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.

Complaint Resolution Procedure

KINGWOOD SOLAR CONTACTS

Kingwood Solar will establish a toll-free telephone number and will provide that number to the county commissioner, 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 either call the telephone number and leave a message or go to the Project website and submit a written complaint.

NOTIFICATION

In addition to providing the contact information and procedure to the officials and public locations noted above, a letter will be mailed to nearby landowners notifying them of the impending construction phase. An example of the Notification Letter is provided as Attachment A. Kingwood Solar will maintain a contact list for residents adjacent to the Project Area and will provide notification that construction is about to commence.

COMPLAINT DOCUMENTATION AND FOLLOW-UP

Kingwood 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; an example of a complaint resolution form is provided as Attachment B.

The logbook will also document Kingwood Solar's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. Kingwood 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 and submit the report to the OPSB on a quarterly basis (on January 31, April 30, July 31, and October 31) of each calendar year or portion thereof during construction.

Individuals who register a complaint with Kingwood Solar will receive correspondence from Kingwood Solar no later than 2 business days after 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, Kingwood Solar will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the Project.

If Kingwood Solar and the complaining individual cannot agree to a resolution, Kingwood Solar will provide a summary of the complaint and proposed resolution, in the event that the individual wishes to submit the complaint to the OPSB.

Attachment A – Construction Notice Example Letter

[Landowner/Tenant]

[Address]

[City, State, Zip]

[Month, DD, YYYY]

Re: Kingwood Solar I, LLC, Ohio Power Siting Board Case No. 21-0117-EL-BGN

Dear Greene County Landowner,

Kingwood Solar I, LLC (Kingwood Solar) intends to begin construction of the 175-megawatt (MW) Kingwood Solar Project on or around [Month, Day, Year]. Kingwood Solar has complied with all preconstruction-related conditions of the certificate issued by the Ohio Power Siting Board on [Month, Day, Year].

Civil construction work is scheduled to continue through [Month, Year]. Equipment installation, including the racking, modules, collection system, and inverters, is planned between [Month, Year] and [Month, Year], with testing and commissioning occurring into [Month, Year *or* Quarter, Year]. As the various portions of the Site are complete, the temporary laydown areas will be restored and stabilized with vegetation.

General construction activities will be limited to the hours of 7:00 am to 7:00 pm or until dusk when sunset occurs after 7:00 pm. Construction activities that do not involve sound increases above ambient levels and non-participating residences are permitted outside of daylight hours when necessary.

Attached to this letter is the Kingwood Solar Complaint Resolution Plan.

Please do not hesitate to reach out with questions or concerns during construction or operation of the facility.

Thank you,

[Name]

[Contact Information]

Enclosure: Kingwood Solar Complaint Resolution Plan

Attachment B – Kingwood 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: _____

Site Manager's Signature: _____ Date: _____

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

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 21-0117-EL-BGN

Summary: Application Appendix E (Complaint Resolution Program) electronically filed by Mr. Michael J. Settineri on behalf of Kingwood Solar I LLC