

Exhibit R

Complaint Resolution Plan

Grover Hill Wind Farm Complaint Resolution Plan

Grover Hill Wind Farm, LLC, is a wholly owned subsidiary of Starwood Energy Group Global, Inc. (Starwood)

PURPOSE: To support continued public interaction during the siting, construction, and operation of the Grover Hill Wind Farm, and to ensure that wind farm construction, operation and maintenance, and eventual decommissioning efforts undertaken do not adversely impact the living conditions for residents of the community, a transparent and effective complaint resolution plan will be implemented so that members of the community have the means by which they can provide notification and request resolution for interferences or disturbances experienced that are a direct result of wind farm construction, operation and maintenance, and decommissioning.

BACKGROUND: Grover Hill Wind is committed to ensuring that an accessible process is provided to the community members in order to voice their concerns pertaining to the wind farm and for those concerns to be recognized, considered, and responded to as quickly and effectively as possible. Maintaining detailed record of all complaints, proposed resolutions, and resulting actions that follow is an important aspect of the complaint resolution plan.

POLICY: It is the policy of Grover Hill Wind to accept complaints and consider reasonable actions necessary to rectify legitimate interference or disturbances that are a direct result of the wind farm. Where reasonable actions are implemented and do not minimize the interference or disturbance, Grover Hill will compensate the impacted resident by entering into a participation agreement that will provide annual compensation for the life of the wind farm project.

COMPLAINT RESOLUTION PROCEDURE:

- 1.) Grover Hill Wind will offer to residents whose occupied residence is near a wind turbine a participation agreement prior to the wind farm being commercially operational. This offer will be provided, in part, to educate residents about the wind farm and to provide compensation even though it is not anticipated that they will receive any adverse impacts, interference, or disturbance as a direct result of the wind farm.
- 2.) Grover Hill Wind has established a toll free number , and will ensure that the phone number is provided to the county commissioners, township trustees, emergency responders, schools, and public libraries within the project area prior to the Grover Hill Wind farm being commercially operational. A resident with a complaint may either:
 - a) call the toll-free number, at 1-800-323-3729 and leave a message 24 hours a day;
 - b) visit the project website and access an online complaint form at www.groverhillwind.us;
 - c) once constructed, go to the Operations and Maintenance Facility for the wind farm at 17372 SR 114, Grover Hill, OH 45849 to register a complaint.

3.) Grover Hill Wind will be responsible for maintaining an active logbook to register and track every complaint received. The logbook will document all pertinent information regarding the person making the complaint, the details surrounding the complaint and the date the complaint was received. The logbook will also document the proposed resolution(s) that was/were suggested and the resolution that was implemented and the date that the matter was resolved. Any follow-up communications regarding the specific complaint will also be documented in the logbook. Grover Hill Wind personnel will forward complaints about interference or disturbance that are a direct result of the wind farm to the Ohio Power Siting Board within 48 hours of receiving the complaint and will generate a quarterly report outlining the nature of the resolution. Quarterly reports will be sent to the Staff of 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 Grover Hill Wind will receive correspondence from the company no later than 48 hours after registering the complaint. The intent of the initial correspondence will be to clarify the nature of the complaint and to gather additional information about the individual's complaint. Within 30 days of the complaint being received Grover Hill Wind will take all reasonable action to resolve the legitimate complaint about interference or disturbance that is a direct result of the wind farm facility.

5.) If Grover Hill Wind and the complaining resident cannot agree to a resolution, Grover Hill 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.



103 ½ East Perry Street
Suite 105
Paulding, OH 45879

[Landowner/Tenant]

[Address]

[City], [ST] [ZIP]

[Month Day, Year]

Re: **Grover Hill Wind Farm, Paulding County, Ohio**
Ohio Power Siting Board Case No. 20-1677-EL-BGN

Dear Paulding County Landowner,

Grover Hill is providing this notice in advance of the commencement of construction of the Grover Hill Wind Farm (Project) in Paulding County, Ohio. Grover Hill anticipates the start of construction of the 150-megawatt (MW) Project on or about [month day, year]. Grover Hill has submitted an Application for a Certificate of Environmental Compatibility and Public Need (CECPN) to the Ohio Power Siting Board (OPSB) on [month day, year] and was granted a certificate on [month day, year]. Grover Hill has complied with all the defined preconstruction related conditions of the Certificate.

Civil construction efforts for the Project are anticipated to continue through [month, year]. Installation of turbines, access roads, and electrical system is planned between [month, year] and [month, year], with testing of the installed equipment and final Project commissioning occurring into [month, year]. The construction and installation of the Project will conclude with final site restoration which is anticipated to occur in the [quarter of year].

General construction activities will be limited to the hours of 7:00 am to 7:00 pm or until dusk during the portion of the year 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 Grover Hill Complaint Resolution Plan.

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

Thank you,



103 ½ East Perry Street
Suite 105
Paulding, OH 45879

[Landowner/Tenant]

[Address]

[City], [ST] [ZIP]

[Month Day, Year]

Re: **Grover Hill Wind Farm, Paulding County, Ohio**
Ohio Power Siting Board Case No. 20-1677-EL-BGN

Dear Paulding County Landowner,

Grover Hill plans to begin commercial operations of the 150 megawatt (MW) Grover Hill Wind Farm on or around [month, day, year]. Grover Hill submitted an Application for a Certificate of Environmental Compatibility and Public Need (CECPN) to the Ohio Power Siting Board (OPSB) on [month day, year] and was granted a certificate on [month day, year]. Grover Hill has complied with all the defined preconstruction related conditions of the Certificate.

Testing and commissioning of the facility will be finalized by [month, year], allowing commercial operations to be achieved by [month, day, year].

Attached to this letter is the Grover Hill Complaint Resolution Plan.

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

Thank you,

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 20-0417-EL-BGN

Summary: Application - 25 of 40 (Exhibit R - Complaint Resolution Plan) electronically filed by Christine M.T. Pirik on behalf of Grover Hill Wind, LLC