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February 10, 2023

Ms. Tanowa M. Troupe, Secretary  
Public Utilities Commission of Ohio  
180 E. Broad Street, 11<sup>th</sup> Floor  
Columbus, OH 43215-3793

Re: Case No. 20-1380-EL-BGN, Ross County Solar, LLC  
Certificate Compliance – Condition #10

Dear Ms. Troupe:

Please be advised that Ross County Solar, LLC has submitted to Staff today its Complaint Resolution Program (copy attached) in compliance with Condition #10 of the October 21, 2021 Opinion, Order, and Certificate entered in this proceeding.

Please call me if you have any questions.

Very truly yours,

/s/ Anna Sanyal

Anna Sanyal  
Attorney for Ross County Solar, LLC

AS/jaw  
Enclosure

cc: Mark Bellamy, OPSB Staff Project Manager

**Ross County Solar, LLC**  
**Complaint Resolution Program**



Prepared by National Grid Renewables on behalf of Ross County Solar, LLC

[Ross County Solar, LLC | 8400 Normandale Lake Blvd, Ste 1200, Bloomington, MN 55437 | P \(513\) 560-4852](#)

## 1. Introduction

Ross County Solar is committed to addressing community members' questions, complaints, or concerns during all phases of the Project, and has developed this Complaint Resolution Program to assist in community engagement. Information about this Complaint Resolution Program will be provided to community members via pre-construction and pre-operation notification letters, as described below. The Complaint Resolution Program identifies the process for the public to file a complaint or question about the Project, as well as Ross County Solar's response procedures.

Additionally, a website has been developed for the Facility. The website provides an additional avenue for the public to learn about the Facility. The website can be found at <https://nationalgridrenewables.com/ross-county>. Ross County Solar's contact information and Complaint Resolution Process is also provided via the Project website should the public have questions or concerns.

## 2. Complaint Resolution Process

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 about the Ross County Solar Project in a timely manner.

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

- Email a completed copy of the Questionnaire, attached as Appendix A, to [rosscountysolar@nationalgridrenewables.com](mailto:rosscountysolar@nationalgridrenewables.com)
- Call a Ross County Solar representative at (513) 560-4852
- To ensure public safety during facility construction and operations, in-person questions or concerns will be collected by appointment only. Please schedule an appointment by calling (513) 560-4852

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

- Phone inquiries will be inputted into the Questionnaire, 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 weekends and 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 complainant's 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 may contact the Ohio Power Siting Board (OPSB) at 866-270-6772 or [contactopsb@puco.ohio.gov](mailto:contactopsb@puco.ohio.gov).

### **Documentation of Inquiries**

- A report summarizing all complaints received and their resolution will be submitted to the Ohio Power Siting Board staff on the 15<sup>th</sup> of April, July, October, and January of each year after construction commences and through the first 5 years of operation.
- All filled out Questionnaires will remain on file at the Ross County Solar construction site office or O&M Building.

### **3. 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 project area, parties to the case, Ross County Commissioners, Buck Township Trustees, Paint Township Trustees, emergency responders, airports, schools, libraries, and any other party who has requested updates regarding the Project. The notification will include a construction timeline, contact information, reference to the Board's docketing system, and a copy of the Complaint Resolution Program and Questionnaire. 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(s).

### **4. 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 project area, parties to the case, Ross County Commissioners, Buck Township Trustees, Paint Township Trustees, emergency responders, airports, schools, libraries, and any other party who has requested updates regarding the Project. The notice will provide information about the start of operation and any remaining restoration activities. Contact information, a reference to the Board's docketing system, and a copy of the Complaint Resolution Program and Questionnaire will again be provided. The O&M building located onsite will house employees during operation of the Facility, allowing Ross County Solar to quickly respond to any questions or complaints received from the public.

## **Appendix A**

### **Complaint Resolution Questionnaire**



## 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 (513) 560-4852 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 (513) 560-4852

You will receive follow up to your inquiry via phone within 2 business days, excluding weekends and holidays. If you are unsatisfied with the resolution of your complaint, you may contact the Ohio Power Siting Board at 866-270-6772 or [contactpsb@puco.ohio.gov](mailto:contactpsb@puco.ohio.gov).

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

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>Recorder's 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:

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

**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on**

**2/10/2023 4:37:34 PM**

**in**

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

Summary: Correspondence Compliance with Certificate Condition 10 (Complaint Resolution Program) electronically filed by Ms. Anna Sanyal on behalf of ROSS COUNTY SOLAR LLC