

Frasier Solar, LLC

Frasier Solar

Exhibit G

Complaint Resolution Program

Case No. 23-0796-EL-BGN

Frasier Solar Complaint Resolution Program

1. INTRODUCTION

Frasier Solar I, LLC ("Frasier Solar") has developed a complaint resolution program for implementation during the construction and operation of the Frasier Solar Project ("Project") to provide an effective process for identification and resolution of concerns voiced by members of the community. Frasier 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. Frasier 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 Frasier Solar Contacts

Frasier 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 in the vicinity of the Project; that number will also be posted on the Project's website. To register a complaint, individuals may call the telephone number and leave a message. The phone number will be checked daily for messages, Monday thru Friday, and initial follow up will occur within two business days. Complaints received by letter, email, or through the Project's website will also receive 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

Frasier Solar will provide contact information and details regarding the Complaint Resolution Program to the officials and public locations noted above. Frasier 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 prior to the start of construction and prior to the start of commercial operations.

2.3 Complaint Documentation and Follow-Up

Frasier Solar will maintain a logbook to register every complaint received. The logbook will include pertinent information about the person making the complaint, the nature of the complaint, and the date the complaint was received; the complaint resolution form is attached.

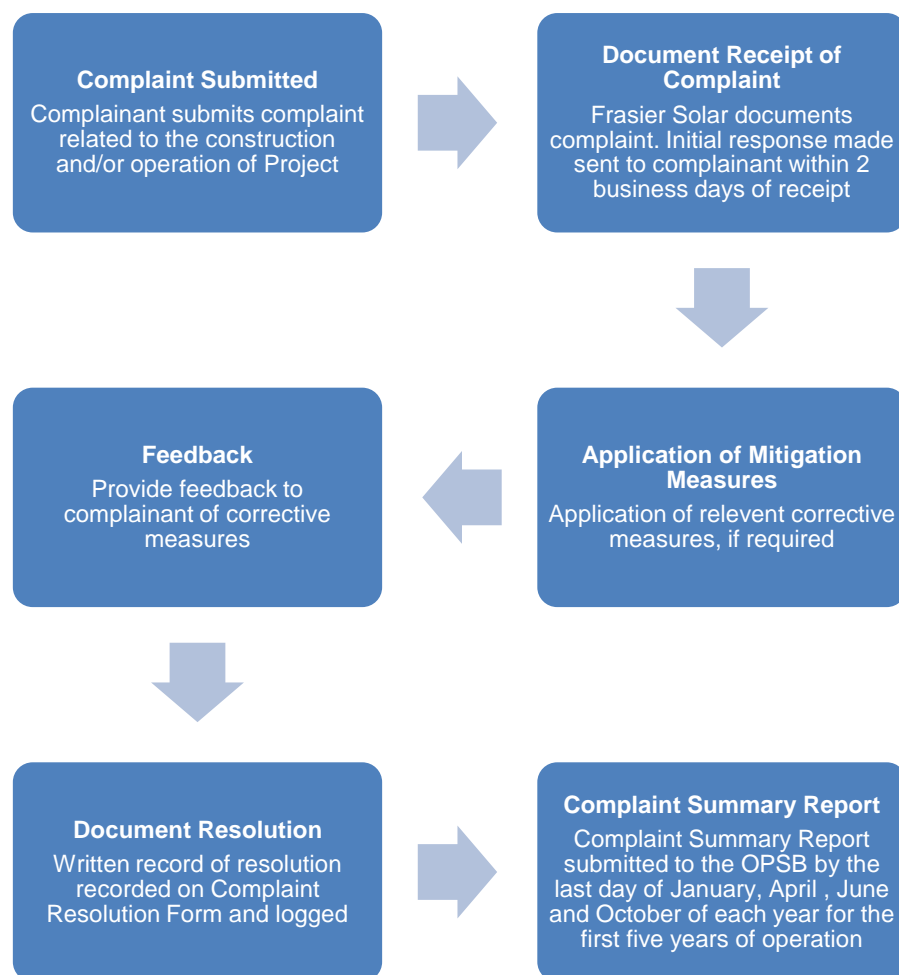
The logbook will also document Frasier Solar's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. Frasier Solar personnel will generate a quarterly report based on the information recorded in the logbook about the 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, Frasier Solar will respond by phone to that individual if contact information is provided with the complaint. If a phone

number is not provided, Frasier Solar will reply by mail or email, whichever is provided by the individual registering the complaint. The intent of the initial correspondence will be to gather more information to better understand the complaint. Within 30 days of the complaint being logged, Frasier Solar will initiate reasonable action to resolve any legitimate interference or disturbance that is a direct result of the Project.

If Frasier Solar and the complaining individual cannot agree to a resolution, Frasier Solar will provide a summary of the complaint and proposed resolution to the complaining individual and document this information in the logbook. Frasier Solar also will advise the individual of the opportunity to bring the unresolved matter to the attention of OPSB Staff.

Diagram of Complaint Resolution Process



Frasier 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: _____
Frasier Solar Project Manager Signature: _____	Date: _____

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

**This foregoing document was electronically filed with the Public Utilities
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Summary: Application Application Exhibit G (Complaint Resolution Program)
electronically filed by Mr. Michael J. Settineri on behalf of Frasier Solar, LLC.