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November 3, 2023

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

Re: Case No. 20-1814-EL-BGN, Dodson Creek Solar, LLC
Certificate Compliance, Condition 27

Dear Ms. Troupe:

In compliance with Condition 27 of the April 6, 2022 Joint Stipulation and Recommendation, as approved by the Ohio Power Siting Board's September 15, 2022 Opinion, Order, and Certificate entered in this proceeding, Dodson Creek Solar, LLC is submitting the attached Complaint Resolution Program.

Please call me if you have any questions.

Very truly yours,



Anna Sanyal
Attorney for Dodson Creek Solar, LLC

AS/jaw
Attachment

cc: Jess Stottsberry, OPSB Staff Project Manager

11/03/2023 46801775

Dodson Creek Solar, LLC
Complaint Resolution Program



Prepared by National Grid Renewables on behalf of Dodson Creek Solar, LLC

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

1. Introduction

Dodson Creek 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 Dodson Creek 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/dodson-creek/>. Dodson Creek Solar's contact information and Complaint Resolution Process are also provided via the Project website should the public have questions or concerns.

2. Complaint Resolution Process

Dodson Creek 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 Dodson Creek Solar Project in a timely manner.

Submission of Question(s)/Concern(s)

- Email a completed copy of the Questionnaire, attached as Appendix A, to dodsoncreeksolar@nationalgridrenewables.com
- Call a Dodson Creek 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

Dodson Creek Solar Response/ Follow-up

- Phone inquiries will be entered into the Questionnaire, and if they cannot be quickly resolved, will be passed to applicable personnel for resolution/response.
- Dodson Creek 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, Dodson Creek Solar will reach out weekly with updates.

Resolution Process

- Dodson Creek Solar will confirm via phone that the complainant's question/complaint/concern has been resolved. This will be documented on the Questionnaire by Dodson Creek 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.

Documentation of Inquiries

- A report summarizing all complaints received and their resolution will be submitted to the OPSB staff on the 15th of January, April, July, and October of each year after construction commences and through the first 5 years of operation.
- All filled out Questionnaires will remain on file at the Dodson Creek Solar construction site office or O&M Building.

3. Pre-Construction Notification

At least 7 days prior to construction, Dodson Creek 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, parties to the OPSB case, other applicable parties who have requested updates regarding the project, emergency responders, and residences, schools, libraries, and airports located within one mile of the certificated boundary. The notification will include a construction timeline, contact information, reference to the OPSB's docketing system, and a copy of the Complaint Resolution Program and Questionnaire. Dodson Creek 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, Dodson Creek 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, parties to the OPSB case, other applicable parties who have requested updates regarding the project, emergency responders, and residences, schools, libraries, and airports located within one mile of the certificated boundary. The notice will provide information about the start of operation and any remaining restoration activities. Contact information, a reference to the OPSB'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 Dodson Creek 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 Dodson Creek 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 dodsoncreeksolar@nationalgridrenewables.com
- 2) If desired, call a Dodson Creek 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.

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 style="width: 80%; margin: 0 auto;"/> <p>Complainant's Signature / Date <small>(If emailed, or completed in person)</small></p>	<hr style="width: 80%; margin: 0 auto;"/> <p>Recorder's Signature / Date <small>(Affirming that they recorded the inquiry accurately to the best of their ability)</small></p>
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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 (Dodson Creek 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**

11/3/2023 4:20:11 PM

in

Case No(s). 20-1814-EL-BGN

Summary: Notification Notification Regarding Compliance with Condition 27 of the
Joint Stipulation and Recommendation electronically filed by Ms. Anna Sanyal on
behalf of Dodson Creek Solar, LLC.