

Blossom Solar Complaint Resolution Program

1. INTRODUCTION

Blossom Solar, LLC ("Blossom Solar") has developed this Complaint Resolution Program for implementation during the construction and operation of the Blossom Solar Project ("Project") to provide an effective process for identification and resolution of concerns voiced by members of the community. Blossom 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. Blossom 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 Blossom Solar Contacts

Blossom Solar has established a toll-free telephone number, 888-453-4782, and will provide this number to the county commissioners, township trustees, emergency responders, schools, and public libraries within the vicinity of the Project. This number is also posted on the Project website. To register a complaint, individuals may call the telephone number and leave a message. Phone messages left at the provided number will be checked daily, Monday through Friday, and initial follow-up will occur within two business days. Any emergency situations should be addressed with the appropriate local authorities or by calling 911.

2.2 Notification

Blossom Solar will provide contact information and a copy of this Complaint Resolution Program to the officials and public locations noted above. Blossom Solar will also maintain a Project contact list of area residents and will provide notification to residences located within one 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

Blossom Solar will maintain a record of every complaint received. The record will include pertinent information about the person making the complaint, the nature of the complaint, the date the complaint was received, and a copy of the completed complaint resolution form. The complaint resolution form is attached.

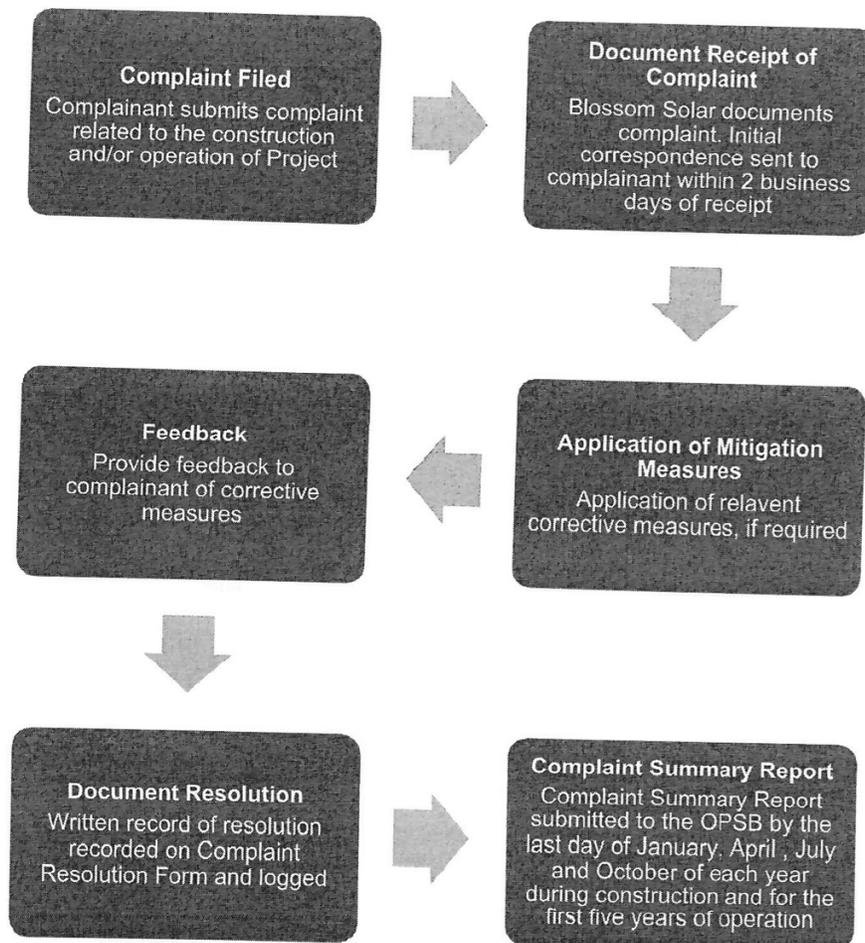
The record will also document Blossom Solar's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. Blossom Solar personnel will generate a quarterly report based on the information recorded in the complaint record about the nature and resolution of all complaints received in that quarter, and will submit the report to OPSB 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, Blossom Solar will respond by phone to that individual if contact information is provided with the complaint. If a phone

number is not provided, Blossom 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, Blossom Solar will initiate reasonable action to resolve any legitimate interference or disturbance that is a direct result of the Project.

If Blossom Solar and the complaining individual cannot agree to a resolution, Blossom Solar will provide a summary of the complaint and proposed resolution to the complaining individual and document this information in the logbook. Blossom 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



Blossom 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: _____
Blossom Solar Project Manager Signature: _____ Date: _____

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