



COMPLAINT REPORTING PROCEDURES FOR THE AURORA DISTRIBUTED SOLAR ENERGY FACILITIES

A. Purpose

The purpose of this document is to establish a uniform and timely method of reporting complaints received by Aurora Distributed Solar, LLC ("permittee" or "Aurora") concerning permit conditions for site preparation, construction, cleanup and restoration, operation, and resolution of such complaints.

B. Scope

This document describes complaint reporting procedures and frequency to be used by Aurora in response to all complaints received.

C. Applicability

The procedures shall be used for all complaints received by Aurora and all complaints received by the Minnesota Public Utilities Commission (Commission) under Minn. R. 7829.1500 or Minn. R. 7829.1700 relevant to the site permit issued by the Commission to Aurora.

D. Definitions

Complaint: A verbal or written statement presented to the permittees by a person expressing dissatisfaction or concern regarding site preparation, cleanup or restoration or other route and associated facilities permit conditions. Complaints do not include requests, inquiries, questions or general comments.

Substantial Complaint: A written complaint alleging a violation of a specific permit condition that, if substantiated, could result in permit modification or suspension pursuant to the applicable regulations.

Unresolved Complaint: A complaint which, despite the good faith efforts of the permittee and a person, remains to both or one of the parties unresolved or unsatisfactorily resolved.

Person: An individual, partnership, joint venture, private or public corporation, association, firm, public service company, cooperative, political subdivision, municipal corporation, government agency, public utility district, or any other entity, public or private, however organized.

E. Complaint Documentation and Processing

1. Aurora shall designate an individual to summarize complaints for the Commission. This person's name, phone number and email address shall accompany all complaint submittals.

2. To the extent practicable, Aurora will request that persons presenting the complaint should include the following information in their communications:
 - a. name, address, phone number, and email address;
 - b. date of complaint;
 - c. tract or parcel number;
 - d. the facility to which the complaint corresponds; and
 - e. whether the complaint relates to a permit matter or a compliance issue.

3. Aurora shall document all complaints by maintaining a record of all applicable information concerning the complaint, including the following:
 - a. docket number E-6928/G5-14-515 and project name Aurora Distributed Solar;
 - b. name of complainant, address, phone number and email address;
 - c. precise description of property or parcel number and the facility to which the complaint corresponds;
 - d. name of permittee representative receiving complaint and date of receipt;
 - e. nature of complaint and the applicable permit condition(s);
 - f. activities undertaken to resolve the complaint; and
 - g. final disposition of the complaint.

F. Reporting Requirements

Aurora shall commence complaint reporting at the beginning of project construction and continue through the term of the permit. Aurora shall report all complaints to the Commission according to the following schedule:

Immediate Reports: All substantial complaints shall be reported to the Commission the same day received, or on the following working day for complaints received after working hours. Such reports are to be directed to the Commission's Consumer Affairs Office at 1-800-657-3782 (voice messages are acceptable) or consumer.puc@state.mn.us. For e-mail reporting, the email subject line should read "PUC EFP Complaint" and include project docket number E-6928/GS-14-515.

Monthly Reports: By the 15th of each month, a summary of all complaints received for all facilities, including substantial complaints received or resolved during the preceding month, shall be filed to Daniel P. Wolf, Executive Secretary, Public Utilities Commission, using the eDockets system. The eDockets system is located at: <http://mn.gov/puc/>

If no complaints were received during the preceding month, the permittee shall file a summary indicating that no complaints were received.

G. Complaints Received by the Commission

Complaints received directly by the Commission from aggrieved persons regarding site preparation, construction, cleanup, restoration, operation and maintenance shall be promptly sent to Aurora.

H. Commission Process for Unresolved Complaints

Commission staff shall perform an initial evaluation of unresolved complaints submitted to the Commission. Complaints raising substantial permit issues shall be processed and resolved by the Commission. Staff shall notify Aurora and appropriate persons if it determines that the complaint is a substantial complaint. With respect to such complaints, each party shall submit a written summary of its position to the Commission no later than ten (10) days after receipt of the staff notification. The complaint will be presented to the Commission for a decision as soon as practicable.

I. Permittee Contacts for Complaints and Complaint Reporting

Complaints may be filed by mail or email to the contact listed in Aurora's complaint report compliance filing and as provided below. This information shall be maintained current by informing the Commission of any changes by eFiling, as they become effective.

All complaints should be directed to:

Attn:	Victoria Harrison
Address:	6520 Edenvale Blvd. Suite 210 Eden Prairie, MN 55346
Email:	Victoria.Harrison@enel.com
Phone Number:	(405)-833-7980
Emergency Phone Number:	(843)-584-2248