

Updated 11/07/2025	
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	Jpdated 11/07/2	025 Date of						Program Type (i
1982 1972 1982	ID Number		Date Closed	Approved Vendor (if applicable)	Complainant Type	Subject	Status	applicable)
1902 1907	11598	10/10/2025	11/6/2025	Unity Solar Group	Participant	Issues related to contract terms	Closed	Residential
1982 1972/2022	11496	10/6/2025		Sun Solar Illinois LLC	Participant	Mechanical or installation issue	Under Investigation	Residential
1982 17/2002 19/2002	11358	10/1/2025		Sunrun	Participant	Mechanical or installation issue	Under Investigation	Residential
1721 1729/2020 2019/2020 320 Roter's Heronit C.	11002	8/18/2025	9/23/2025	CC Solar	Participant	Failure to respond to customer	Resolved	Residential
2712 2712/2023 2712/2023 Balla Pawer Services, LC Possible participant Systems Under-performing or higher han Recoherd Reciberting	10982	8/13/2025		ARF Solar	Participant	Mechanical or installation issue	Under Investigation	Residential
	10811	7/29/2025	10/19/2025	Sun Solar Illinois LLC	Participant	Mechanical or installation issue	Resolved	Residential
1971 17/18/200 197/2005 Relia Power Services, ILC	10712	7/19/2025	9/3/2025	360 Electric Heating & Cooling	Participant		Resolved	Residential
1977 1977-1978	10710	7/18/2025	10/1/2025	Bella Power Services, LLC	Possible participant	Failure to respond to customer, issues	Closed	Residential
Surviva Source Solar, LLC	10578	7/2/2025	8/27/2025	SunSent Solar	Participant		Resolved	Residential
10286			., ,			Failure to respond to customer, issues		
			. (22 (222					
					·		Nonresponsive	
10/11/7/2024 1/30/7025 Surrun								
Possible participant Miscellaneous Closed Residentic			, ,					
Possible participant Itsues related to contract terms Resolved Residentia								
9257 6/4/2024 7/11/2024 Surrun Possible participant Mechanical or installation issue Resolved Residential 9256 5/31/2024 7/11/2024 Neinet Participant Mechanical or installation issue Cosed Residentia 9247 4/32/2024 5/16/2024 Neinet Possible participant Miscellaneous Resolved Residentia 9248 4/16/2024 5/16/2024 Neinet Possible participant Miscellaneous Resolved Residentia 9238 4/15/2024 6/16/2024 Neinet Possible participant Miscellaneous Cosed Residentia 9238 4/15/2024 S/23/2024 Neinet Possible participant Miscellaneous Cosed Residentia 9239 4/15/2024 5/23/2024 Neinet Possible participant Miscellaneous Cosed Residentia 9239 4/15/2024 5/23/2024 Neinet Possible participant Miscellaneous Cosed Residentia 9239 4/15/2024 5/23/2024 Neinet Possible participant Miscellaneous Resolved Residentia 9238 3/31/2024 4/15/2024 Neinet Possible participant Miscellaneous Resolved Residentia 9229 3/12/2024 5/23/2024 Neinet Possible participant Failure to respond to customer Resolved Residentia 9229 2/29/2024 5/23/2024 Neinet Possible participant Issues related to contract terms Cosed Residentia 9229 2/29/2024 5/23/2024 Neinet Possible participant Issues related to contract terms Cosed Residentia 9229 2/29/2024 5/23/2024 Neinet Possible participant Issues related to contract terms Cosed Residentia 9229 2/29/2024 5/23/2024 Neinet Possible participant Issues related to contract terms Cosed Residentia 9229 12/19/2023 12/20/2023 Neinet Possible participant Failure to respond to customer Resolved Residentia 9229 12/19/2023 3/22/2023 Neinet Possible participant Failure to respond to customer Resolved Residentia 9238 6/8/2023 6/30/2023 Surrun Possible participant Failure to respond to customer Resolved Residentia 9234 4/4/2023 6/30/2023 Surrun Possible participant Failure to respond to customer Resolved Residentia 9224 4/4/2023 6/30/2023 Surrun Possible participant Possible participant Resolved Residentia 9224 3/19/2023 6/30/2023 Surrun Possible participant Possible participant Possible participant Resolved Residentia 9224 3/19/2023 4/4/20								
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	9257	6/4/2024	7/11/2024	Sunrun	Possible participant	Mechanical or installation issue	Resolved	Residential
9230	9256	5/31/2024	7/11/2024	Nelnet	Participant	Mechanical or installation issue	Closed	Residential
9238 A/15/2024 6/6/2024 Nehet Possible participant Miscellaneous Closed Residentic	9247	4/23/2024	5/16/2024	Nelnet	Possible participant	Miscellaneous	Resolved	Residential
9236 4/15/2024 5/23/2024 Nelnet Possible participant Miscellaneous Closed Residentis	9240	4/16/2024	5/22/2024	Nelnet	Possible participant	Miscellaneous	Resolved	Residential
1923	9238	4/15/2024	6/6/2024	Nelnet	Possible participant	Miscellaneous	Closed	Residential
9235 4/15/2024 5/3/2024 Nelnet Possible participant Miscellaneous Resolved Residentic 9228 3/13/2024 5/1/2024 Nelnet Possible participant Failure to respond to customer Resolved Residentic 9227 3/12/2024 6/6/2024 Surrun Participant Mechanical or installation issue Closed Residentic 9229 2/29/2024 5/3/2024 Nelnet Possible participant Issues related to contract terms Closed Residentic 9209 12/19/2023 12/20/2023 Nelnet Possible participant Failure to respond to customer Resolved Residentic 9200 9/17/2023 11/3/2023 Nelnet Possible participant Failure to respond to customer Resolved Residentic 9188 8/15/2023 8/24/2023 Nelnet Possible participant Failure to respond to customer Resolved Residentic 9188 6/8/2023 6/30/2023 Surrun Possible participant Failure to respond to customer Resolved Residentic	9236	4/15/2024	5/23/2024	Nelnet	Possible participant	Miscellaneous	Closed	Residential
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9200 9/17/2023 11/1/2023 Neinet Participant Miscellaneous Resolved Residentic 9198 8/15/2023 8/24/2023 Neinet Possible participant Failure to respond to customer Resolved Residentic 9188 6/8/2023 6/30/2023 Sunrun Possible participant Failure to respond to customer Resolved Residentic 9187 6/6/2023 7/19/2023 Neinet Possible participant Provided insufficient customer service Resolved Residentic 9186 5/16/2023 6/30/2023 Sunrun Possible participant Failure to respond to customer Resolved Residentic 9182 4/4/2023 11/17/2023 Sunrun Possible participant Failure to screen for income eligibility Closed Residentic 9184 3/19/2023 5/23/2023 GRNE Possible participant Failure to respond to customer Resolved Residentic 9175 3/15/2023 4/7/2023 GRNE Possible participant Failure to respond to customer Resolved Residentic 9174 3/13/2023 5/20/2023 Sunrun Possible participant Failure to respond to customer Resolved Residentic 9175 3/10/2023 4/7/2023 Sunrun Possible participant Mechanical or installation issue Closed Residentic 9176 3/10/2023 4/5/2023 Sunrun Possible participant Failure to screen for income eligibility Resolved Residentic 9176 3/10/2023 3/27/2023 Sunrun Possible participant Provided insufficient customer service Resolved Residentic 9170 2/22/2023 3/16/2023 Sunrun Possible participant Failure to screen for income eligibility Resolved Residentic 9170 2/22/2023 3/16/2023 Sunrun Possible participant Provided insufficient customer service Resolved Residentic 9170 2/22/2023 3/16/2023 Sunrun Possible participant Failure to respond to customer Resolved Residentic 9171 11/9/2022 11/21/2022 GRNE Possible participant Provided insufficient customer service Resolved Residentic 9171 11/9/2022 11/21/2022 GRNE Possible participant Provided insufficient customer Service Resolved Residentic	9218	2/20/2024	5/21/2024	Nelnet	Possible participant	Issues related to contract terms	Closed	Residential
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	9104	9/14/2022	9/16/2022	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential

9097	8/3/2022	8/4/2022	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9094	7/28/2022	8/1/2022	ComEd Give-A-Ray	Possible participant	Failure to respond to customer	Resolved	Residential
9090	7/18/2022	8/31/2022	ComEd Give-A-Ray	Grassroot Educator	Failure to respond to customer	Resolved	Community Solar
9080	6/9/2022	6/9/2022	Xolar	Possible participant	ILSFA application issues	Resolved	Residential
9079	5/27/2022	6/21/2022	GRNE	Participant	Issues related to contract terms	Resolved	Residential
9084	5/11/2022	6/14/2022	Windfree Wind and Solar Energy	Participant	Mechanical or installation issue	Resolved	Nonprofit/Public Facility
9075	5/4/2022	5/9/2022	Straight Up Solar	Possible participant	Provided insufficient customer service	Resolved	Residential
9069	3/31/2022	8/3/2022	Non AV (Kapital)	Non-ILSFA participant	Misled Marketing	Closed	Nonprofit/Public Facility
9068	3/29/2022	4/13/2022	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
9060	1/28/2022	1/28/2022	Nexamp	Possible participant	Provided insufficient customer service	Resolved	Community Solar
9054	12/7/2021	12/17/2021	GRNE	Possible participant	Provided insufficient customer service	Resolved	Residential
9036	10/5/2021	10/6/2021	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
9014	7/22/2021	8/2/2021	Straight Up Solar	Possible participant	Provided insufficient customer service	Resolved	Residential
8998	5/13/2021	5/18/2021	Sunrun	Program Administrator	Provided insufficient customer service	Resolved	Residential
8972	2/19/2021	2/19/2021	Trajectory Solar, IL LLC	Grassroot Educator	Provided insufficient customer service	Resolved	Community Solar
8962	1/24/2021	1/27/2021	Nexamp	Grassroot Educator	Failure to respond to customer	Resolved	Community Solar
8963	1/4/2021	1/5/2021	Advanced Energy Solutions	Possible participant	Failure to respond to customer	Resolved	Residential
8957	12/23/2020	1/7/2021	Nexamp	Possible participant	Provided insufficient customer service	Resolved	Community Solar
8952	12/2/2020	12/8/2020	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
8719	9/1/2020	9/4/2020	Windfree Wind and Solar Energy	Possible participant	Provided insufficient customer service	Resolved	Residential
8204	8/24/2020	8/31/2020	Windfree Wind and Solar Energy	Grassroot Educator	Failure to respond to customer	Resolved	Residential
8073	3/12/2020	3/17/2020	Trajectory Solar, IL LLC	Possible participant	Failure to respond to customer	Resolved	Residential
8054	1/24/2020	1/24/2020	N/A	Stakeholder	Miscellaneous	Closed	N/A

	Status Key
Under Investigation	This status indicates a complaint that is actively being investigated by the Program Administrator as of the date of release of this Report. A complaint remains in this status until [a] it is marked as Resolved, or (b) the Program Administrator determines that it is unable to reach a resolution between the parties, or (c) the complainant becomes unresponsive to the Program Administrator.
Resolved	This status indicates a complaint where the Program Administrator was able to help the customer reach a resolution with the company, where the customer is satisfied with the company's explanation for the issue, or where the Program Administrator is satisfied with the explanation given by the company.
Closed	This status indicates a complaint where, after multiple attempts by the Program Administrator to help resolve the customer's concerns, the company did not resolve the customer's concerns, or the Program Administrator and the customer were unable to receive a satisfactory explanation from the company regarding the customer's concerns. If the company violated Program requirements, the Program Administrator may consider disciplinary action. Even though the Program Administrator's outreach to the company did not address the customer's concerns, the Program Administrator may be able to provide additional assistance, such as providing resources for stranded customers, and the complaint can be re-opened if additional information becomes available.
Closed - Customer Nonresponsive	This status indicates a complaint where the customer did not provide all the information necessary for the Program Administrator to investigate the complaint, or where the customer did not respond to the Program Administrator's attempts to address their complaint. If the Program Administrator does not receive adequate documentation from the customer, the Program Administrator does not receive adequate documentation from the customer, the Program Administrator is unable to adequately work to resolve the complaint with the entity the complaint was filed against.
Reopened	This status indicates a renewed complaint that had previously been marked as either "Resolved" or "Closed" by the Program Administrator. Reopened complaints are complaints where the customer contacts the Program Administrator stating that the same issue in their original complaint has recurred, or that a new similar issue has arisen.

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