

Illinois Power Agency

# CONSUMER COMPLAINTS & DISCIPLINARY ACTIONS

ILLINOIS SHINES & ILLINOIS SOLAR FOR ALL

CONSUMER COMPLAINTS & DISCIPLINARY ACTIONS ANNUAL REPORT 2025

February 27, 2026



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# 1. Introduction

The Illinois Power Agency (“IPA” or “Agency”) committed in its initial Long-Term Renewable Resources Procurement Plan (“Long-Term Plan” or “Plan”) to “provide an annual written report to the [Illinois Commerce] Commission documenting the frequency and nature of complaints” related to the Illinois Shines program (the “Program”) and Illinois Solar for All (“ILSFA”), collectively referred to as the “Programs,” as well as “any enforcement actions taken.”<sup>1</sup> Since October 2019, both Illinois Shines (legislatively known as the “Adjustable Block Program”) and ILSFA have allowed customers to file complaints via email and telephone, and both Programs currently accept complaints via webform. The Program Administrators track the complaints received and related information, including the subject of the complaint, the company against which the complaint was lodged, and resolution of the complaint.

The first annual complaints report, covering calendar year 2019, was provided to the Illinois Commerce Commission (“the Commission”) through a filing in Docket No. 17-0838 on March 2, 2020. The Agency filed subsequent annual reports covering calendar years 2020 and 2021 in Docket No. 19-0995, 2022 in Docket No. 22-0231, and 2023 and 2024 in Docket No. 23-0714. This annual report addresses complaints received by both Programs during calendar year 2025.

## a. Impact of Legislative Efforts and the Passage of the Climate and Equitable Jobs Act

On September 15, 2021, Governor Pritzker signed Public Act 102-0662 (the “Climate and Equitable Jobs Act” or “CEJA”). CEJA included significant changes to the Illinois Shines and ILSFA programs and provided funding to support both programs for the foreseeable future.

With the passage of CEJA, the annual complaints report evolved from an administrative requirement into a statutory requirement. Section 1-75(c)(1)(M)(v) of the IPA Act requires the Agency to provide an annual written report to the Commission documenting the frequency and nature of complaints arising from its programs, as well as any enforcement actions taken in response to those complaints.

Section 9.7 of the 2024 Long-Term Plan reiterates the Agency’s commitment to publication of the annual report and explains that “[the] report is a vital way that the Agency ensures transparency with the public concerning complaints received regarding program participants.”<sup>2</sup>

## b. Consumer Protection Updates in 2025

In 2025, the Agency and Program Administrators made important updates and improvements to consumer protection materials and efforts.

In April 2025, the Agency released an updated version of the Consumer Protection Handbook<sup>3</sup> for use in the 2025–26 Program Year commencing in June 2025. Approved Vendors and Designees were given 45 days from publication to comply with the new requirements.

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<sup>1</sup> Initial Long-Term Renewable Resources Procurement Plan 6.13.3, at 128 (published Aug. 6, 2018), <https://illinoisabp.com/wp-content/uploads/2020/09/Long-Term-Renewable-Resources-Procurement-Plan-8-6-18.pdf>.

<sup>2</sup> 2024 Long-Term Renewable Resources Procurement Plan 9.7, at 350 (as modified upon reopening Oct. 31, 2025), <https://illinoisshines.com/wp-content/uploads/2025/11/20251031-modified-2024-long-term-renewable-resources-procurement-plan-31-october-2025.pdf>.

<sup>3</sup> The 2025 Consumer Protection Handbook is available at <https://illinoisshines.com/wp-content/uploads/2025/04/CP-Handbook-Final-Clean.pdf>.

The 2024 Long-Term Plan included three new consumer protection initiatives<sup>4</sup> aimed to address specific consumer protection concerns for Distributed Generation (“DG”) customers observed by the Agency: the Solar Restitution Program, escrow process, and stranded customer REC adder.<sup>5</sup> The 2025 Consumer Protection Handbook outlines the funding, eligibility, payment caps, and processes associated with the consumer protection initiatives. The Program Administrator developed the administrative processes and materials to support the consumer protection initiatives and launched the initiatives in 2025. The Solar Restitution Program launched on May 6, 2025, the escrow process on June 26, 2025, and the stranded customer REC adder on October 23, 2025.

In October 2025, the Agency filed the 2026 Long Term Plan with the Illinois Commerce Commission for approval.<sup>6</sup> One significant proposal in the 2026 Long Term Plan was to increase the Solar Restitution Program caps, including an increase in the per-vendor cap from the current cap of \$200,000 to a \$2,000,000 “soft” cap and a \$3,000,000 “hard” cap per Approved Vendor. This proposal also included an increase in the Large Distributed Generation per-customer payment cap from \$30,000 to \$50,000. The Program Administrator and Agency proposed these cap increases because the initial phase of the Solar Restitution Program allowed some customers to receive only a small percentage (~20%) of their eligible claim amounts. The Final Order from the Commission approved these aspects of the Long-Term Plan as written.<sup>7</sup>

In accordance with the 2024 Long-Term Plan and section 1-75(c)(1)(M)(vi) of the Illinois Power Agency Act,<sup>8</sup> the Agency and Program Administrators continue to hold regular Consumer Protection Working Group meetings with Approved Vendors, Designees, consumer protection organizations, consumers, and other interested stakeholders. The Agency and Program Administrators also hold regular State Agency Working Group meetings that invite feedback and discussion from the Illinois Office of the Attorney General and the Illinois Commerce Commission regarding consumer protection issues. In 2025, the Agency began inviting the Office of Community Assistance, within the Department of Commerce and Economic Opportunity, as well. The purpose of each of these meetings is to discuss market trends, best practices, consumer education, and consumer protection requirements and enhancements.

As in past years, participation and interest remained strong in the expanded Consumer Protection Working Group meetings in 2025; stakeholders continued to provide helpful feedback to the Agency and Program Administrators that have resulted in Program improvements. Some topics covered in 2025 included: continuing efforts to build stranded customer support, soliciting feedback on sizing and sales of battery components, clarifying workmanship expectations for solar installations, and educating consumers on budget billing and community solar.

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<sup>4</sup> 2024 Long-Term Plan 9.4.2.1.1-3, 9.9, at 324-30, 344-48, <https://illinoisshines.com/wp-content/uploads/2024/04/final-2024-long-term-renewable-resources-procurement-plan-19-apr-2024.pdf>. The Consumer Protection Initiatives webpage is available at <https://illinoisshines.com/consumer-protection-initiatives/>.

<sup>5</sup> “Stranded customers” are DG customers whose Approved Vendor and/or Designee has gone out of business, is unable or unwilling to meet Program requirements, or “there is otherwise no reasonable likelihood that the Approved Vendor (or Designee) will follow through on its contractual obligations to the customer or will continue to act as the Approved Vendor for the project.” Rationale Document: REC Price Adder for Stranded Customer Solar Projects (DG) 1 (Sept. 3, 2025), <https://illinoisshines.com/wp-content/uploads/2025/09/REC-ADDER-Rationale-Doc-8.29.25.pdf>.

<sup>6</sup> 2026 Long-Term Renewable Resources Procurement Plan (filed for Illinois Commerce Commission approval Oct. 20, 2025), <https://illinoisshines.com/wp-content/uploads/2025/10/20251020-2026-long-term-renewable-resources-procurement-plan.pdf>.

<sup>7</sup> The Final Order approving the 2026 Long-Term Renewable Resources Procurement Plan is available at <https://www.icc.illinois.gov/docket/P2025-0945/documents/376421>.

<sup>8</sup> “The Agency shall schedule regular meetings with representatives of the Office of the Attorney General, the Illinois Commerce Commission, consumer protection groups, and other interested stakeholders to share relevant information about consumer protection, project compliance, and complaints received.” 20 ILCS 3855/1-75(c)(1)(M)(vi).

## 2. Scope of Report

This 2025 Report is the seventh annual Consumer Complaint Report. Early versions of the report focused primarily on complaints related to the Illinois Shines program and had limited discussion of the few ILSFA complaints received.<sup>9</sup> To date, there continue to be many fewer complaints related to ILSFA, and they have tended to be less serious in terms of the potential harm caused to customers. However, with the growth of both Programs and corresponding increase in complaints and the increased focus on consumer protection in CEJA, the Agency decided it would be appropriate to have a separate section in the 2022 Report specifically for ILSFA complaints and trends. Accordingly, beginning with the 2023 Report, each Consumer Complaints Report has a separate section for ILSFA complaints and trends.

The scope of this 2025 Report includes complaints received by the Program Administrators of both Illinois Shines and ILSFA from January 1, 2025, through December 31, 2025, and provides summarized data about these complaints.

In addition to the summary of complaints received, this report includes a summary of suspensions issued by the Program Administrators against Approved Vendors and Designees. In 2025, the Illinois Shines Program Administrator suspended 113 entities. No suspensions were overturned on appeal by the Agency. Three of the suspensions related to issues first brought to the Program Administrator's attention through consumer complaints.<sup>10</sup> Suspensions in Illinois Shines are applied to participation in ILSFA as well. In 2025, the Program Administrator for ILSFA applied four Illinois Shines suspensions to ILSFA entities and initiated one suspension independently of Illinois Shines.

The IPA strives to constantly improve and adjust Program operations to advance consumer protection, including utilizing this complaint information, which may result in changes to the content or presentation of the annual Consumer Complaints Report in future years.

## 3. Complaint and Disciplinary Action Process

### a. How Complaints Are Received

When considering solar offers that are part of Illinois Shines and ILSFA, consumers receive Program-mandated materials—specifically, the Program informational brochure and Disclosure Form—that provide information on how a complaint may be submitted to the Program Administrator. When a customer wishes to lodge a complaint, they have multiple options available to them. Both the Illinois Shines and ILSFA Program Administrators accept customer complaints by telephone, email, and web form.<sup>11</sup> These resources create a user-friendly experience for customers seeking to file a complaint. Complaints may sometimes be first submitted to the Agency or another entity (e.g., a solar company, the Office of the Illinois Attorney General, the Citizens Utility Board, the Illinois Commerce Commission, local or municipal officials, or a state legislator) other than the Program Administrators. This report covers only those complaints received by the Program Administrators, whether directly or through referral. Consequently, the number of complaints received by the Programs may not

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<sup>9</sup> Prior years' reports are available at <https://illinoisshines.com/annual-complaints-reports/>.

<sup>10</sup> Ninety-two entities were suspended for failure to comply with Minimum Equity Standard ("MES") requirements. Ten entities were suspended for failure to timely submit a complete Approved Vendor or Designee renewal registration. The remaining eleven entities, including the three that were suspended following consumer complaints, were suspended primarily due to nonresponsiveness to the Program Administrator, failure to register with the Program, or failure to comply with state law requirements surrounding business registration.

<sup>11</sup> The Illinois Shines complaint webform is available at <https://illinoisshines.com/consumer-complaint-center/>. The ILSFA complaint webform is available at <https://www.illinoisssa.com/consumer-protection-complaints/>.

reflect the totality of consumer complaints related to Illinois Shines or ILSFA. The IPA encourages any entities that receive a complaint regarding Illinois Shines or ILSFA to share the complaint with the relevant Program Administrator.

### b. Investigation of Complaints

The Program Administrators seek to respond to and investigate all complaints as soon as possible upon receipt. After receiving a consumer complaint, the Program Administrator follows up with the complainant and the Approved Vendor, Designee, and/or non-Program entity<sup>12</sup> involved to seek more information. The Program Administrators then attempt to work with the Approved Vendor, Designee, and/or non-Program entity to reach a suitable solution to the complainant's issue. The Program Administrators record all complaints received and document steps taken toward resolution. In some cases, a complaint or the complainant's preferred resolution is outside the scope of the Program or the jurisdiction of the Program Administrator.<sup>13</sup> However, even when the Program Administrators determine they do not have the authority to direct the Approved Vendor or Designee to take a specific action, the Program Administrators may take reasonable steps to encourage the relevant Approved Vendor or Designee to resolve a complaint as completely and satisfactorily to both the customer and the Approved Vendor or Designee as possible.

If the Illinois Shines or ILSFA Program Administrator suspects or determines that an Approved Vendor, Designee, or other entity working through the Programs is not acting or has not acted in compliance with Program requirements, the Program Administrator will typically notify that entity either through informal outreach<sup>14</sup> or a Notice of Potential Violation ("NOPV") letter, both of which outline the problematic behavior, explain how the behavior may be noncompliant with Program requirements, and request explanatory information and/or supporting documentation on the issue. After a review of any response and further investigation into the facts and circumstances of a potential violation (if necessary), the Program Administrator will determine whether a violation occurred, and what discipline, if any, should apply to that entity.

### c. Disciplinary Process

Upon a determination that an entity violated one or more Program requirements, the Program Administrators may take disciplinary action against an Approved Vendor, Designee, or non-Program entity. While the IPA lacks plenary authority to restrict market activity outside of the Illinois Shines or ILSFA programs, Program Administrators may limit an offending entity's ability to participate in transactions that benefit from these state-administered incentive Programs.

Disciplinary action could take the form of a corrective action, a compliance plan, a formal warning letter, or a suspension from acting in the Programs. Corrective action is a direction from the Program Administrator that an entity take specific action to correct a Program violation. A compliance plan includes direction from the Program Administrator to take affirmative ongoing action, beyond basic

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<sup>12</sup> A "non-Program entity" is defined as an entity that is not registered as an Approved Vendor or as a Designee with the Program but markets or otherwise is involved with projects intended to be applied to the Program.

<sup>13</sup> For example, complaints outside the scope of the Illinois Shines program could include complaints against companies registered with the Program but for systems that were not marketed the Illinois Shines incentive and are not intended to be applied to the Program.

<sup>14</sup> The Illinois Shines Program Administrator utilizes informal outreach, a form of pre-disciplinary action, in certain situations to give entities the opportunity both to understand a potential Program violation and to address the potential violation before a Notice of Potential Violation is issued. Informal outreach is typically conducted when the Program Administrator becomes aware of an entity's first apparent Program violation and the seriousness of the violation is such that it would, if confirmed, lead to a response less serious than a Warning Letter, or if it is an entity's first apparent marketing violation.

Program requirements, to ensure and/or monitor compliance on an ongoing basis. A formal warning letter notifies the offending entity of behavior that violated Program requirements and/or was otherwise problematic and directs it to stop that behavior. If the Program Administrator determines a suspension is merited, it sends a letter to the offending entity detailing the infraction, the terms of the suspension, and the available steps to appeal the suspension. If the entity is registered with the Program as an entity that acts on behalf of another entity, the Program Administrators will copy that other entity so that they are aware of the suspension.

An Approved Vendor or Designee may appeal non-disciplinary determinations and disciplinary actions to the IPA. To appeal to the IPA, the entity must explain in writing on company letterhead its rationale for why it believes the Program Administrator’s determination is in error, and must share any supporting information, documents, or communications. The IPA may request more information and materials from the entity or otherwise discuss with the entity the basis for its position.

The IPA attempts to issue final determinations on appeals, including a supporting rationale for its decision, as soon as practicable after the receipt of an appeal and review of relevant information. Further explanation of the pre-disciplinary and disciplinary processes can be found in Section 4.e below.

## 4. Illinois Shines Program Complaints

### a. Consumer Complaint Data Summary

This section of the report summarizes the complaints received by the Illinois Shines Program Administrator in various data displays. In 2025, the Illinois Shines Program Administrator received 832 complaints. This was a decrease from the 1,123 complaints received in 2024, but was significantly higher than the 302 complaints received in 2023, 257 complaints received in 2022, 165 complaints received in 2021, 77 complaints received in 2020, or 28 complaints received in 2019.<sup>15</sup> It is important to note that a consumer’s complaint may be associated with an application submitted in a prior year. While a complaint in 2019 would have been linked to either an application submitted in 2019 or one that had not yet been submitted, a complaint received in 2025 could be connected to an application submitted between 2019 and 2025, or to an application that has not yet been submitted. As the number of customers involved in the Program accumulates from year to year, this creates a larger pool of potential complainants in each subsequent year.

The Agency and Illinois Shines Program Administrator have worked to increase communication and coordination on complaints received from the Commission and the Office of the Illinois Attorney General, including through the regular Consumer Protection State Agency Working Group meetings. Consumer complaints originally filed with these state agencies that relate to projects and participants of Illinois Shines are often provided to the Illinois Shines Program Administrator for further investigation, which has led to increased visibility of market issues affecting Illinois Shines consumers and of complaints lodged against Illinois Shines Approved Vendors and Designees.

### i. Complaints Received – By Entity Type

There are two types of registered entities that participate in Illinois Shines: Approved Vendors and their Designees. The data in this section of the report organizes complaints received against each

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<sup>15</sup> There is a discrepancy between the 2024 Consumer Complaints Report and the data reflected here for the total number of complaints received in 2024. The number of complaints has been updated to reflect that the Program Administrator received 1,123 (not 1,117) complaints during the 2024 calendar year. See footnotes 17–19 for further explanation of the changes in complaint totals for 2024.

registered entity type that participates in the Program and includes complaints against non-Program entities.

- An **Approved Vendor** is an entity registered with the Program that serves as the counterparty to REC delivery contracts under the Program. Approved Vendors submit applications to the Program on behalf of their customers. Approved Vendors may be large national solar companies, smaller local installers, aggregators submitting applications for projects sold and built by Designees, or other entity types. As Approved Vendors are contractually responsible for the delivery of RECs under contracts stemming from the Program, they are vetted through an application process. A company must become an Illinois Shines Approved Vendor before it may become an ILSFA Approved Vendor.
- A **Designee** is an entity acting on behalf of an Approved Vendor or another Designee in the Program (and thus is often a customer-facing marketing or sales, solicitation, or installation firm). Designees that directly interact with end-use customers on behalf of an Approved Vendor or another Designee must register with the Program. There are currently five types of Designees, each reflecting a role Designees fulfill for an Approved Vendor. A Designee must select at least one role and can register for more than one role to accurately reflect their work and relationship with the Approved Vendor. The IPA and Program Administrator reserve the right to add or remove roles as needed over time. The five types of Designee roles in the Illinois Shines Portal<sup>16</sup> are:
  - **Disclosure Form Designee** – An entity permitted to generate DG and Community Solar (“CS”) Disclosure Forms on behalf of an Approved Vendor. Only Designees designated as Disclosure Form Designees by an Approved Vendor can create and generate Disclosure Forms on behalf of that Approved Vendor.
  - **Community Solar Subscriber Designee** – An entity that manages CS subscription information for an Approved Vendor’s CS projects. Because CS Subscriber Designees can only manage subscribers for Disclosure Forms that they have created, they must also be registered as a Disclosure Form Designee.
  - **Marketing or Sales Designee** – An entity that acts as a marketing and/or customer acquisition agent on behalf of an Approved Vendor or Designee. This includes entities that engage in solicitation through any channel, including in person, by phone, or online.
  - **Installer Designee** – An entity that installs systems on behalf of an Approved Vendor or Designee. All entities that install distributed generation facilities, with the exception of self-installers, must be certified by the ICC before installing any distributed generation facility in Illinois, and must provide a Distributed Generation Installer certification during Designee registration and renewal.
  - **Maintenance & Repair Designee** – An entity that performs routine maintenance, monitoring and/or repair to a system after solar installation on behalf of an Approved Vendor or Designee.

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<sup>16</sup> The Illinois Shines Portal is the secure website where Approved Vendors generate Disclosure Forms, enter project application data, and otherwise manage projects. It may be accessed at <https://portal.illinoisabp.com/>.

Finally, the Program Administrator sometimes receives complaints concerning non-Program entities. These complaints often concern companies that are not registered as an Approved Vendor or Designee with the Program but are marketing the Program or installing projects intended to be applied to the Program.

The following is a breakdown by entity type of the 832 Illinois Shines complaints that were received in 2025:

- Complaints against Approved Vendors: 456
- Complaints against Designees: 374
- Complaints against non-Program entities: 2

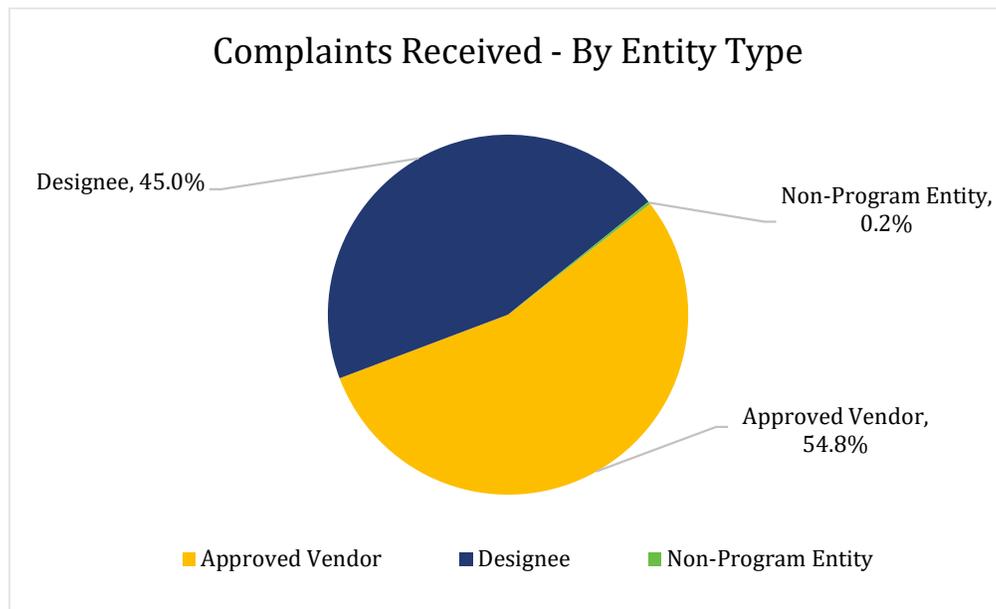


Figure 1: This chart shows the percentage of complaints that were received by the Illinois Shines Program Administrator in 2025 against each type of entity.

## ii. Complaints Received – By Complaint Subject

The Program Administrator tracks the primary subject of each complaint and creates new complaint subjects when new trends arise. Complaints received in 2025 fell into one of ten categories. In cases where multiple categories apply to a single complaint, the Program Administrator identified the main issue of concern to the customer as the primary complaint subject. For example, a customer filing a complaint about a delay in their Illinois Shines application submission may also have concerns related to the Approved Vendor’s responsiveness. The complaint subjects, descriptions, and totals by category are summarized in the table below.

Complaint Subject	Description	Number of Complaints
Mechanical or installation issue	The customer is concerned about an issue with a physical component of their system (e.g., panel, inverter, microinverter, etc.), or reports property damage because of the installation.	228

Complaint Subject	Description	Number of Complaints
Installation contract terms	The customer reports that they received misleading information related to the terms of their installation contract or that their Approved Vendor or Designee has not followed through with requirements in their installation contract.	199
Misleading marketing	The customer reports that they received misleading information related to expected savings from installing solar, impact of the federal tax credit, or amount of the Illinois Shines incentive paid to the customer by the Approved Vendor.	143
Delay or failure to pass through REC payment	The customer is concerned about a delay or failure in receiving the promised pass-through REC incentive payment from their Approved Vendor after the Approved Vendor received the REC incentive payment for their project.	102
Illinois Shines application issues	The customer is concerned about delays with their Illinois Shines application, including those caused by errors their Approved Vendor made within the application, a delay in the Approved Vendor submitting the application, or the Approved Vendor's inability to move forward with a submitted application.	75
Community solar subscription or billing issues	The customer is experiencing issues related to their community solar subscription or billing.	66
Miscellaneous	A complaint that does not fit any of the other categories on this list.	9
Failure to respond to customer	The customer has not received an adequate response from their Designee or Approved Vendor related to a customer question or concern.	6
Disclosure Form issues	The customer was not provided with a Disclosure Form before signing a DG installation or CS subscription agreement.	2
Failure to register as an Approved Vendor or Designee of the Program	The customer is experiencing issues stemming from an entity's failure to register with the Program.	2
<b>Total</b>		<b>832</b>

Figure 2: This table shows the number of complaints received by the Program Administrator for each subject category in 2025.

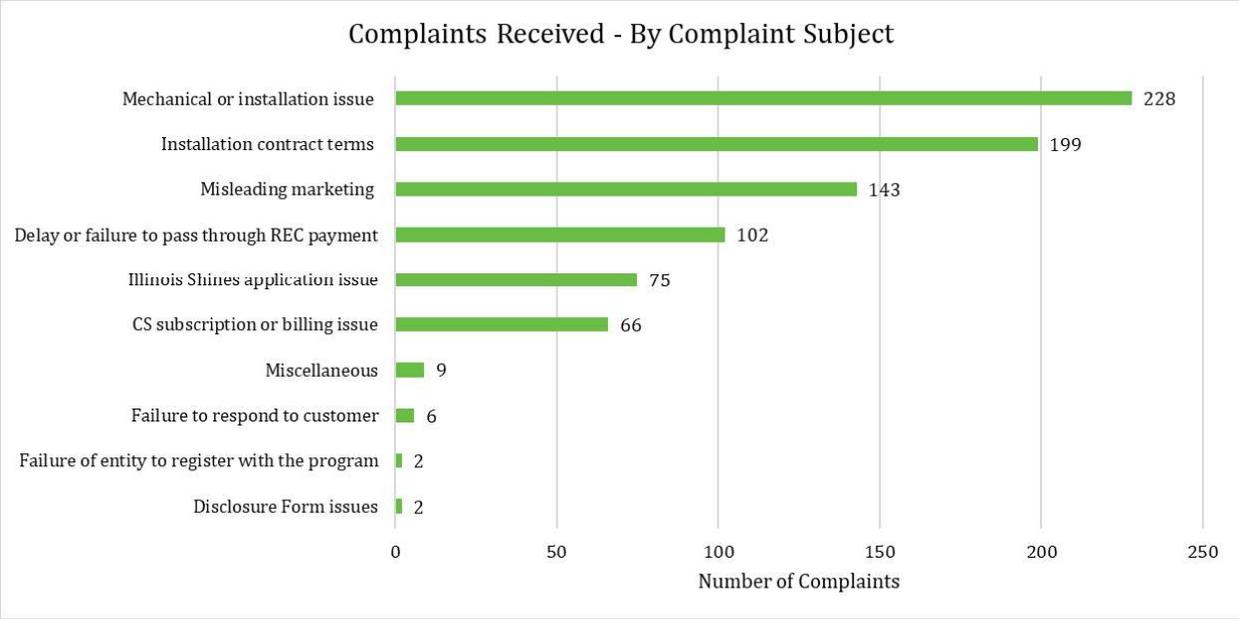


Figure 3: This graph shows the number of complaints received by the Program Administrator for each subject category in 2025.

iii. Complaints Received – By Entity

Below is a list of all Approved Vendors, Designees, and non-Program entities about which customers have filed a formal complaint with the Illinois Shines Program Administrator since the Program’s inception. The tables list the number of complaints filed against each entity from 2019 through 2025.<sup>17</sup> An entity may be listed in more than one section (for example, as an Approved Vendor and as a Designee) if it operated in different roles on different projects that led to complaints.

Company Name	2019–2022 <sup>18</sup>	2023	2024	2025	Total
<b>Approved Vendor</b>	<b>175</b>	<b>95</b>	<b>733<sup>19</sup></b>	<b>456</b>	<b>1459</b>
Revolution Energy Systems, Inc.	-	14	464	93	571
Sunrun Installation Services Inc.	48	25	64	83	220
EverBright, LLC	-	1	25	53	79
Carbon Solutions SREC, LLC	11	3	31	29	74

<sup>17</sup> See footnote 15.

<sup>18</sup> See the 2024 Report for a breakdown of complaints received each year between 2019 and 2022: <https://illinoisshines.com/wp-content/uploads/2025/02/2024-Annual-Consumer-Complaints-and-Disciplinary-Actions-Report.pdf>.

<sup>19</sup> In the 2024 Annual Complaints Report, the total number of complaints against Approved Vendors was 738. In 2025, the Program Administrator updated this number to 733 after recategorizing six complaints to more accurately reflect the relevant entity and/or the role (Approved Vendor or Designee) that the entity played in the relevant transaction, and adding one complaint that was filed in 2024 against an Approved Vendor but was not included in the 2024 Report.

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
SUNPOWER CAPITAL SERVICES, LLC	4	7	29	16	56
Iowa Wind and Solar DBA Simpleray	1	-	46	6	53
Freedom Forever Illinois LLC	5	12	16	19	52
SunStrong Capital Holdings, LLC	-	-	6	44	50
Sunnova Energy Corporation	-	4	14	15	33
SRECTrade, Inc.	13	-	3	13	29
Tesla, Inc.	13	7	2	1	23
Vivint Solar Developer, LLC	17	1	-	1	19
Eco-Solar Solutions, LLC	16	-	-	2	18
WCP Solar Services, LLC	16	-	-	-	16
Vista Energy Marketing, L.P.	-	5	4	5	14
EnFin Corp.	-	-	-	11	11
Blue Raven Solar, LLC	-	-	3	6	9
Summit Solar Solutions, LLC	4	1	-	2	7
Palmetto Solar, LLC DBA LightReach	-	-	-	6	6
IL-Solar, Inc	3	-	2	1	6
Simple Solar	-	5	1	-	6
Novel Energy Solutions LLC	6	-	-	-	6
DG Illinois CS, LLC	-	-	-	5	5
Tron Solar, LLC	1	-	-	4	5
Sun Solar Illinois LLC	-	-	2	3	5
C.A. Jones, Inc.	-	1	3	1	5
Certasun LLC	2	2	-	1	5
SunHeat Solar Inc.	-	-	1	3	4
Nautilus US Power Holdco, LLC	-	-	-	3	3
Nexamp, Inc.	-	-	-	3	3
Legacy Solar, LLC	-	-	1	2	3
93Energy LLC	-	-	2	1	3
IGS Solar LLC	-	2	1	-	3

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
National Solar Service LLC	-	2	1	-	3
GRNE Solutions, LLC	2	1	-	-	3
Solgen Power LLC	3	-	-	-	3
Sunrise Solar LLC	-	-	-	2	2
Source Solar LLC	-	-	1	1	2
Clean Energy Design Group, Inc.	1	-	-	1	2
Harvest Solar, LLC	1	-	-	1	2
Jd Pro Electric Inc	1	-	-	1	2
SLDIL Portfolio LLC	-	-	2	-	2
Sunspot Solar LLC	-	-	2	-	2
Acorn Management Group	-	1	1	-	2
Enertech Global, LLC	1	-	1	-	2
EFS Energy, Inc.	1	1	-	-	2
Advanced Renewable Concepts, LLC	-	-	-	1	1
Alder Energy Development, LLC	-	-	-	1	1
ARF Solar LLC DBA Clean Credits	-	-	-	1	1
BCKD Solutions LLC	-	-	-	1	1
Common Energy	-	-	-	1	1
Cross Country Construction Inc.	-	-	-	1	1
Interstate Gas Supply LLC DBA IGS Energy	-	-	-	1	1
Low Voltage Group LLC DBA LVG Electrical & Communications	-	-	-	1	1
Mona Lee Inc	-	-	-	1	1
Mulberry Solar, LLC	-	-	-	1	1
MX Electric, Inc.	-	-	-	1	1
NowSolar LLC	-	-	-	1	1
Radiant Solar LLC	-	-	-	1	1
Solar Mite Illinois, LLC	-	-	-	1	1
StraightUp Solar REC Solutions, LLC DBA StraightUp Solar, LLC	-	-	-	1	1

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
Trenton West Solar LLC	-	-	-	1	1
Valoa Solar LLC	-	-	-	1	1
Wolfpack Electric LLC	-	-	-	1	1
Ag Technologies Inc	-	-	1	-	1
D&D Electric, LLC	-	-	1	-	1
DFK Sales INC. DBA Illinois Solar Services	-	-	1	-	1
Green Eagle Solar Holdings, LLC	-	-	1	-	1
Power Home Solar, LLC DBA Pink Energy	-	-	1	-	1
Balance Solar LLC	1	-	-	-	1
Clearway Community Solar LLC	1	-	-	-	1
Promethean Solar	1	-	-	-	1
Verde Solutions LLC	1	-	-	-	1
Windsoleil Inc.	1	-	-	-	1
<b>Designee</b>	<b>339</b>	<b>202</b>	<b>348<sup>20</sup></b>	<b>374</b>	<b>1,263</b>
Titan Solar Power	1	14	114	8	137
Power Home Solar, LLC DBA Pink Energy	64	20	3	3	90
Palmetto Solar, LLC DBA LightReach	39	11	13	20	83
LGCY Power	-	7	31	40	78
ARCADIA COMMUNITY SOLAR, LLC	11	5	6	32	54
Freedom Forever Illinois LLC	1	1	15	36	53
Windsoleil Inc.	40	5	-	1	46
SunPro Solar	5	9	20	5	39
CR Solar, LLC	7	-	4	19	30
Headline Solar	15	11	1	3	30
Standard Eco LLC	24	3	2	1	30

<sup>20</sup> In the 2024 Annual Complaints Report, the total number of complaints against Designees was 340. In 2025, the Program Administrator updated this number to 348 due to the Program Administrator recategorizing six complaints, previously categorized as being about an Approved Vendor, to having been about a Designee; recategorizing one complaint, previously categorized as about a Designee, to being about a non-Program entity; and adding three complaints that were filed in 2024 but not included in the 2024 report.

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
Bright Planet Solar Inc. DBA BrightOps	2	2	13	12	29
Freedom Solar Pros LLC	-	2	14	11	27
Solstice Power Technologies LLC	-	-	1	17	18
Moxie Solar	9	7	1	1	18
Modern Mill LLC	6	10	-	-	16
Eco Management Systems Limited LLC	6	-	3	6	15
Green Home Systems	-	-	13	2	15
Sun Badger Solar	5	9	-	1	15
Source Solar LLC	-	-	8	6	14
Excel Home Solar	6	4	1	3	14
Solis Energy Services	3	6	4	-	13
Solar Ready Solutions, LLC	9	4	-	-	13
SolarUp LLC	3	1	3	5	12
GoodPWR, LLC	-	-	1	10	11
Ampion, PBC Inc.	1	5	2	3	11
Empire Solar Group, LLC	9	1	-	1	11
Clearway Energy Group	6	4	1	-	11
PSG LMTD	-	1	7	1	9
National Solar Service LLC	4	3	2	-	9
Ambia Energy, LLC	-	-	3	5	8
Nexamp, Inc.	2	3	-	3	8
Genesis Solar Power Technology, LLC	-	-	-	7	7
Noonday Solar	-	5	2	-	7
Zenernet	2	5	-	-	7
Iconic Energy LLC	7	-	-	-	7
G1 Holdings DBA Solerro	-	-	-	6	6
Powur	-	-	3	3	6
Interstate Gas Supply LLC DBA IGS Energy	-	3	-	3	6
Rethink Electric LLC	2	1	-	3	6
Blue Sky Smart Solutions	-	2	2	2	6

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
Tron Solar, LLC	1	1	2	2	6
Green Solar Technologies	2	2	-	2	6
Smart Money Solar	2	1	2	1	6
Smart Energy Solutions	4	2	-	-	6
SunAir Systems LLC	6	-	-	-	6
Off Grid Energy Solutions, LLC	-	-	1	4	5
Nusun Power	-	-	2	3	5
Solar Power Midwest, LLC	-	1	1	3	5
Route 66 Solar, LLC	1	1	1	2	5
Windfree Wind + Solar Energy Design Company DBA Windfree Solar	1	1	2	1	5
Eagle Point Solar, LLC	4	-	-	1	5
ADT Solar	-	-	-	4	4
Solar City STL LLC	-	-	-	4	4
Ecovole	-	-	1	3	4
ION Developer LLC	-	-	1	3	4
ProLux Energy LLC	-	-	3	1	4
Helio Solar Power, LLC	-	1	3	-	4
Revolution Energy Systems, Inc.	1	1	2	-	4
Phoenix Exteriors LLC	1	2	1	-	4
PowerMarket	-	-	-	3	3
Wolfpack Electric LLC	-	-	-	3	3
Sunergy Solar LLC	-	-	1	2	3
Blue Raven Solar, LLC	-	1	-	2	3
Legacy Solar, LLC	1	-	1	1	3
Sun N Us	-	-	2	1	3
Summit Solar Solutions, LLC	-	1	2	-	3
Kapital Electric Company	2	1	-	-	3
Encor Solar LLC	3	-	-	-	3
AES Solar	-	-	-	2	2

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
Illinois Home Restore Construction, LLC	-	-	-	2	2
Joe's Electric, Inc.	-	-	-	2	2
Legacy Farm Solar LLC	-	-	-	2	2
Omnidian, Inc	-	-	-	2	2
Rubicon Direct	-	-	-	2	2
Solarships Installation Service LLC	-	-	-	2	2
Valoa Solar LLC	-	-	-	2	2
Midwest Solutions Inc.	-	-	1	1	2
Sunrise Solar LLC	-	-	1	1	2
Common Energy	1	-	-	1	2
GreenGrids LLC	-	-	2	-	2
Radix	-	-	2	-	2
Sunder Energy LLC	-	-	2	-	2
Constellation NewEnergy, Inc.	-	1	1	-	2
National Solar Service LLC	-	1	1	-	2
Solar Grids Quad Cities LLC	-	1	1	-	2
Sun Solar Illinois LLC	-	1	1	-	2
MC Squared Energy Services LLC DBA MC2	1	-	1	-	2
Caliber Solar, LLC	-	2	-	-	2
Direct Solar of America	1	1	-	-	2
Ailey Solar Electric, Inc.	2	-	-	-	2
Clean.Tech	2	-	-	-	2
Prestige Solar Solutions	2	-	-	-	2
Solar SME, Inc.	2	-	-	-	2
Accelerate Climate Solutions	-	-	-	1	1
Ascension Home Solutions	-	-	-	1	1
BB&C Enterprises Inc	-	-	-	1	1
C.A. Jones, Inc.	-	-	-	1	1

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
C.F. Solar	-	-	-	1	1
ECOcentrix Energy Solutions	-	-	-	1	1
EMPWR Solar LLC	-	-	-	1	1
Energy Group Consultants	-	-	-	1	1
Green Home Makeover	-	-	-	1	1
Greenlink Energy Solutions	-	-	-	1	1
GRID LLC	-	-	-	1	1
Helios Solar Consulting	-	-	-	1	1
IDT Energy	-	-	-	1	1
JessCo	-	-	-	1	1
Kaizan LLC	-	-	-	1	1
Lehmann Electrical & Design	-	-	-	1	1
MB Heating and Cooling Inc.	-	-	-	1	1
One Earth Solar, LLC	-	-	-	1	1
One World Energy LLC	-	-	-	1	1
Proliance General Contractors, Inc	-	-	-	1	1
Reficiency, LLC	-	-	-	1	1
RxSun	-	-	-	1	1
Sige Electric LLC	-	-	-	1	1
Solar Mite Illinois, LLC	-	-	-	1	1
Solar Professionals of Illinois LLC	-	-	-	1	1
The Cortese Energy	-	-	-	1	1
United Energy Services	-	-	-	1	1
Vantage Home Solar LLC	-	-	-	1	1
Vitl Power	-	-	-	1	1
WindSolarUSA, Inc.	-	-	-	1	1
BKJ Solar, LLC	-	-	1	-	1
Brilliant Installations Inc	-	-	1	-	1
Elegant Solar Inc.	-	-	1	-	1
Hawk Energy Solutions LLC	-	-	1	-	1
IQ Group Inc	-	-	1	-	1

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
Oberlander Electric	-	-	1	-	1
Porter Electric LLC	-	-	1	-	1
Primitive Power	-	-	1	-	1
QC Solar LLC	-	-	1	-	1
Radiant Solar LLC	-	-	1	-	1
Ruyle Mechanical Services INC.	-	-	1	-	1
Smart Sky Solar	-	-	1	-	1
Sunnova Energy Corporation	-	-	1	-	1
Supplied Energy, LLC	-	-	1	-	1
Advanced Power USA LLC	-	1	-	-	1
Arrow Energy Solutions	-	1	-	-	1
Brock Campbell Electric	-	1	-	-	1
Cell Electric	-	1	-	-	1
Earth Wind and Solar Energy LLC DBA Windy City Wind Turbines	-	1	-	-	1
EnergyBillCruncher	-	1	-	-	1
Fosler Construction Company, Inc.	-	1	-	-	1
FreeWorld Solar	-	1	-	-	1
GRNE Solutions, LLC	-	1	-	-	1
Magitek Energy Solutions, Inc.	-	1	-	-	1
Service 1st	-	1	-	-	1
Solar One, LLC.	-	1	-	-	1
Springfield Electric	-	1	-	-	1
Stateline Solar	-	1	-	-	1
Tri-State Renewable Energy, LLC	-	1	-	-	1
API Solar	1	-	-	-	1
Conscious Energy Solutions LLC	1	-	-	-	1
Cross Country Construction Inc.	1	-	-	-	1
D&D Electric, LLC	1	-	-	-	1
Expert Energy Management LLC	1	-	-	-	1
IM Sustainable	1	-	-	-	1

Company Name	2019-2022 <sup>18</sup>	2023	2024	2025	Total
Jd Pro Electric Inc	1	-	-	-	1
OurWorldEnergy	1	-	-	-	1
Sigora Solar, LLC	1	-	-	-	1
Solar Energy Solutions, LLC	1	-	-	-	1
<b>Other</b>	<b>13</b>	<b>5</b>	<b>42<sup>21</sup></b>	<b>2</b>	<b>62</b>
Nick Blaisdell/Eleanor Electric/Alex Bauer	-	1	28	1	30
US Renewable Energy	-	2	10	-	12
Offset Solar LLC	4	-	-	-	4
Energy of Illinois Inc	3	-	-	-	3
Total Solar Solutions	2	-	-	-	2
JC Solar	-	-	-	1	1
Corvus Pro Solar LLP	-	-	1	-	1
EPO Energy	-	-	1	-	1
Rapid Solar	-	-	1	-	1
Suburban Solar Solutions	-	-	1	-	1
Ultimate Energy	-	1	-	-	1
Woodside General Contracting/All Things Solar and Roofing	-	1	-	-	1
Brio Energy LLC	1	-	-	-	1
Phenomenal Power	1	-	-	-	1
Solarize South Carolina, LLC	1	-	-	-	1
Sunsource Homes Inc	1	-	-	-	1
<b>Grand Total</b>	<b>527</b>	<b>302</b>	<b>1,123</b>	<b>832</b>	<b>2,784</b>

Figure 4: This table shows how many consumer complaints were filed against each company throughout the life of the Program. If a solar company or Program entity is not listed here, it means that the Program Administrator has never received a formal complaint against that company as of December 31, 2025. Companies are organized in this table according to their role in the Program.

<sup>21</sup> In the 2024 Annual Complaints Report, the total number of complaints against non-Program entities was 39. In 2025, the Program Administrator updated this number to 42 due to the Program Administrator recategorizing one complaint, previously categorized as being about a Designee, to being about a non-Program entity, and adding two complaints that were filed in 2024 but not included in the 2024 report.

Complaints Received Against Approved Vendors

In 2025, the Program Administrator received 456 complaints against companies serving as a customer’s Approved Vendor. For some of these complaints, the Approved Vendor also serves as the customer’s installation and/or sales company. For other complaints, the Approved Vendor only serves as the company that handles the submission of the customer’s application to the Program. The below chart provides a list of all complaints received in 2025 specifically against a customer’s Approved Vendor.

Approved Vendor	Complaints Received Against Entity in 2025
Revolution Energy Systems, Inc.	93
Sunrun Installation Services Inc.	83
EverBright, LLC	53
SunStrong Capital Holdings, LLC	44
Carbon Solutions SREC, LLC	29
Freedom Forever Illinois LLC	19
SUNPOWER CAPITAL SERVICES, LLC	16
Sunnova Energy Corporation	15
SRECTrade, Inc.	13
EnFin Corp.	11
Palmetto Solar, LLC DBA LightReach	6
Iowa Wind and Solar DBA Simpleray	6
Blue Raven Solar, LLC	6
DG Illinois CS, LLC	5
Vista Energy Marketing, L.P.	5
Tron Solar, LLC	4
Nexamp, Inc.	3
Sun Solar Illinois LLC	3
SunHeat Solar Inc.	3
Nautilus US Power Holdco, LLC	3
Summit Solar Solutions, LLC	2
Eco-Solar Solutions, LLC	2
Sunrise Solar LLC	2
Legacy Solar, LLC	2
Jd Pro Electric Inc.	1
Harvest Solar, LLC	1
Tesla, Inc.	1
Wolfpack Electric LLC	1
Interstate Gas Supply LLC DBA IGS Energy	1
ARF Solar LLC DBA Clean Credits	1
Common Energy	1
Advanced Renewable Concepts, LLC	1

Approved Vendor	Complaints Received Against Entity in 2025
StraightUp Solar REC Solutions, LLC DBA StraightUp Solar, LLC	1
C.A. Jones, Inc.	1
IL-Solar, Inc.	1
Radiant Solar LLC	1
Clean Energy Design Group, Inc.	1
Alder Energy Development, LLC	1
Trenton West Solar LLC	1
Solar Mite Illinois, LLC	1
Cross Country Construction Inc.	1
Source Solar LLC	1
NowSolar LLC	1
Certasun LLC	1
Valoa Solar LLC	1
Low Voltage Group LLC DBA LVG Electrical & Communications	1
Vivint Solar Developer, LLC	1
Mona Lee Inc.	1
BCKD Solutions LLC	1
Mulberry Solar, LLC	1
93Energy LLC	1
MX Electric, Inc.	1
<b>Total</b>	<b>456</b>

Figure 5: This table shows the number of complaints received against Approved Vendors in 2025. If an Approved Vendor is not listed here, it means that the Program Administrator did not receive a formal complaint against that Approved Vendor (in its role as an Approved Vendor) in 2025.

Complaints Received Against Designees, by Approved Vendor

In 2025, the Program Administrator received 374 complaints against Designees. These include complaints against entities registered as Designees and as Nested Designees.<sup>22</sup> Below is a list of all complaints received in 2025 against Designees. These complaints are organized by the customer’s

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<sup>22</sup> Nested Designees are entities that partner with other Designees to directly interact with end-use customers on Program-related matters or projects intended to be applied to the Program. Nested Designees may be solar installers, marketing firms, lead generators, sales organizations, or maintenance and repair entities. Nested Designees must clarify in their registration the Designee under which they are registering.

Approved Vendor, where applicable,<sup>23</sup> because Approved Vendors are ultimately responsible for the conduct of Designees and others acting on their behalf in the Program.

Note that Designees may register under multiple Approved Vendors. For example, an Installer Designee may perform installations for multiple Approved Vendors and is required to register separately under each of its Approved Vendors. In the table below, Designees that received complaints related to their work under more than one Approved Vendor are listed separately by Approved Vendor, based on the relevant Approved Vendor for the customer who raised the complaint.

Company Name	Complaints
<b>Carbon Solutions SREC, LLC</b>	
Palmetto Solar, LLC DBA LightReach	19
GoodPWR, LLC	9
Titan Solar Power	7
CR Solar, LLC	7
G1 Holdings DBA Solerrio	6
SolarUp LLC	5
Genesis Solar Power Technology, LLC	5
SunPro Solar	4
Solar City STL LLC	4
ION Developer LLC	3
Source Solar LLC	3
Ecovole	3
LGCY Power	3
Powur	3
ADT Solar	3
Ambia Energy, LLC	3
Solarships Installation Service LLC	2
Wolfpack Electric LLC	2
Legacy Farm Solar LLC	2
Route 66 Solar, LLC	2
Bright Planet Solar Inc. DBA BrightOps	2
Green Home Systems	2
Windfree Wind + Solar Energy Design Company DBA Windfree Solar	1
Eco Management Systems Limited LLC	1

<sup>23</sup> Complaints may be unassociated with an Approved Vendor. For example, community solar complaints may be unassociated with an Approved Vendor if the customer’s subscription is not connected to a project yet. Note that under the Consumer Protection Handbook, if a Designee markets community solar subscriptions that are not connected to a specific Approved Vendor, any Approved Vendor to which the prospective customer might ultimately be assigned is responsible for any marketing, enrollment, and other Designee activities that occur prior to assignment. In other cases, the Program Administrator has received complaints against a Designee for marketing the Program while suspended, since Designees are not affiliated with any Approved Vendor during their suspension.

Company Name	Complaints
Lehmann Electrical & Design	1
Moxie Solar	1
JessCo	1
C.F. Solar	1
Proliance General Contractors, Inc.	1
Eagle Point Solar, LLC	1
PSG LMTD	1
Solar Mite Illinois, LLC	1
The Cortese Energy	1
Solar Power Midwest, LLC	1
Tron Solar, LLC	1
BB&C Enterprises Inc.	1
WindSolarUSA, Inc.	1
Kaizan LLC	1
Legacy Solar, LLC	1
Reficiency, LLC	1
EMPWR Solar LLC	1
Sige Electric LLC	1
Rethink Electric LLC	1
Empire Solar Group, LLC	1
Accelerate Climate Solutions	1
Greenlink Energy Solutions	1
Vantage Home Solar LLC	1
Sun Badger Solar	1
Sunergy Solar LLC	1
RxSun	1
<b>Total (Carbon Solutions SREC, LLC)</b>	<b>127</b>
<b>EverBright, LLC</b>	
LGCY Power	26
Freedom Forever Illinois LLC	13
CR Solar, LLC	7
Bright Planet Solar Inc. DBA BrightOps	5
Freedom Solar Pros LLC	4
Source Solar LLC	3
Nusun Power	3
Omnidian, Inc.	2
Vitl Power	1
Ascension Home Solutions	1
ProLux Energy LLC	1
Ambia Energy, LLC	1
<b>Total (EverBright, LLC)</b>	<b>67</b>

Company Name	Complaints
<b>EnFin Corp.</b>	
Freedom Forever Illinois LLC	17
CR Solar, LLC	3
Freedom Solar Pros LLC	3
Valoa Solar LLC	2
Bright Planet Solar Inc. DBA BrightOps	1
Off Grid Energy Solutions, LLC	1
Ambia Energy, LLC	1
Midwest Solutions Inc.	1
LGCY Power	1
<b>Total (EnFin Corp.)</b>	<b>30</b>
<b>SRECTrade, Inc.</b>	
Eco Management Systems Limited LLC	4
Headline Solar	3
Power Home Solar, LLC DBA Pink Energy	3
Excel Home Solar	2
Solar Power Midwest, LLC	2
AES Solar	1
Windsoleil Inc.	1
Titan Solar Power	1
Rethink Electric LLC	1
ADT Solar	1
Palmetto Solar, LLC DBA LightReach	1
Standard Eco LLC	1
<b>Total (SREC Trade, Inc.)</b>	<b>21</b>
<b>Sunnova Energy Corporation</b>	
LGCY Power	10
CR Solar, LLC	2
Blue Sky Smart Solutions	2
Tron Solar, LLC	1
Off Grid Energy Solutions, LLC	1
<b>Total (Sunnova Energy Corporation)</b>	<b>16</b>
<b>Sunrun Installation Services Inc.</b>	
Freedom Forever Illinois LLC	6
Bright Planet Solar Inc. DBA BrightOps	4
Freedom Solar Pros LLC	3
One Earth Solar, LLC	1
<b>Total (Sunrun Installation Services Inc.)</b>	<b>14</b>
<b>SUNPOWER CAPITAL SERVICES, LLC</b>	
Sunrise Solar LLC	1
Sun N Us	1

Company Name	Complaints
Green Home Makeover	1
Rethink Electric LLC	1
<b>Total (SUNPOWER CAPITAL SERVICES, LLC)</b>	<b>4</b>
<b>Palmetto Solar, LLC DBA LightReach</b>	
Genesis Solar Power Technology, LLC	2
One World Energy LLC	1
Off Grid Energy Solutions, LLC	1
<b>SV CSG Wagner B, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	3
<b>Enertech Global, LLC</b>	
Joe's Electric, Inc.	2
MB Heating and Cooling Inc.	1
<b>Horizon TargetCo, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	3
<b>Bluebird Community Solar, LLC</b>	
Solstice Power Technologies LLC	1
ARCADIA COMMUNITY SOLAR, LLC	1
<b>SV CSG Wagner A, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	2
<b>Kankakee County IL S1, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	1
<b>Renewable Energy Strategies &amp; Solutions, LLC</b>	
ECOcentrix Energy Solutions	1
<b>Solarships Installation Services LLC</b>	
Eco Management Systems Limited LLC	1
<b>Interstate Gas Supply LLC DBA IGS Energy</b>	
Solstice Power Technologies LLC	1
<b>SV CSG Schmidt 1, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	1
<b>AMB Renewable Energy Inc.</b>	
Solar Professionals of Illinois LLC	1
<b>Bright Planet Solar Inc. DBA BrightOps</b>	
Helios Solar Consulting	1
<b>Triple S Solar I LLC</b>	
AES Solar	1
<b>SRC Partnership 9, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	1
<b>Vista Energy Marketing, L.P.</b>	
Excel Home Solar	1
<b>Common Energy</b>	
Common Energy	1

Company Name	Complaints
<b>ADT Solar</b>	
SunPro Solar	1
<b>D&amp;D Electric, LLC</b>	
Green Solar Technologies	1
<b>Blue Raven Solar, LLC</b>	
Illinois Home Restore Construction, LLC	1
<b>Freedom Forever Illinois LLC</b>	
Freedom Solar Pros LLC	1
<b>SREOG IL Partnership 2, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	1
<b>IGS Solar LLC</b>	
Interstate Gas Supply LLC DBA IGS Energy	1
<b>SV CSG Plato Solar 1, LLC</b>	
PowerMarket	1
<b>SRC Partnership 15 LLC</b>	
Interstate Gas Supply LLC DBA IGS Energy	1
<b>Acorn Management Group</b>	
C.A. Jones, Inc.	1
<b>SRC Partnership 3, LLC</b>	
ARCADIA COMMUNITY SOLAR, LLC	1
<b>No Approved Vendor</b>	
ARCADIA COMMUNITY SOLAR, LLC	18
Solstice Power Technologies LLC	15
Ampion, PBC Inc.	3
Nexamp, Inc.	3
PowerMarket	2
Blue Raven Solar, LLC	2
Rubicon Direct	2
IDT Energy	1
GRID LLC	1
Energy Group Consultants	1
Green Solar Technologies	1
United Energy Services	1
Interstate Gas Supply LLC DBA IGS Energy	1
Wolfpack Electric LLC	1
Smart Money Solar	1
Illinois Home Restore Construction, LLC	1
GoodPWR, LLC	1

Company Name	Complaints
Off Grid Energy Solutions, LLC	1
Sunergy Solar LLC	1
<b>Grand Total</b>	<b>374</b>

Figure 6: This table shows the number of complaints received against Designees in 2025, grouped by the relevant Approved Vendor. If a Designee is not listed here, it means that the Program Administrator did not receive a formal complaint against that company in 2025.

Complaints Received Against Non-Program Entities

In 2025, the Program Administrator received two complaints against non-Program entities. The Program Administrator opens complaints against non-Program entities that either have marketed offers that include the Illinois Shines incentive or have otherwise engaged in activities that require Approved Vendors or Designee registration related to projects that are intended to be applied to the Program. While investigating these complaints, the Program Administrator informs the non-Program entity of the Program’s registration requirements and provides resources so the entity may properly register with the Program. Performing the duties of an Approved Vendor or Designee without being registered with the Program may result in pre-disciplinary and/or disciplinary action.

Non-Program Entity	Complaints Received Against Entity in 2025
JC Solar	1
Nick Blaisdell/Eleanor Electric/Alex Bauer	1
<b>Total</b>	<b>2</b>

Figure 7: This table shows the number of complaints received against non-Program entities in 2025.

Distributed Generation Projects – Share of Complaints Received Compared to Share of Applications Submitted by Corresponding Approved Vendor

Approved Vendors submit varying numbers of project applications to the Illinois Shines program. Some submit a single application to the Program, while other Approved Vendors submit hundreds or thousands. Some Approved Vendors serve as REC aggregators and submit applications from many different sales and installation partners to the Program; other Approved Vendors only submit applications for systems that they also sell and install. It is helpful to compare the total number of applications submitted to the number of complaints received against an Approved Vendor, to better understand factors that may affect why the Program Administrator receives more complaints associated with some Approved Vendors than others.

The following chart presents the number of DG complaints received in 2025 associated with each Approved Vendor, including complaints directed against the Approved Vendor and complaints against Designees that partnered with that Approved Vendor on the complainant’s project. The chart also provides the number of Part I applications that the Approved Vendor submitted in 2025 and the total number of Part I applications that the Approved Vendor submitted since the Program began accepting applications. Finally, the chart shows the percentage of total complaints and total Part I applications each entity was responsible for in 2025—essentially, a rough estimate of the Approved Vendor’s “market share” of projects and complaints.

Approved Vendor	Complaints Associated with Approved Vendor in 2025		Approved Vendor's Part I Application Data for Comparison			
	Number of Complaints	Percent of Total DG Complaints in 2025	Number of Part I Apps Submitted by Entity in 2025	Percent of Total Part I Apps Submitted in 2025 <sup>24</sup>	Total Part I Apps Submitted by Entity from 2019-2025	Percent of Total Part I Apps Submitted from 2019-2025 <sup>25</sup>
Carbon Solutions SREC, LLC	156	20.7%	3,777	21.0%	25,643	22.4%
EverBright, LLC	120	16.0%	2,799	15.5%	7,618	6.6%
Sunrun Installation Services Inc.	97	12.9%	4,891	27.1%	37,985	33.1%
Revolution Energy Systems, Inc.	93	12.4%	-	0.0%	986	0.9%
SunStrong Capital Holdings, LLC	44	5.9%	-	0.0%	4,190	3.7%
EnFin Corp.	41	5.5%	2,468	13.7%	2,470	2.2%
SRECTrade, Inc.	34	4.5%	-	0.0%	6,058	5.3%
Sunnova Energy Corporation	31	4.1%	222	1.2%	2,921	2.5%
SUNPOWER CAPITAL SERVICES, LLC	20	2.7%	-	0.0%	1,941	1.7%
Freedom Forever Illinois LLC	20	2.7%	163	0.9%	1,761	1.5%
Palmetto Solar, LLC DBA LightReach	10	1.3%	992	5.5%	998	0.9%
Blue Raven Solar, LLC	7	0.9%	522	2.9%	2,261	2.0%
Iowa Wind and Solar DBA Simpleray	6	0.8%	-	0.0%	124	0.1%
Vista Energy Marketing, L.P.	6	0.8%	-	0.0%	413	0.4%
Tron Solar, LLC	4	0.5%	102	0.6%	558	0.5%

<sup>24</sup> 18,017 Part I applications were submitted in 2025.

<sup>25</sup> 114,665 Part I applications were submitted from 2019 through 2025.

Approved Vendor	Complaints Associated with Approved Vendor in 2025		Approved Vendor's Part I Application Data for Comparison			
	Number of Complaints	Percent of Total DG Complaints in 2025	Number of Part I Apps Submitted by Entity in 2025	Percent of Total Part I Apps Submitted in 2025 <sup>24</sup>	Total Part I Apps Submitted by Entity from 2019-2025	Percent of Total Part I Apps Submitted from 2019-2025 <sup>25</sup>
Sun Solar Illinois LLC	3	0.4%	215	1.2%	447	0.4%
SunHeat Solar Inc.	3	0.4%	3	0.0%	44	0.0%
Enertech Global, LLC	3	0.4%	8	0.0%	1,205	1.1%
Sunrise Solar LLC	2	0.3%	26	0.1%	26	0.0%
Eco-Solar Solutions, LLC	2	0.3%	-	0.0%	19	0.0%
Summit Solar Solutions, LLC	2	0.3%	-	0.0%	758	0.7%
Legacy Solar, LLC	2	0.3%	75	0.4%	571	0.5%
Low Voltage Group LLC	1	0.1%	3	0.0%	6	0.0%
Wolfpack Electric LLC	1	0.1%	1	0.0%	1	0.0%
IL-Solar, Inc.	1	0.1%	58	0.3%	909	0.8%
Valoa Solar LLC	1	0.1%	-	0.0%	-	0.0%
StraightUp Solar REC Solutions, LLC DBA StraightUp Solar, LLC	1	0.1%	130	0.7%	214	0.2%
NowSolar LLC	1	0.1%	-	0.0%	-	0.0%
Alder Energy Development, LLC	1	0.1%	-	0.0%	-	0.0%
Vivint Solar Developer, LLC	1	0.1%	-	0.0%	4,201	3.7%
Radiant Solar LLC	1	0.1%	-	0.0%	1	0.0%
Solar Mite Illinois, LLC	1	0.1%	-	0.0%	-	0.0%
Mona Lee Inc.	1	0.1%	-	0.0%	-	0.0%
Harvest Solar, LLC	1	0.1%	22	0.1%	676	0.6%

Approved Vendor	Complaints Associated with Approved Vendor in 2025		Approved Vendor's Part I Application Data for Comparison			
	Number of Complaints	Percent of Total DG Complaints in 2025	Number of Part I Apps Submitted by Entity in 2025	Percent of Total Part I Apps Submitted in 2025 <sup>24</sup>	Total Part I Apps Submitted by Entity from 2019-2025	Percent of Total Part I Apps Submitted from 2019-2025 <sup>25</sup>
Bright Planet Solar Inc. DBA BrightOps	1	0.1%	-	0.0%	-	0.0%
C.A. Jones, Inc.	1	0.1%	-	0.0%	2	0.0%
ARF Solar LLC DBA Clean Credits	1	0.1%	72	0.4%	98	0.1%
D&D Electric, LLC	1	0.1%	35	0.2%	164	0.1%
Advanced Renewable Concepts, LLC	1	0.1%	35	0.2%	102	0.1%
Cross Country Construction Inc.	1	0.1%	10	0.1%	10	0.0%
Jd Pro Electric Inc.	1	0.1%	-	0.0%	33	0.0%
AMB Renewable Energy Inc.	1	0.1%	-	0.0%	-	0.0%
Solarships Installation Services LLC	1	0.1%	42	0.2%	42	0.0%
MX Electric, Inc.	1	0.1%	-	0.0%	24	0.0%
Tesla, Inc.	1	0.1%	105	0.6%	1,324	1.2%
Clean Energy Design Group, Inc.	1	0.1%	7	0.0%	66	0.1%
93Energy LLC	1	0.1%	10	0.1%	288	0.3%
Source Solar LLC	1	0.1%	31	0.2%	31	0.0%
BCKD Solutions LLC	1	0.1%	-	0.0%	-	0.0%
Renewable Energy Strategies & Solutions, LLC	1	0.1%	12	0.1%	41	0.0%
Certasun LLC	1	0.1%	308	1.7%	2,195	1.9%

Approved Vendor	Complaints Associated with Approved Vendor in 2025		Approved Vendor's Part I Application Data for Comparison			
	Number of Complaints	Percent of Total DG Complaints in 2025	Number of Part I Apps Submitted by Entity in 2025	Percent of Total Part I Apps Submitted in 2025 <sup>24</sup>	Total Part I Apps Submitted by Entity from 2019-2025	Percent of Total Part I Apps Submitted from 2019-2025 <sup>25</sup>
Acorn Management Group	1	0.1%	45	0.2%	285	0.2%

Figure 8: This chart compares (a) the number and “market share” (within the Program) of complaints associated with a given Approved Vendor’s DG projects to (b) the number and market share of Part I DG applications that the Approved Vendor submitted in 2025, and (c) the number and market share of Part I DG applications that the Approved Vendor submitted since the beginning of the Program. The chart does not list Approved Vendors with no complaints, and as a result the percentages for Part I applications do not total 100%. The chart does not include complaints associated with no Approved Vendor or with a non-Program entity, so the “Percent of Total DG Complaints in 2025” column does not total 100%. The chart is limited to complaints associated specifically with DG applications (and does not include CS) because the number of projects for which a DG Part I application has been submitted more closely correlates with the number of customers and potential complainants.

#### iv. Complaints Received – By Complaint Status

Currently, the Illinois Shines Program Administrator has four status categories for complaints. These status categories are:

- **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 is Resolved, (b) the Program Administrator determines that it is unable to reach a resolution between the parties, or (c) the complainant or entity receiving the complaint 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, the customer and/or the Program Administrator was satisfied with the company’s explanation for the issue, or the Program Administrator was able to help the customer reach a resolution even where the company was unable or unwilling to assist.
- **Closed** – This status indicates a complaint where (a) the entity receiving the complaint did not provide all the information necessary for the Program Administrator to investigate the complaint or did not respond to the deadlines the Program Administrator set; (b) the customer did not provide all the information necessary for the Program Administrator to investigate the complaint or did not respond to the Program Administrator’s attempts to address their complaint; or (c) after multiple attempts by the Program Administrator to help resolve the situation, the company did not resolve or did not provide a satisfactory explanation regarding the customer’s concerns.
- **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.

The Program Administrator performs a full investigation of the complaint while the complaint is “Under Investigation.” This process includes working with the complainant to obtain any relevant documentation and information related to the complaint to determine the relevant facts. Complaints are marked as either “Resolved” or “Closed” only if the investigation of the complaint has reached an end point.

If during (or at the conclusion of) an investigation, the Program Administrator has reason to believe a Program violation occurred, the Program Administrator typically will perform informal outreach or issue an NOPV to the relevant entity. After receiving a response to the informal outreach or NOPV, the Program Administrator may implement consequences for violations of Program requirements as laid out in the Consumer Protection Handbook’s Program Violation Response Matrix (“Matrix”).<sup>26</sup> Based on the facts of the case and by referencing the Matrix, the Program Administrator will determine whether non-disciplinary action, such as a corrective action or a formal warning, is appropriate, or if more serious disciplinary action such as suspension is warranted. Additionally, if a company is not responsive to the Program Administrator during the investigation of the customer’s complaint, the Program Administrator may restrict the company’s access to the Illinois Shines Portal until they become responsive to the Program Administrator’s requests for information. Restricted Portal access suspends the company from submitting customer Disclosure Forms or project applications, as well as other Portal capabilities, and may be paired with non-disciplinary or disciplinary actions.

The Program Administrator strives to resolve each complaint submitted to the satisfaction of customers. However, some complaints received by the Program Administrator do not constitute violations of specific Program requirements. While the Agency strives to evolve Program requirements over time to address and prevent negative customer experiences more fully, some allegations of misconduct are considered outside of the Program’s scope. For example, sometimes complainants raise issues that are outside the Program’s scope, such as complaints about solar projects that are not intended to be applied to the Program where there were no marketing promises related to the Program.

When the Program Administrator receives a complaint that is outside the scope of the Program or that implicates ambiguous contractual issues, the Program Administrator may still seek to assist the customer within the confines and scope of the Program. This response may include contacting the customer’s Approved Vendor and/or Designee to learn more or to facilitate a discussion between the two parties. The Program Administrator may also give the customer information on how to submit a complaint to the Commission and/or the Office of the Illinois Attorney General, or may refer the complaint to another agency, depending on the facts involved.

The following shows the total complaints received by the Program Administrator between January 1, 2025, to December 31, 2025, by complaint status. The table is accurate as of January 27, 2026, the date that the data for this report was compiled:<sup>27</sup>

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<sup>26</sup> The Program Violation Matrix is available in the 2025 Consumer Protection Handbook, Section X.D, <https://illinoisshines.com/wp-content/uploads/2025/04/CP-Handbook-Final-Clean.pdf>.

<sup>27</sup> All complaints received from 2020 through 2023 are either Resolved or Closed. Seven complaints received in 2024 are listed as Reopened and 98 remain Under Investigation; the remainder of complaints received in 2024 are Resolved or Closed.

Complaint Status	Number of Complaints
Resolved	346
Closed	305
Under Investigation	169
Reopened	12
<b>Total</b>	<b>832</b>

Figure 9: This table shows the status of each complaint received in 2025 as of the date of this report.

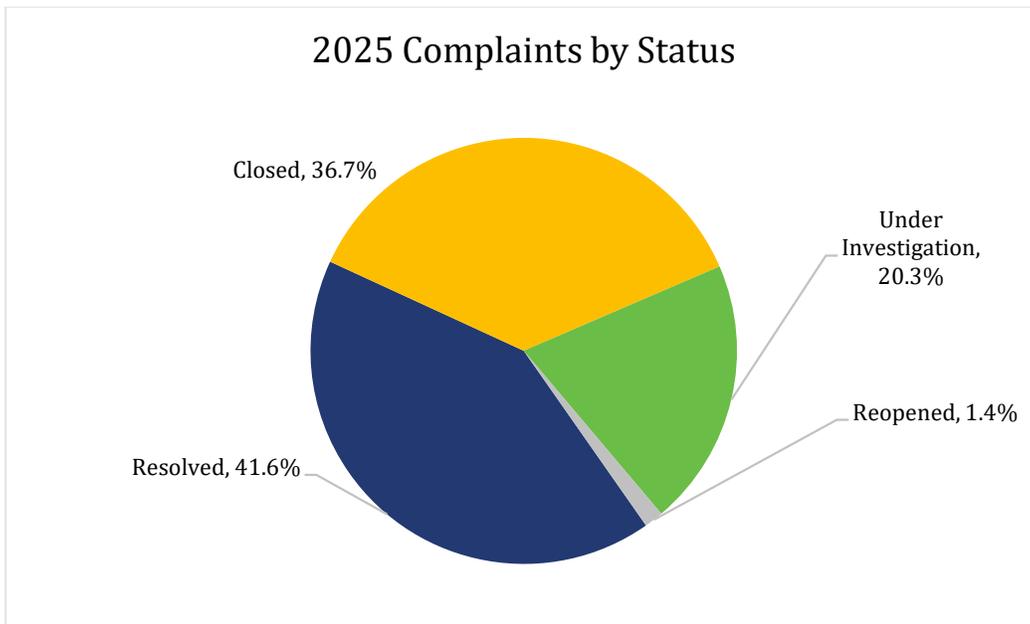


Figure 10: This chart shows the percentage of complaints received in 2025 in each complaint status.

In 2025, the Program Administrator began using complaint sub-statuses to track why complaints were marked as Resolved or Closed. Section 4.b.iv includes an analysis of sub-status data for 2025.

**b. Illinois Shines Consumer Complaint Data Analysis**

**i. Complaints Received Against Out of Business Entities**

In 2025, the Program received 832 complaints, a 26% decrease compared to 2024. This is the first time the Program has received fewer complaints than the previous year. This section compares complaints received against “out of business” entities and “all other” entities to show how complaints against “out of business” entities impacted complaint volumes in 2024 and 2025.

Approved Vendors and Designees who were previously in good standing with the Program and subsequently reduced their operations or have gone out of business, referred to as “out of business” entities in this section, did not have as significant of an impact on complaint volumes in 2025 as they did in 2024, causing the overall number of complaints received in 2025 to decrease compared to 2024. The Program Administrator received 686 complaints against “out of business” entities in 2024 and only 203 complaints against “out of business” entities in 2025, a 70% decrease.

“Out of business” entities that received complaints in 2025 include Revolution Energy Systems, Inc.; Iowa Wind and Solar DBA Simplera; SUNPOWER CAPITAL SERVICES, LLC; Sunnova Energy Corporation; Eco Management Systems Limited LLC; Empire Solar Group, LLC; Headline Solar; Radiant Solar LLC; Reficiency, LLC; Summit Solar Solutions, LLC; Sun Badger Solar; Titan Solar Power; ADT Solar; Moxie Solar; Power Home Solar, LLC DBA Pink Energy; Green Solar Technologies; PSG LMTD; Excel Home Solar; Green Home Makeover; Green Home Systems; and Standard Eco LLC.

In this section, the following descriptions constitute the “all other” entities category:

- Approved Vendors and Designees in good standing;
- Approved Vendors and Designees who withdrew from the Program in good standing;
- Approved Vendors and Designees who have been suspended from the Program for reasons not related to their reduced operations or going out of business; and
- Entities who are not registered with the Illinois Shines program.

Complaint Type	2024	2025
Complaints against “out of business” entities	686 <sup>28</sup>	203
Complaints against “all other” entities	437	629
<b>Total Number of Complaints</b>	<b>1,123</b>	<b>832</b>

Figure 11: This table shows the number of complaints made against “out of business” entities and “all other” entities in 2024 and 2025.

Figure 11 displays the number of complaints received against “out of business” entities and “all other” entities in 2024 and 2025. Complaints against “out of business” entities accounted for 61% of complaints received in 2024, but only 24% of complaints received in 2025. In 2024, the Program Administrator received high volumes of complaints against a few “out of business” entities, but the complaint volume decreased in 2025. For example, Revolution Energy Systems, Inc., an “out of business” entity, was the entity that received the most complaints in 2024 and 2025, with 464 complaints in 2024 and only 93 complaints in 2025 (an 80% decrease). Iowa Wind and Solar DBA Simplera (“Simplera”) received 46 complaints in 2024 and received 6 complaints in 2025 (an 87% decrease). The decline in the number of complaints against the “out of business” entities that received the most complaints in 2024, coupled with the new “out of business” entities receiving lower volumes of complaints in 2025, had a major effect on the total number of complaints received in 2025.

Figure 11 shows that the number of complaints received against “all other” entities increased from 437 in 2024 to 629 in 2025 (a 44% increase). While the number of complaints received against “out of business” entities is dependent on the situations associated with a few “out of business” entities, the number of complaints received against all other entities tends to follow an upward trajectory as the Program’s customer base continues to grow each year.

## ii. Complaints Received Compared to Total Applications Received

With a growing list of Program customers and no time limitations on when a customer may file a complaint, the total number of potential complainants has continued to increase. This section

<sup>28</sup> The 2024 Annual Complaints Report listed the number of complaints against “out of business” entities as 691. In 2025, the Program Administrator updated this number to 686 after recategorizing multiple complaints from “Complaints against ‘out of business’ entities” to “Complaints against ‘all other’ entities.”

compares quarterly complaint volumes with the cumulative number of DG applications submitted to the Program and the cumulative number of CS subscribers.

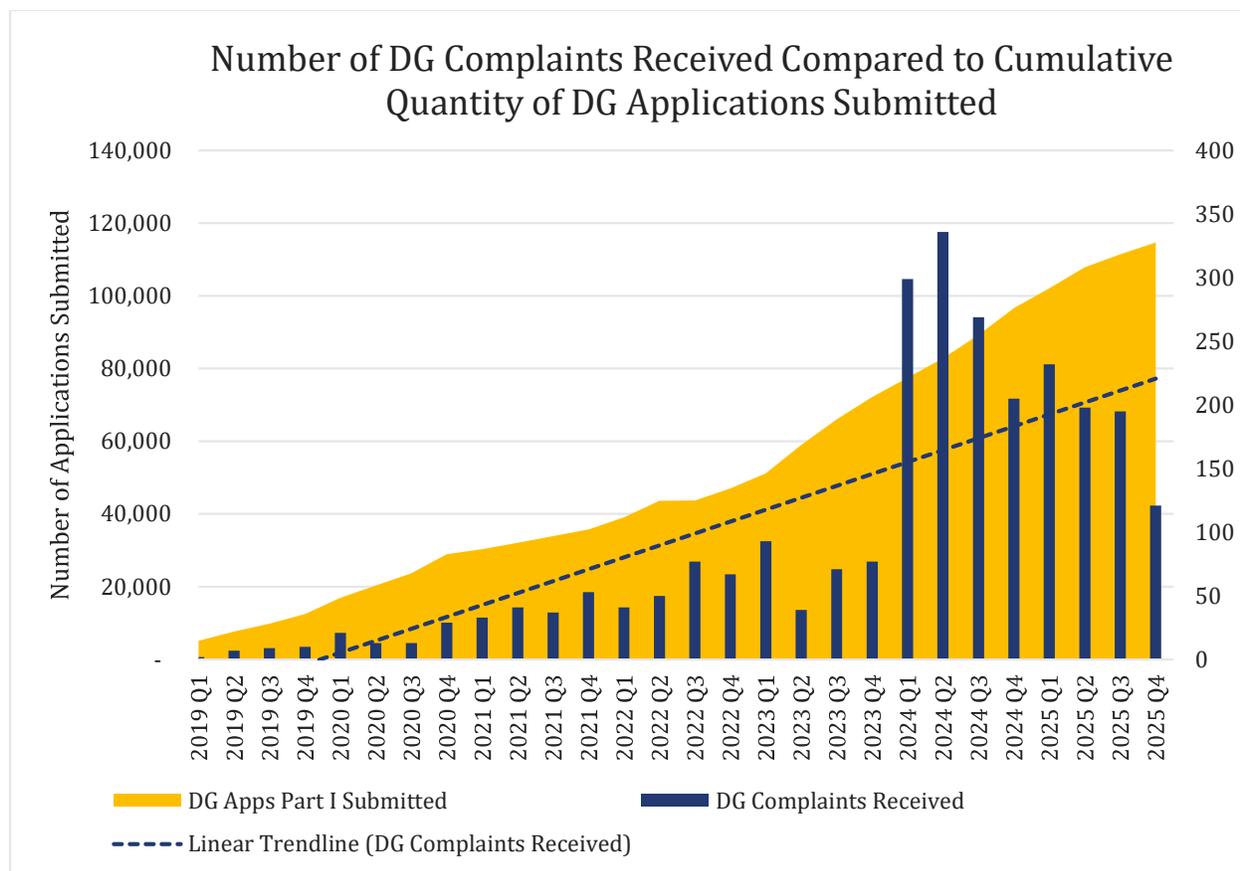


Figure 12: This graph shows the cumulative total number of Part I DG applications submitted to the Program Administrator<sup>29</sup> and the number of DG customer complaints received on a quarterly basis since the Program opened in 2019 through the end of 2025. This graph demonstrates how the total base of Illinois consumers with DG applications and the number of DG projects in Illinois Shines have grown over time.

Figure 12 shows that the number of DG complaints received each quarter followed a gradually increasing trendline followed by a jump in 2024. In 2025, the Program Administrator received 752 DG complaints, a 32% decrease from the number of DG complaints received in 2024. While the number of DG complaints received in 2025 decreased compared to 2024, the number received in 2025 increased by 169% compared to 2023. Taking into consideration that the spike in complaints received in 2024 was primarily driven by a few “out of business” entities, the number of DG complaints received each quarter generally correlates to the increasing cumulative number of DG applications submitted to the Program.

<sup>29</sup> Part I applications received by the Program can be found in Report #1 at the bottom of the Project Application Reports page: <https://illinoisshines.com/project-application-reports/>.

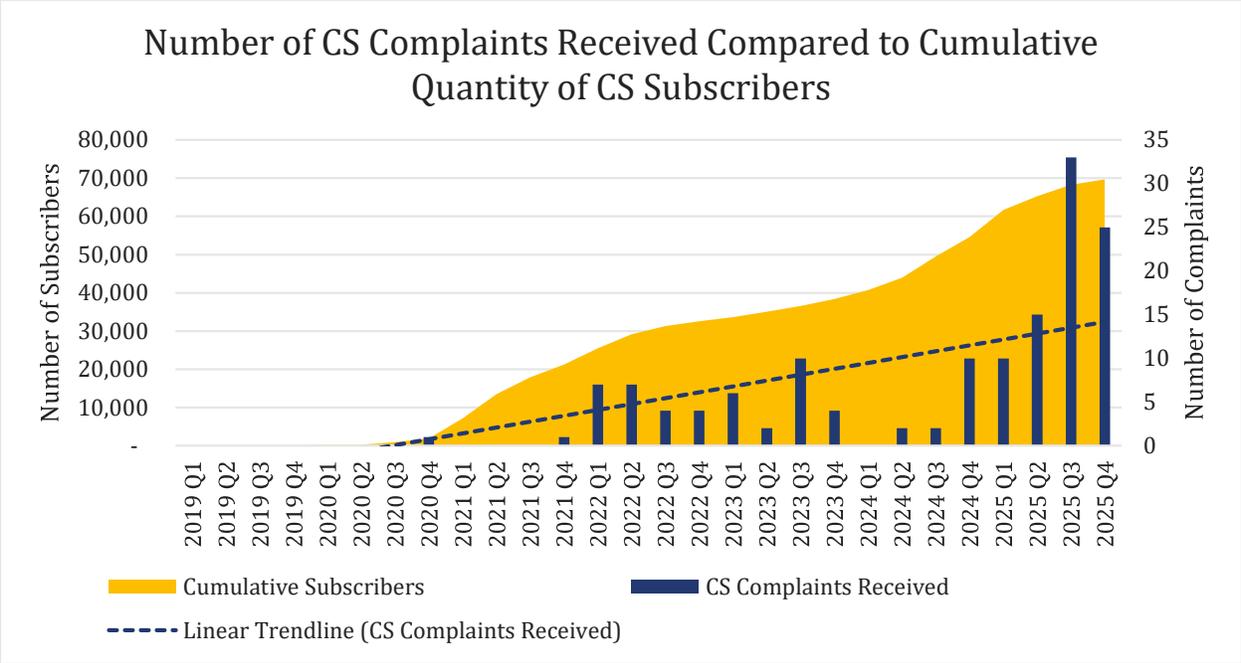


Figure 13: This graph shows the cumulative total number of CS subscribers and the number of CS complaints received quarterly since the Program opened in 2019 through the end of 2025.

Figure 13 illustrates that the number of CS complaints the Program received each quarter only weakly correlates with the increasing number of cumulative CS subscribers. The spike in the number of CS complaints received in late 2025 was caused by two acute issues: slamming and utility billing concerns. Both these issues are discussed in section 4.b.iii below.

Although the increase in cumulative CS subscribers has not historically correlated closely with an increase of CS complaints, the number of CS complaints received on a quarterly basis has generally been rising since Q4 of 2024. The Program Administrator will monitor whether the spike in CS complaints received in Q3 and Q4 of 2025 was an exception to the limited number of CS complaints typically received by the Program, or if it may be a part of a larger trend in the number of CS complaints.

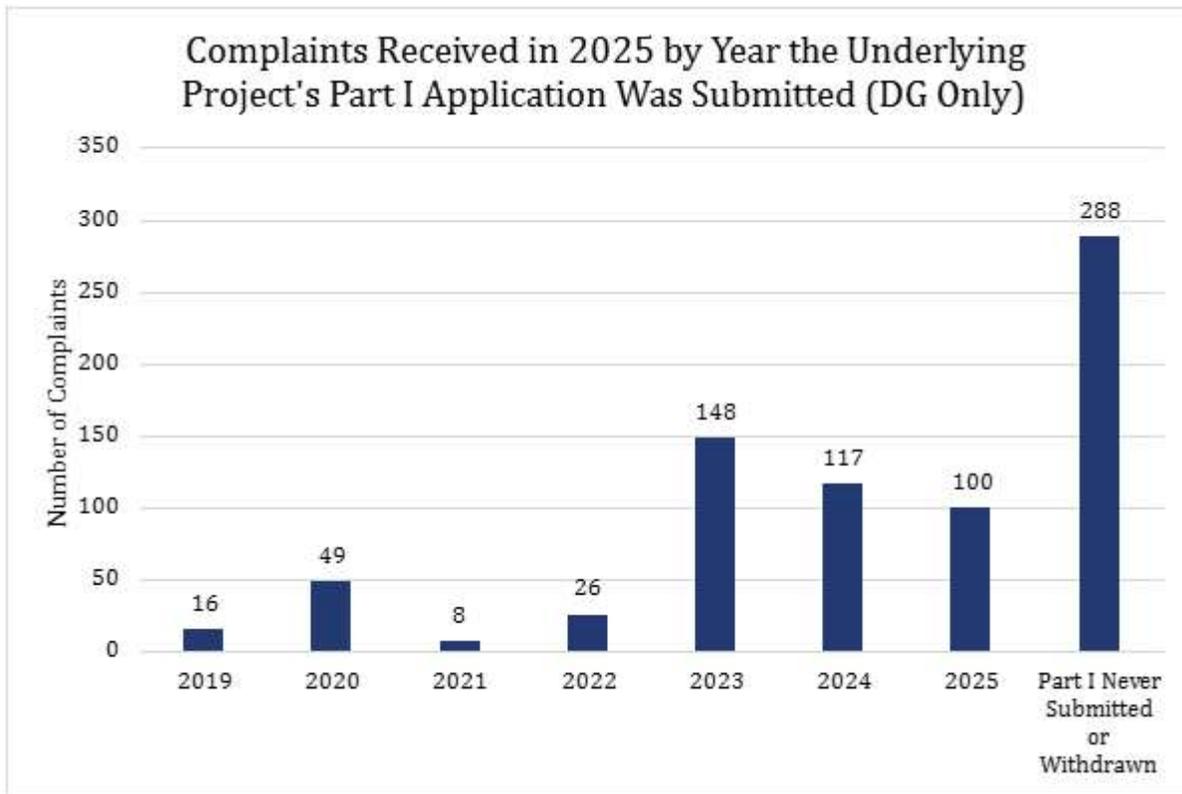


Figure 14: This graph breaks down the number of complaints submitted in 2025 by year of Part I application submission for the underlying DG project. Bars “2019” through “2025” indicate complaints from customers with an application submitted to the Program. “Part I Never Submitted or Withdrawn” represents customers who do not yet have a Part I application submitted to the Program, including customers who decided not to participate in the Program or who canceled their solar contract. Complaints can be submitted to the Program Administrator at any point, including before an application is submitted to the Program. This chart does not include CS complaints.

Figure 14 shows that, of the 752 complaints related to DG projects received in 2025, 364(48%) were submitted by customers who had a Part I application submitted prior to 2025. Complaints may be received long after the relevant Part I application has been submitted and can be related, for example, to issues with the system that appear several months to several years after the installation, or to issues with receiving a promised incentive payment from the customer’s Approved Vendor.

Figure 14 also shows that only 100 of the 752 DG project complaints received in 2025 were related to project applications submitted in 2025. Of the 752 DG customers that submitted complaints in 2025, 288 (38%) did not yet have a submitted Part I application or their Part I application was withdrawn. Complaints that are received before a customer’s Part I application is submitted can relate to many issues, including installation issues, responsiveness issues, a delay in a customer’s Part I application submission, or issues relating to an Approved Vendor or Designee going out of business or leaving the Illinois market. While Figure 12 shows that DG complaints tend to increase as Part I applications increase, Figure 14 demonstrates that customers with Part I applications are only one slice of the DG customer base and thus the potential universe of DG complainants.

### iii. Increase in the Number of Community Solar Complaints Received

In 2025, the Program Administrator received 80 complaints from community solar customers, which is a 471% increase from the number of CS complaints received in 2024. The main driver of CS complaints in 2025 was the rise in “slamming” concerns. In this context, slamming refers to the

situation where a customer is signed up for a CS subscription without their knowledge or consent. Fifty-one of the 80 CS complaints received in 2025 (64%) related to slamming concerns.

In addition to investigating individual complaints related to slamming, the Program Administrator launched investigations into the solicitation practices of Approved Vendor and Designees that received slamming-related complaints. There are some instances where a customer may not remember signing up for a CS subscription when they are not assigned to a project for some time after a subscription agreement is signed. However, most slamming complainants state they never consented to signing up for a CS subscription and in some cases, state they did not interact with a CS solicitor. Approved Vendors and Designees have canceled CS subscription agreements per customer requests through the complaints process.

Thirteen slamming complainants mentioned that being signed up for a CS subscription without their consent affected their ability to remain on a Percentage of Income Payment Plan (“PIPP”) with their utility. PIPP is a low-income residential customer payment plan. The Illinois Power Agency has coordinated with the Illinois Office of Community Assistance to confirm that customers are able to reapply for PIPP if they are removed from the plan following unexpected CS charges.

Given the serious impact on customers who were signed up for a service they did not consent to and the increase in slamming complaints, the Program Administrator will continue to investigate entities that receive slamming complaints and follow the steps outlined in the Program Violation Response Matrix for entities that receive slamming complaints in 2026.

In 2025, CS customers also raised concerns with how CS subscription costs and credits were applied to their utility bills. In Ameren’s electricity service territory, for customers on a budget billing plan, the subscription fee increased the monthly bill for budget billing customers, but the credit did not impact customers’ bills until the budget billing amount was adjusted, which could happen months later. This delay between the timing of the impact of CS subscription charges and credits on bills prevented customers from seeing the savings they were told to expect.

From conversations with Approved Vendors and Designees through investigating customer complaints and during a November 7, 2025, Consumer Protection Working Group meeting, the Program Administrator was informed that Approved Vendors and Designees did not expect there to be a delay in when CS subscription credits would impact these customers’ bills. Some CS Approved Vendors and Designees noted that they would adjust processes to either no longer offer subscriptions to Ameren customers on budget billing or would ensure that their solicitation materials align with Ameren’s billing practices so customers would understand when they could expect to see CS subscription charges and credits. Towards the end of 2025, Approved Vendors and Designees continued to work directly with the utility to potentially update its billing practices for CS customers on budget billing to address the delay between CS charges and credits. The Program Administrator understands that Ameren intends to change to how it reflects CS subscription credits on its bills in 2026 to resolve the issue.

#### iv. Complaint Sub-Statuses

In 2025, the Program Administrator implemented the use of complaint sub-statuses to provide information regarding the reason why complaints were marked as Resolved or Closed. Below is a summary of the complaint sub-statuses utilized in 2025.

- **Resolved**
  - **Able to reach a resolution** – This status indicates a complaint where the Program Administrator was able to help the customer reach a resolution with the entity receiving the complaint.

- **By another entity involved with the project** – This status indicates a complaint where the Program Administrator was able to help the customer reach a resolution with the assistance of another entity that was involved in the project, when the entity receiving the complaint was unable or unwilling to resolve the complaint.
  - **Program Administrator is satisfied with entity receiving complaint’s response** – This status indicates a complaint where the Program Administrator was satisfied with the explanation given by the company, even if the customer’s concerns may have not been fully resolved by the response.
  - **Revolution escrow** – This status indicates a complaint where the Program Administrator was able to help the customer reach a resolution through the Revolution escrow process.<sup>30</sup>
  - **Stranded customer process** – This status indicates a complaint where the Program Administrator was able to help the customer reach a resolution with the assistance of an entity that was not originally involved in this project when the entity receiving the complaint was unable or unwilling to resolve the complaint.
- **Closed**
    - **Approved Vendor or Designee nonresponsive** – This status indicates a complaint where the entity receiving the complaint did not provide all the information necessary for the Program Administrator to investigate the complaint, or where the entity receiving the complaint did not respond to the Program Administrator’s deadlines. An Approved Vendor’s or Designee’s failure to meet deadlines or respond to the Program Administrator during the investigation of a complaint or consumer protection issue could impact that entity’s status in the Program, including through potential disciplinary action and suspension.
    - **Customer nonresponsive** – This status indicates a complaint where the customer did not provide all the information necessary for the Program Administrator to investigate it, 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 cannot adequately work to resolve the complaint with the entity the complaint was filed against.
    - **Unable to reach a resolution** – 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

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<sup>30</sup> The Revolution escrow process is an escrow process that Revolution Energy Systems, Inc. (“Revolution”) voluntarily undertook after its 2024 suspension and implemented in coordination with the Program Administrator. It allows Revolution projects that were paused in the Part II application process to safely move forward to invoicing, with an escrow agent directing promised pass-through payments to customers.

additional assistance, such as providing resources for stranded customers, and the complaint can be re-opened if additional information becomes available.

Complaint Status and Sub-Status	Number of Complaints
<b>Resolved</b>	<b>346</b>
Able to reach a resolution	254
Program Admin is satisfied with AV or Designee’s response	66
By another entity involved with the project	16
Stranded customer process	7
Revolution escrow	3
<b>Closed</b>	<b>305</b>
AV or Designee nonresponsive	135
Customer nonresponsive	93
Unable to reach a resolution	77
<b>Total</b>	<b>651</b>

Figure 15: This table shows the sub-status of Resolved and Closed complaints received in 2025.

Three hundred forty-six complaints received in 2025 were marked as Resolved by the end of 2025. The customer was satisfied with the outcome in 280 (81%) of these complaints. The customer did not receive their desired resolution, but the Program Administrator was satisfied with the Approved Vendor’s or Designee’s response in 66 (19%) of Resolved complaints. In these complaints, the Approved Vendor’s or Designee’s response was adequate and did not indicate that a Program violation had occurred. The Program Administrator provides customers with links to the Attorney General’s list of legal assistance referrals,<sup>31</sup> the Illinois State Bar Association,<sup>32</sup> and the Illinois Attorney General Office’s complaint form,<sup>33</sup> so that customers may seek assistance outside of the Illinois Shines complaints process.

Of the 305 complaints marked as Closed, 228 (75%) were closed out due to the Approved Vendor, Designee, or complainant becoming nonresponsive while the complaint was under investigation. Seventy-seven (25%) of the complaints marked as Closed were closed out because the Program Administrator was unable to facilitate a resolution agreeable to the customer or where the Approved Vendor or Designee responded, but the Program Administrator did not consider their response to be adequate.

v. Program Entities with Multiple Complaints, Few Complaints or No Complaints

The majority of companies participating in the Program as DG and/or CS Approved Vendors or Designees did not receive formal complaints in 2025.

<sup>31</sup>The Attorney General’s list of legal assistance referrals is available at <https://www.illinoisattorneygeneral.gov/Legal-Assistance-Referrals/>.

<sup>32</sup>The Illinois State Bar Association’s Need Legal Help page is available at <https://www.isba.org/public/needlegalhelp>.

<sup>33</sup>The Attorney General Office’s complaint form is available at <https://www.illinoisattorneygeneral.gov/File-A-Complaint/>.

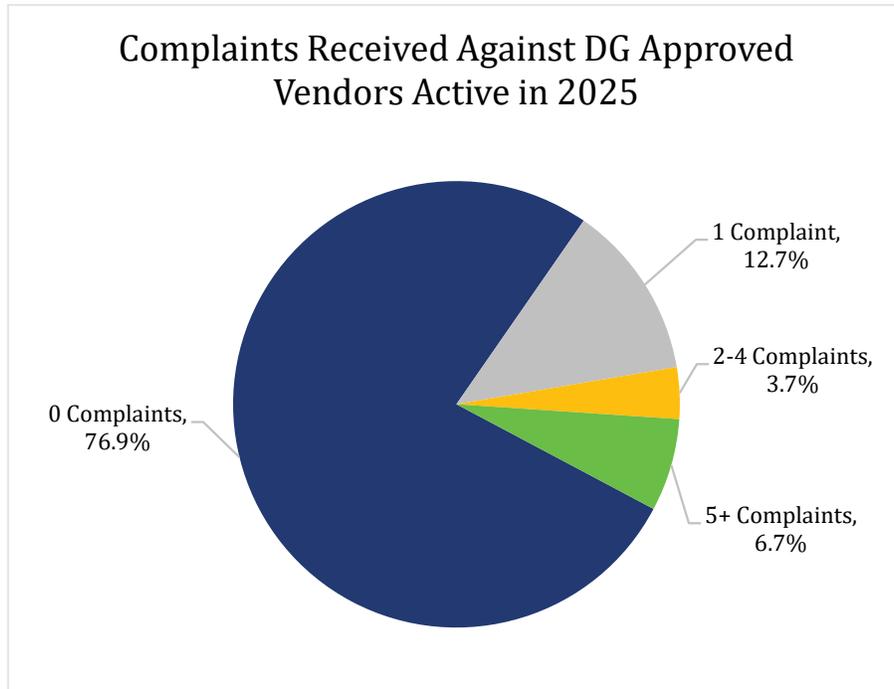


Figure 16: This chart shows all active DG Approved Vendors, categorized by the number of complaints filed against each active Approved Vendor in 2025. There were 134 active DG Approved Vendors in 2025.

Figure 16 shows that 76.9% of DG Approved Vendors active in 2025 did not have any complaints filed against them that year.<sup>34</sup> The 23.1% of active DG Approved Vendors that received at least one complaint in 2025 submitted 95% of Part I applications to the Program in 2025. This indicates that DG Approved Vendors active in 2025 that received no complaints in 2025 generally had low Part I application submission volumes.

Of Approved Vendors active in 2025, 12.7% had only one complaint filed against them, which does not necessarily indicate a widespread issue within the company. Only 10.4% of Approved Vendors active in 2025 had more than one complaint filed against them. The overall number of active DG Approved Vendors increased from 110 in 2024 to 134 in 2025, while the percentage of active DG Approved Vendors that received five or more complaints increased marginally from 6.4% in 2024 to 6.7% in 2025.

<sup>34</sup> An active DG Approved Vendor is defined as an Approved Vendor that secured a customer signature on at least one DG Disclosure Form in 2025.

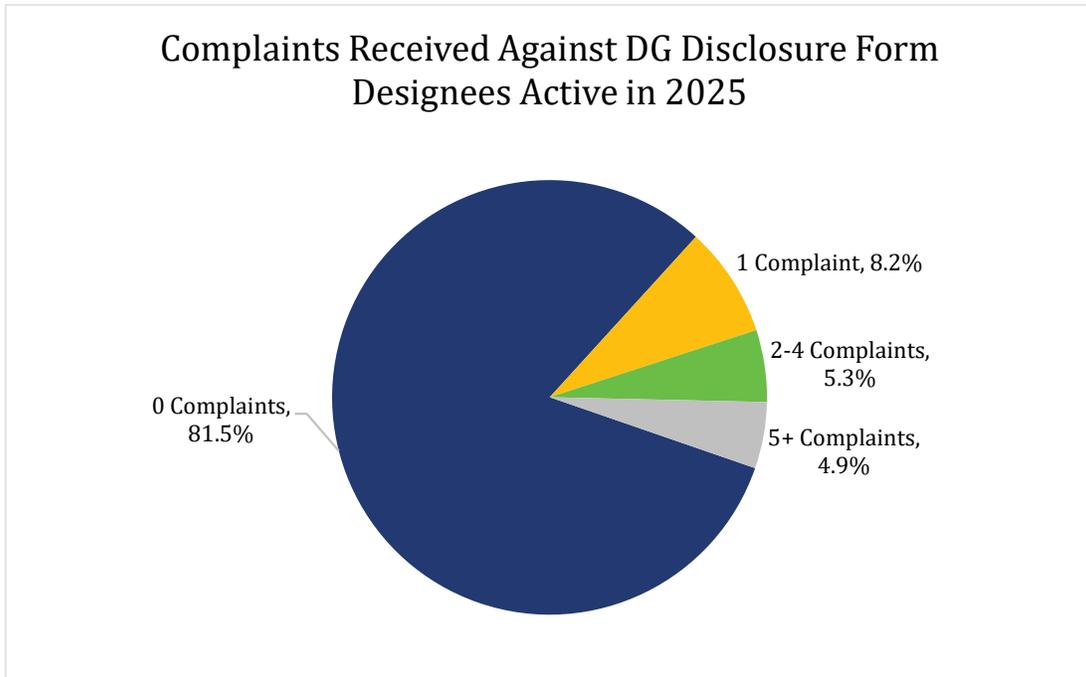


Figure 17: This chart shows all 243 active Disclosure Form Designees, broken down by the number of complaints received against each in 2025.

Figure 17 shows that 81.5% of DG Disclosure Form Designees active in 2025 did not have a formal complaint filed against them.<sup>35</sup> Of these Designees, 8.2% had a single complaint filed against them, which does not necessarily indicate a widespread issue within the company. Only 5.3% received between two and four complaints, and just 4.9% of DG Disclosure Form Designees active in 2025 received five or more complaints.

With regard to CS Approved Vendors, in 2025, the Program Administrator received a combined total of fifteen complaints against CS Approved Vendors. All other CS complaints in 2025 were lodged against CS Designees, who tend to be responsible for most consumer interactions.

<sup>35</sup> An active DG Disclosure Form Designee is defined as a Disclosure Form Designee that secured a customer signature on at least one DG Disclosure Form in 2025.

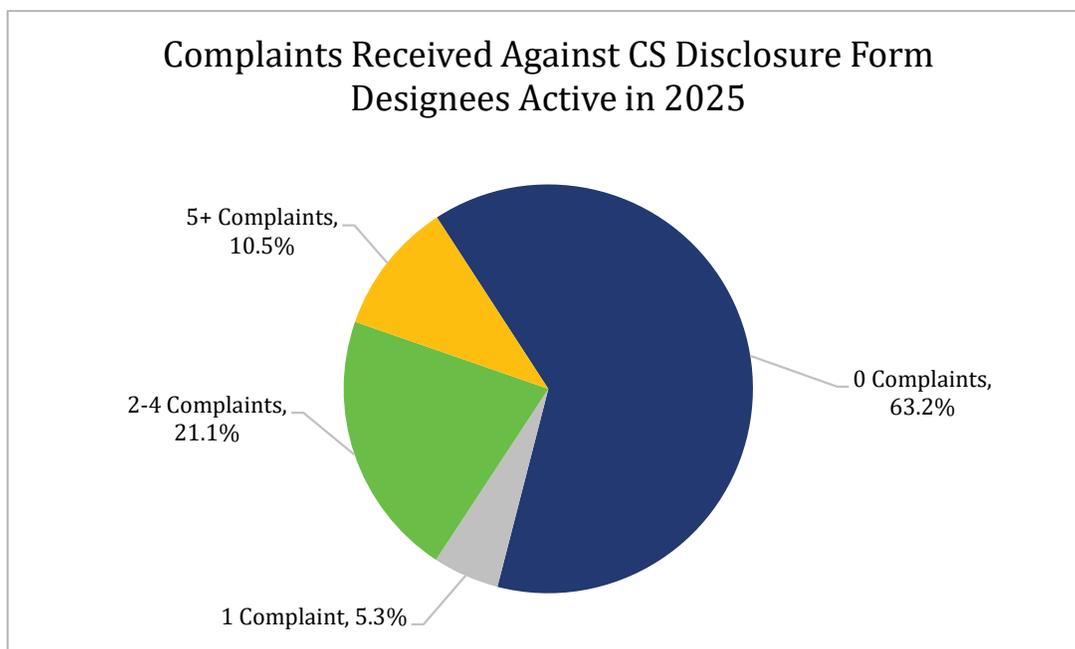


Figure 18: This chart shows all 19 active CS Disclosure Form Designees, broken down by the number of complaints received against each in 2025.

Figure 18 shows that 63% of CS Disclosure Form Designees active in 2025 did not have a formal complaint filed against them.<sup>36</sup> In 2024, the Program received 14 CS complaints, with 31.3% of CS Disclosure Form Designees that were active that year receiving at least one complaint. Seven CS Designees active in 2025 received a combined total of 60 complaints, and four CS Designees not active in 2025 received a combined total of five complaints in 2025. Approximately 37% percent of CS Disclosure Form Designees active in 2025 received at least one complaint. Eighty percent of complaints received against CS Designees active in 2025 were against just two active CS Designees.

Figures 18 and 19 show that a higher *percentage* of CS Designees (36.9%) had one or more complaints as compared to DG Designees (18.5%). This may be in part because there are fewer active Disclosure Form Designees per customer for CS than for DG. In 2025, there were only 19 active CS Disclosure Form Designees (about one for every 1,989 subscribers), while there were 243 active DG Disclosure Form Designees (about one for every 248 customers). Fewer CS Disclosure Form Designees means more subscribers, and therefore more potential complainants, per entity.

It is a positive sign that the share of Approved Vendors and Designees with complaints filed against them continues to be relatively small, even as the Program continues to expand in size, application submissions, customer base, and number of entities participating. About 83% of Approved Vendors and Designees active in 2025 did not have a single complaint filed against them. This percentage has remained steady, as 84% of Approved Vendors and Designees active in 2024 did not have a complaint filed against them. This trend likely indicates that although there are consumer protection and customer service issues within the market, these issues are not widespread across all entities participating in the Program. It also suggests that Program requirements and consumer protection efforts may have a positive deterrent effect on problematic activities.

<sup>36</sup> An active CS Disclosure Form Designee is defined as a Disclosure Form Designee that secured a customer signature on at least one CS Disclosure Form in 2025.

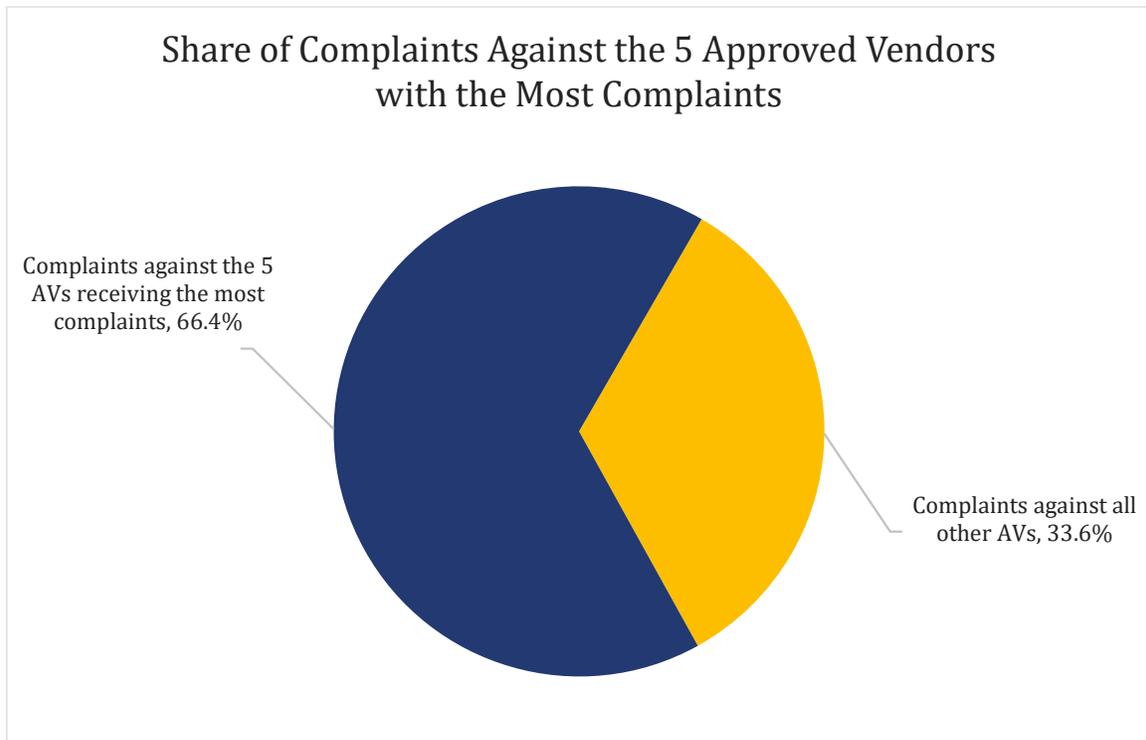


Figure 19: This chart shows the share of complaints against the five Approved Vendors with the most complaints in 2025 versus the rest of Approved Vendors who received a complaint. The five Approved Vendors receiving the most complaints each had 29 or more complaints in 2025.

Figure 19 shows that 66.4% of all complaints filed against Approved Vendors were filed against just five Approved Vendors. Thirty-two Approved Vendors received at least one complaint in 2024, while 52 Approved Vendors received at least one complaint in 2025. The percentage of complaints against the five Approved Vendors with the most complaints in 2025 (66.4%) was significantly lower than it was in 2024 (86.8%).

The five Approved Vendors that received the most complaints in 2025 were Revolution Energy Systems, Inc. (“Revolution”); Sunrun Installation Services Inc. (“Sunrun”); Carbon Solutions SREC, LLC (“CSG”); EverBright, LLC (“EverBright”); and SUNPOWER CAPITAL SERVICES, LLC (“SunPower”). Three of these five (CSG, EverBright, and Sunrun) accounted for 64% of Part I applications submitted to the Program in 2025. The other two entities (Revolution and SunPower) went out of business and were suspended in 2024, so they did not submit any applications to the Program in 2025.

Notably, Revolution received 20% of complaints filed against Approved Vendors in 2025, making it the Approved Vendor that received the most complaints in 2025. Although Revolution has not taken on any new Illinois Shines customers since it was suspended in early 2024, the Program Administrator continues to receive a high number of complaints from the customers it acquired before its suspension. In 2024, the Program Administrator proactively reached out to all Revolution customers to provide stranded customer resources and information on potential next steps for their projects. In 2025, the Program Administrator continued to provide updates to Revolution customers as initiatives such as the Solar Restitution Program and Revolution-specific escrow process became available. The Program Administrator’s continued proactive outreach to Revolution customers likely contributed to the high number of complaints received against Revolution in 2025.

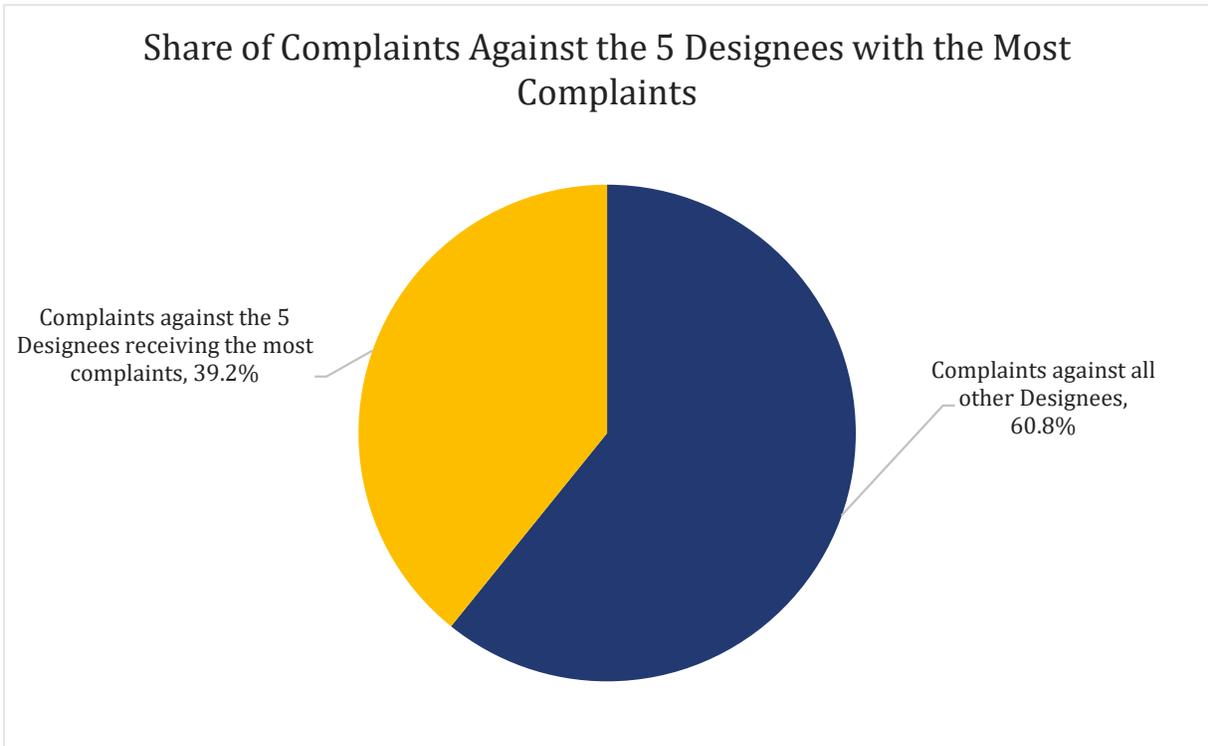


Figure 20: This chart shows the share of complaints against the five Designees with the most complaints in 2025 versus the rest of the Designees that received a complaint. The five Designees with the most complaints each received at least 19 complaints.

Figure 20 shows that 39.2% of all complaints filed against Designees in 2025 were filed against just five Designees. Complaints against all other Designees made up 60.8% of complaints filed against Designees in 2025. In 2024, 123 Designees received complaints, compared to 94 Designees that received complaints in 2025. The percentage of complaints against the five Designees with the most complaints in 2025 (39.2%) was lower than it was in 2024 (56.3%). Notably, LGCY Power received 10.7% of complaints filed against Designees in 2025, making it the Designee that received the most complaints in 2025. LGCY Power received 14 complaints related to mechanical or installation issues, 14 for misleading marketing, and 10 for installation contract terms.

The five Approved Vendors and the five Designees with the most complaints received in 2025 accounted for 54% (449 of 832) of the total complaints in 2025. In comparison, the five Approved Vendors and five Designees with the most complaints received in 2024 accounted for 75% of the total complaints in 2024. The higher concentration of complaints received against specific entities in 2024 primarily stemmed from a few large entities that went out of business in 2024 and stranded their customers.

#### c. Trends in 2025 Complaints Received

The Program Administrator identified several patterns and issues of note among the complaints received in 2025.

- Mechanical/installation issues accounted for the largest number of complaints (228).
- Installation contract terms (199) and misleading marketing (143) continued to be major drivers of complaints.

- Nonresponsiveness to customers also continued to be a significant source of customer issues. Although it was the primary subject for only five complaints, it was the secondary subject for 334 complaints.

#### i. Most Frequent Complaint Topic – Mechanical or Installation Issue

Mechanical or installation issues were the primary subject for 228 of the 832 complaints filed in 2025 and the most frequent primary complaint subject in 2025. These issues were the third most frequent complaint topic in 2024 and the second most frequent topic in 2021 through 2023.

Customers may experience mechanical or installation issues during the installation process, shortly after a project is installed, or at any point while a system is energized. As the cumulative number of DG customers continues to grow, the number of complaints related to mechanical or installation issues also continues to grow and remains a leading source of Illinois Shines complaints.

Of the 228 mechanical or installation complaints, 52% included a secondary complaint subject regarding the Approved Vendor’s or Designee’s failure to respond to the customer. Sixty-seven entities (18 Approved Vendors and 49 Designees) received mechanical/installation complaints in 2025, indicating that mechanical and installation issues are significant consumer protection concerns.

#### ii. Other Complaint Topics – Installation Contract Terms & Misleading Marketing

Installation contract terms and misleading marketing both involve customer concerns that information about an offer was presented in a way that was misleading or inaccurate.

The Program Administrator received 199 complaints in 2025 concerning the terms of a customer’s installation contract or financing agreement. Most complaints in this category (53%) were filed against just five entities.<sup>37</sup>

The Program Administrator received 143 complaints in 2025 concerning misleading information related to customers’ expectations of: savings after installing solar, impact of the federal investment tax credit, or amount of the Illinois Shines incentive paid to them by the Approved Vendor. Five entities received 46% of complaints in this category.<sup>38</sup>

Four of the five entities that received the most complaints in the 2025 installation contract terms category also received the most complaints in the 2025 misleading marketing category.

The Program requires that all contracts be in writing, comply with certain requirements, and be consistent with the terms offered to the customer during sales interactions. Since sales pitches and associated promises are often verbal, however, misrepresentation can be difficult to confirm because the Program Administrator must depend on the parties’ conflicting recollections. The Program Administrator thus monitors complaint trends to identify patterns of potential misrepresentation by an Approved Vendor’s or Designee’s sales representatives. This monitoring informs the Program Administrator’s investigation of and response to potential Program violations.

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<sup>37</sup> The top five entities that received the most complaints in this category were EverBright (32), Sunrun (29), SunStrong (19), Freedom Forever Illinois LLC (16), and LGCY Power (10).

<sup>38</sup> The top five entities that received the most complaints in this category were Sunrun (22), LGCY Power (14), Freedom Forever Illinois LLC (12), EverBright (10), and Freedom Solar Pros LLC (8).

iii. Other Complaint Topics – Failure to Respond to Customers and the Program Administrator

Failure to respond to customers was the primary subject for just six of the 832 complaints received in 2025, but it was the secondary subject for 40% (or 334) complaints. This indicates that it remains a significant issue, often seen in conjunction with other concerns.

Typically, customers are not likely to contact the Program Administrator regarding a mechanical issue, installation issue, or delay in receiving payment from their Approved Vendor unless the customer was unable to obtain a response from their solar installer or Approved Vendor about the issue. Many complaints therefore involve inadequate communication or responsiveness from Designees, Approved Vendors, and in some cases, non-Program entities. The failure of Approved Vendors and Designees to meet deadlines set by the Program Administrator remains a leading cause for complaints to be marked as “Closed” rather than “Resolved,” as 135 of the 305 complaints received in 2025 that were marked as “Closed” had a sub-status of “AV or Designee nonresponsive.”

d. Complaint Examples by Complaint Subject

The complaints received by the Program Administrator in 2025 can be placed into 10 categories: nine that describe the complaint subject, and a miscellaneous category for complaints that do not fit in one of the other categories. This section provides a summary of a representative complaint from each of the top five complaint categories received by the Program Administrator in 2025, which include:

1. Mechanical or installation issues.
2. Installation contract terms.
3. Misleading marketing.
4. Delay/failure to pass through REC payment.
5. Illinois Shines application issues.

These categories account for about 90% of all complaints received in 2025. The Program Administrator selected these sample complaints based on how well they represent each complaint category.

**Mechanical or installation issue**

<b>Complaint date:</b> September 2025
<b>Complainant Type:</b> Small DG Customer
<b>Type of Entity:</b> Designee
<b>Complaint Summary:</b> The customer’s system had experienced performance issues since it was installed in February 2025. The Designee performed multiple site visits to attempt to resolve the system issues but was unable to get the system to function properly.
<b>Program Administrator Response:</b> The Program Administrator notified the Designee of the complaint and requested it respond with the steps needed to address the system issues. The Program Administrator requested the Designee contact the customer, provide updates on the progress made to schedule a site visit to repair the customer’s system, and provide an update on whether it could address the system issues with the next site visit.
<b>Entity Response:</b> The Designee remained responsive during the complaint handling process and scheduled service visits to assess the system issues. The Designee resolved issues related to the inverter’s profile not being set to the proper utility and replaced the backup interface unit through the manufacturer’s warranty. The Designee resolved the complaint to the customer’s satisfaction.

## Installation contract terms

<b>Complaint date:</b> January 2025
<b>Complainant Type:</b> Small DG Customer
<b>Type of Entity:</b> Approved Vendor
<b>Complaint Summary:</b> The installation agreement for this project noted that the system would include 40 modules, but only 37 were installed. The customer informed the Program Administrator that the Approved Vendor did not inform them about the change in system size and requested reimbursement for the discrepancy between the system size listed on the contract and the system that was installed.
<b>Program Administrator Response:</b> The Program Administrator notified the Approved Vendor of this complaint and requested that the Approved Vendor provide background as to why the smaller system size was installed and why the customer was not notified of the decreased system size. The Program Administrator shared the customer's request for reimbursement with the Approved Vendor and asked that the Approved Vendor contact the customer to discuss this proposed resolution.
<b>Entity Response:</b> The Approved Vendor initiated an investigation into the customer's complaint but was not consistently responsive while this complaint was under investigation, causing the Program Administrator to remind the Approved Vendor of the Program requirement to remain responsive to its customers and deadlines set by the Program Administrator. After much discussion regarding potential resolutions to this matter, the Approved Vendor ultimately agreed to the customer's reimbursement request and the customer considered this complaint to be resolved.

## Misleading marketing

<b>Complaint date:</b> March 2025
<b>Complainant Type:</b> Small DG Customer
<b>Type of Entity:</b> Approved Vendor
<b>Complaint Summary:</b> The customer continued to receive high utility bills after their system was installed and did not see the savings they were promised. The customer made several attempts to contact the Approved Vendor but did not receive a response.
<b>Program Administrator Response:</b> The Program Administrator notified the Approved Vendor of the complaint and requested that the Approved Vendor provide an explanation regarding the customer's claim. The Program Administrator also notified the Approved Vendor of the customer's claim that the Approved Vendor had been nonresponsiveness to this matter and requested the Approved Vendor contact the customer directly to discuss their concerns.
<b>Entity Response:</b> The Approved Vendor investigated the complaint and provided the Program Administrator and customer with a report comparing the expected and actual production for the system, noting that the system was producing as expected. The Approved Vendor explained that the customer was not seeing much savings on their utility bill because the system was energized in the winter and seasonality caused the lack of savings in the first few months following energization. The Approved Vendor agreed to reduce the customer's monthly lease rate and the customer considered this complaint to be resolved.

## Delay/failure to pass through promised Renewable Energy Credit (“REC”) payment

<b>Complaint date:</b> April 2025
<b>Complainant Type:</b> Small DG Customer
<b>Type of Entity:</b> Approved Vendor
<b>Complaint Summary:</b> The customer’s Illinois Shines application was invoiced in late 2023 but the Approved Vendor failed to provide the pass-through incentive payment to the customer. The Approved Vendor was nonresponsive to the customer and had gone out of business.
<b>Program Administrator Response:</b> The Program Administrator notified the Approved Vendor of this complaint.
<b>Entity Response:</b> The Approved Vendor did not provide a response to this individual complaint and this complaint was marked as Closed – AV or Designee nonresponsive. The Program Administrator provided the customer with resources to apply for the Solar Restitution Program, which launched in May 2025. At the end of 2025, the customer’s Solar Restitution Program claim was preliminarily approved.

## Illinois Shines application issues

<b>Complaint Date:</b> April 2025
<b>Complainant Type:</b> Small DG Customer
<b>Type of Entity:</b> Designee
<b>Complaint Summary:</b> The customer claimed that the Designee did not submit information that was required to move their Illinois Shines Part II application forward.
<b>Program Administrator Response:</b> The Program Administrator informed the Designee of the complaint and requested it respond regarding the timeline in which it planned to submit application materials to the Approved Vendor for this project.
<b>Entity Response:</b> The Designee investigated the complaint and noted that an inverter photo and net metering approval letter were required to move the application forward. The Designee provided the missing documents to the Approved Vendor, who submitted the Part II application to the Program Administrator. The customer considered this matter resolved.

### e. Suspension Summaries

Between January 1, 2025, and December 31, 2025, the Program Administrator issued 114 suspensions for 113 entities<sup>39</sup> and reinstated 35 entities. All suspensions last for three months (unless otherwise specified); however, reinstatement into the Program is not automatic and requires the Approved Vendor or Designee request reinstatement and complete requirements provided by the Program Administrator. In each case listed below, after receiving a complaint alleging potential violations of Program requirements, the Program Administrator investigated the company’s actions, confirmed non-compliance, and ultimately suspended the entity from the Program.

<sup>39</sup> C.A. Jones, Inc. was suspended twice in 2025 for violations related to MES compliance. See footnote 42 for specifics.

Eighty-two percent of the 113 suspended entities were suspended, either in full or in part, for failing to submit their Minimum Equity Standard (“MES”) Year-End Report. Nine percent were suspended for failure to timely submit Approved Vendor or Designee registration renewal. The remaining suspensions resulted from a variety of issues, including marketing solar projects without properly registering with the Program and failure to respond to a Notice of Potential Violation.

Below is a summary of the 114 suspensions issued by the Program Administrator from January 1, 2025, to December 31, 2025, along with information regarding any appeals.<sup>40</sup>

### **Ascension Home Solutions (“Ascension”)**

**Entity Type:** Designee

**Reason for Suspension:** Ascension was suspended for repeated lack of responsiveness to the Program Administrator. The Suspension followed a Warning Letter on August 12, 2025, and a Notice of Potential Violation on July 10, 2025, for the same infraction, to which Ascension did not respond.

**Suspension Start Date:** September 12, 2025

**Appeal:** None filed

**Suspension Status:** Suspended (entity may not be reinstated before December 12, 2025)

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### **C&D Marketing Services (“C&D Marketing”)**

**Entity Type:** Designee

**Reason for Suspension:** C&D Marketing was suspended due to its failure to comply with state law requirements surrounding business registration. The Suspension followed a Warning Letter on October 3, 2024, and a Notice of Potential Violation on July 22, 2024, related to the same issue.

**Suspension Start Date:** January 21, 2025

**Appeal:** None filed

**Suspension Status:** Suspended<sup>41</sup>

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### **Empower Marketing Group, LLC DBA Empower Solar Solutions (“Empower Marketing”)**

**Entity Type:** Designee

**Reason for Suspension:** Empower Marketing was suspended due to its failure to comply with state law requirements surrounding business registration. The suspension followed a Warning Letter on November 25, 2024, and a Notice of Potential Violation on August 26, 2024, related to the same issue.

**Suspension Start Date:** February 24, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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<sup>40</sup> This information is up-to-date as of the publication of this report, but as this information changes periodically, the most up-to-date disciplinary action information can be found here: <https://illinoisshines.com/violations-report-cp-complaint-report/>.

<sup>41</sup> C&D Marketing was reinstated on January 21, 2026, after the calendar year ended but prior to the publishing of this report.

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### **IC Solar**

**Entity Type:** Non-Program Entity

**Reason for Suspension:** IC Solar was suspended for marketing solar projects without properly being registered with the Program and for nonresponsiveness to a customer complaint. The suspension letter followed a Notice of Potential Violation dated May 16, 2025, regarding the same infraction, to which the entity did not respond.

**Suspension Start Date:** July 29, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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### **Jd Pro Electric Inc. (“Jd Pro Electric”)**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Jd Pro Electric failed to respond to the Program Administrator regarding a customer complaint and failed to respond to a Notice of Potential Violation issued on April 3, 2025, and Warning letter issued on June 17, 2025, related to the same issue.

**Suspension Start Date:** August 13, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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### **Prospect Bacon**

**Entity Type:** Non-Program Entity

**Reason for Suspension:** Prospect Bacon violated the terms of the Illinois Shines program when it marketed solar projects without properly being registered with the Program. The suspension letter followed a Notice of Potential Violation issued on February 7, 2025, for the same infraction, to which Prospect Bacon did not respond.

**Suspension Start Date:** April 15, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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### **QC Solar LLC (“QC Solar”)**

**Entity Type:** Designee

**Reason for Suspension:** QC Solar was suspended due to nonresponsiveness to the Program Administrator. The suspension followed two separate Notices of Potential Violation and a Warning Letter related to the issue.

**Suspension Start Date:** June 9, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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**Solar City STL LLC (“Solar City”)**

**Entity Type:** Designee

**Reason for Suspension:** Solar City was suspended due to nonresponsiveness to the Program Administrator. The suspension followed a Notice of Potential Violation and a Warning Letter related to the issue.

**Suspension Start Date:** December 23, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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**Solar Innovations Group**

**Entity Type:** Non-Program Entity

**Reason for Suspension:** Solar Innovations Group, an entity not registered with the Program, is suspended from participating in the Program for a period of six months due to its failure to comply with Program requirements related to language for sales communications, contract execution, and responsiveness to the Program Administrator. The suspension followed two Notices of Potential Violation.

**Suspension Start Date:** December 23, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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**Summit Solar Solutions, LLC (“Summit Solar”)**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Summit Solar was suspended for repeated lack of responsiveness to the Program Administrator. The Suspension followed a Warning Letter on June 2, 2025, and a Notice of Potential Violation on April 23, 2025, to which Summit Solar did not respond.

**Suspension Start Date:** July 10, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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**Vista Energy Marketing, L.P. (“Vista Energy Marketing”)**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Vista Energy Marketing failed to respond to the Program Administrator regarding a customer complaint and failed to respond to a Notice of Potential Violation issued on March 6, 2025, and Warning letter issued on April 4, 2025, related to the same issue.

**Suspension Start Date:** May 22, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

The following Approved Vendors and Designees were suspended for three months for failure to comply with Minimum Equity Standard (“MES”) requirements; each entity also failed to respond to Notices of Potential Violations and Warning Letters related to this noncompliance. None of the below suspensions were related to customer complaints. Entities that were later reinstated after complying with MES requirements are noted.

Entity Name	Status
AC Power Development Company	Reinstated
Alder Energy Development, LLC	Suspended
All American Exterior Solutions	Reinstated
AMA Energy Solutions LLC	Suspended
Ballard Engineering Inc.	Suspended
BENOIST BROTHERS	Suspended
Best Value Energy LLC	Suspended
BFA Energy LLC	Reinstated
BOW Renewables LLC	Reinstated
Brighter Days Solar LLC	Suspended
Bright Planet Solar Inc. DBA BrightOps	Reinstated
BW Electric & Locating, LLC	Suspended
C.A. Jones, Inc. <sup>42</sup>	Reinstated
C.A. Jones, Inc.	Suspended
Camp Electric + Engineering Services P.C.	Reinstated
Central Illinois Electric Company	Suspended
Chicago Clean Energy Authority	Suspended
CityCom Solar, LLC	Suspended
CMC Electric, Inc.	Suspended
Community Outreach Marketing Group	Reinstated
Complete Solar LLC	Reinstated
Corvus Pro Solar LLP	Reinstated
Current Flow LLC	Suspended
Current Solutions of the Midwest LLC	Reinstated

<sup>42</sup> C.A. Jones, Inc. appears on this list twice because it was suspended in January 2025 for failure to demonstrate compliance with MES through the MES Year-End Report, was reinstated in February 2025 after it submitted its MES Year-End report, which demonstrated compliance with all MES submission requirements, and was suspended a second time in August 2025 for failure to submit its MES Compliance Plan for the next Program Year. The entity remained suspended at the end of 2025.

Entity Name	Status
D3 Alternative Energy LLC	Suspended
DRV Energy Solutions	Suspended
EcoHome Expert, Inc.	Suspended
Eco Management Systems Limited LLC	Suspended
ELAV8 Consulting Group, LLC	Suspended
Elegant Solar Inc.	Suspended
Empower Marketing Group, LLC DBA Empower Solar Solutions	Suspended
Energy CX LLC	Suspended
Enfra EP Breaux, LLC	Suspended
Ewd Energy Solutions LLC	Reinstated
FortCon/SureSolar	Suspended
Gar Creek Solar LLC	Reinstated
Global Utilities Group, LLC	Reinstated
GreenStruxure BBU014, LLC	Suspended
Harvest IL Solar 1, LLC	Suspended
High Roller Marketing LLC	Reinstated
Homegrid LLC	Reinstated
HUNTER SOLAR TECHNOLOGIES Inc.	Suspended
HyperG Media LLC	Suspended
Illinois Community Choice Aggregation Network	Reinstated
Immediate Solar LLC	Suspended
Infinity Green Solution LLC DBA Green Infinity Solutions	Suspended
JessCo	Reinstated
Jo-Carroll Energy, Inc.	Reinstated
J.R. Electric Inc.	Reinstated
Kinetic Enterprises Inc.	Suspended
Liberty Electric	Suspended
Mass American Energy LLC	Suspended
Maxim Solar	Suspended
MaxSolar, LLC	Suspended
MB Heating and Cooling Inc.	Reinstated
Mona Lee Inc.	Suspended
MVP Solar LLC	Reinstated
New Horizon Solar Solutions	Suspended
NoBull Energy LLC	Suspended
Nowak Electric Inc.	Suspended
Pacifico Power LLC	Suspended
Pinnacle Properties and Destinations, Inc.	Reinstated
Promethean Solar	Suspended
PTM Solar Inc.	Reinstated

Entity Name	Status
Pyramid Electrical Contractors, Inc.	Reinstated
Radiant Power Partners, LLC	Suspended
Radiant Solar LLC	Suspended
Reficiency, LLC	Suspended
Renel Electric Contractors Co	Suspended
Renew Tech LLC	Suspended
Schomburg & Schomburg Construction, Inc.	Suspended
Smooth Solar Power, LLC	Suspended
Solar Direct, LLC	Suspended
Solar Flair	Suspended
SolarPlex LLC DBA Bliss Brothers Solar	Reinstated
Solar Power Midwest, LLC	Reinstated
Spartan Solar LLC	Suspended
SUNRAY SUSTAINABILITY, LLC	Reinstated
Sunrise Solar LLC	Reinstated
Sun Solar Illinois LLC	Reinstated
Surge Solar & Associates DBA S&A Transactions LLC	Suspended
Sunswept Solar, LLC	Suspended
Texon Solar Energy LLC	Suspended
The Power Bureau	Reinstated
Tri-City Electric Co. of Iowa	Reinstated
True Solar Solutions, LLC	Reinstated
UGE IL Holdings LLC	Reinstated
UV Energy Company LLC	Suspended
Valoa Solar LLC	Reinstated
Voltz Energy Partners	Suspended
Wilcox Electric & Service Inc.	Suspended
WILLIAMS HEATING & AIR, Inc.	Suspended
WM. Masters Inc.	Suspended

Figure 21: This table includes Approved Vendors and Designees that were suspended for failure to comply with MES requirements; each entity also failed to respond to Notices of Potential Violations and Warning Letters related to this noncompliance.

The following Approved Vendors and Designees were suspended for three months for failure to timely submit a complete Approved Vendor or Designee renewal application; each entity also failed to respond to Notices of Potential Violations and Warning Letters related to this noncompliance. None of the below suspensions were related to customer complaints.

Entity Name	Status
Brave Solar Solutions, LLC	Suspended
Brite Marketing LLC	Suspended

Frugl Energy, LLC	Suspended
Harbor, LLC	Suspended
Project Green Environmental Solutions	Suspended
Solar Sense, Inc.	Suspended
Southern Lights LLC	Suspended
Southwest Electrical Contractors	Suspended
UG Power LLC	Suspended
Webb's Heating, A/C Refrigeration, Inc.	Suspended

Figure 22: This table includes Approved Vendors and Designees that were suspended for failure to timely submit a complete Approved Vendor or Designee renewal application; each entity also failed to respond to Notices of Potential Violations and Warning Letters related to this noncompliance.

## 5. Illinois Shines Complaint Trends Since the Program’s Inception

This section outlines complaints trends since the Program Administrator received its first complaint in March 2019 and notes some of the actions taken—and struggles faced—to address these trends over time.

Complaint Subject	2019	2020	2021	2022	2023	2024	2025	Total
Mechanical or installation issue	7	18	38	70	77	223	228	661
Illinois Shines application issue	4	9	3	80	79	294	75	544
Delay/failure to pass through REC payment	13	23	19	13	4	251	102	425
Installation contract terms	2	11	16	25	19	143	199	415
Misleading marketing	3	5	17	37	64	111	143	380
CS subscription or payment delay	0	0	0	0	8	12	66	86

Figure 23: This table shows the number of complaints received by the Program Administrator for the six most frequent complaint subjects between 2019 and 2025.

Figure 23 outlines the number of complaints received each year for the six most frequent complaint topics. Below are examples of actions the Program Administrator and IPA took to address these complaint trends over the years.

### Mechanical or installation issue

“Mechanical or installation issue” is the most common complaint topic when aggregating complaints over the history of the Program. Since the Program’s inception, the Agency has reserved the right to physically or virtually inspect any project submitted to the Program. The inspections team generally works to ensure that the information included on the Illinois Shines application matches the system that was installed. In 2025, in response to a large increase in this complaint topic in 2024, the consumer protections team developed a new avenue to start referring installation-related complaints to the inspections team, which began performing in-person inspections related to complainants’ workmanship concerns. Inspectors also provide input on images and other

documentation shared by complainants to help investigate their complaints about mechanical or installation issues. This is a new effort, and the Program Administrator will monitor this process to understand whether in-person inspections can help resolve these complaints or at least allow the Program Administrator to better understand the situation. The Program Administrator may also request that Approved Vendors and Designees provide pre- and post-installation images and related documentation to help the Program Administrator investigate complaints on this topic.

The Program Administrator included “workmanship expectations for solar installations” as a topic for the November 7, 2025, Consumer Protection Working Group meeting. The Program Administrator and Agency attempted to solicit feedback from the market regarding the pre-installation inspection process and other factors that may contribute to customer complaints regarding mechanical or installation issues. Unfortunately, there was minimal feedback from the market on this topic. The Program Administrator and Agency will continue to track the frequency of this complaint subject and consider other ways to address it.

### Installation contract terms and misleading marketing

Yearly complaints related to installation contract terms and misleading marketing have steadily increased over the lifetime of the Program and have proven to be one of the most difficult trends to address. Most concerns related to these topics originate from verbal interactions with sales representatives. It is difficult for the Program Administrator to know what was said during verbal sales interactions since documentation of these conversations is rarely available. The Program Administrator and Agency have attempted to address this complaint trend through additional Program requirements regarding marketing, the disciplinary process (when appropriate), an increase in monitoring of companies’ websites and social media to identify potential misleading marketing, and by auditing Disclosure Forms and company contracts.

One effort to address this complaint trend has been through additional consumer protection requirements. For example, in response to an increase in complainants alleging they did not realize they had entered into a lease or PPA with their solar company or understand they would be making payments for 15 to 20 years, the Agency and Program Administrator added a new requirement in the 2025 Consumer Protection Handbook that:

Approved Vendors and Designees must accurately explain to each customer the type of agreement that the customer is entering into and the duration of that agreement. For example, an entity that is marketing an offer and/or providing the contract to the customer must explain if the contract is for a 15-year lease, or a 20-year PPA, or if the customer is signing both an installation contract and a 10-year loan agreement.<sup>43</sup>

An additional Program requirement change concerned marketing of the federal investment tax credit (“FITC”). In 2024, the Program Administrator received many complaints from customers alleging their solar company said they would get 30% off their solar project price through the FITC, only to discover later they did not pay enough taxes to take advantage of the credit, or that the credit could only be claimed over several years rather than being paid in one lump sum as their company had told them. If a customer took out a loan for their solar project and was counting on the FITC tax relief to help cover their loan repayment and lessen the balance for interest accrual, not receiving the full marketed FITC amount strained their ability to repay loans and caused significant stress.

To help address this complaint trend, the Agency and Program Administrator included a new requirement that any marketing of the FITC must include a clear disclaimer that “not all customers are eligible for the FITC.” Further, the Program Administrator began reviewing such disclaimers

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<sup>43</sup> 2025 Consumer Protection Handbook I.A, at 8, <https://illinoisshines.com/wp-content/uploads/2025/04/CP-Handbook-Final-Clean.pdf>.

during Designee website and social media audits (discussed further below). This resulted in numerous informal outreaches to companies that lacked the required disclaimer on their marketing materials, which many subsequently fixed.

The Program Administrator has also addressed misleading marketing through the disciplinary process. The Program Administrator monitors complaint patterns related to verbal representations by sales representatives to identify patterns of multiple consumers alleging similar conduct by an entity. The Program Administrator may then proceed to the pre-disciplinary process by notifying the company of the apparent Program violation and providing an opportunity to respond. If the Program Administrator ultimately concludes a pattern of misleading marketing occurred, it informs the company and may proceed to disciplinary action. In some instances, the company stops using the sales agents and/or marketing Designees who were the source of the misrepresentations, either before or after the Program Administrator's outreach. Outside of the disciplinary and outreach processes, however, the Program Administrator has found it difficult to successfully stem the flow of complaints related to in-person misleading marketing.

To address online misleading marketing, the Program Administrator developed an online marketing audit process. While the Program Administrator's Strategy Team has reviewed marketing materials for Approved Vendors during the application and renewal processes for several years, in early 2023, the Program Administrator's Consumer Protection Team began auditing Designees' websites and social media accounts to determine compliance with relevant Program requirements. The Program Administrator audited websites and social media accounts for 219 Designees in 2024 and 458 Designees in 2025. These audits uncovered apparent marketing violations that resulted in either informal outreach or NOPVs to 114 entities. While this process works to ensure online marketing materials follow Program requirements, most customer concerns with misleading marketing are linked to verbal sales promises.

Finally, the Program Administrator has audited a sampling of Disclosure Forms since 2023 to identify misleading marketing. Section I.C.1 of the Consumer Protection Handbook requires that "[a]ll offer terms stated or reflected in marketing materials, including costs and fees, escalators for costs and fees, and financing terms, must be consistent with terms used in the standard Disclosure Form and the customer's contract." The Illinois Shines Disclosure Form provides basic, key information to potential solar customers, so they can compare offers from vendors in a consistent format prior to signing an installation contract or community solar subscription agreement. The Disclosure Form integrity process helps ensure that information included on Disclosure Forms is accurate, in line with Program requirements, and consistent with information included in the installation contract or community solar subscription agreement.

In late 2023 and early 2024, the Program Administrator reviewed 246 Purchase Disclosure Forms and performed informal outreach to entities that had Disclosure Forms that were flagged for potential violations. In 2025, the Program Administrator reviewed 705 CS Disclosure Forms and performed informal outreach to entities with Disclosure Forms that did not meet Program requirements. In late 2025, the Program Administrator reviewed 137 Lease Disclosure Forms and 55 Power Purchase Agreement ("PPA") Disclosure Forms; outreach is planned for early 2026. The Program Administrator will expand the Disclosure Form review process in 2026, and will continue to consider additional ways that it may be able to help reduce instances of misleading marketing in the Program.

#### Delay/failure to pass through REC payment

Between 2020 and 2023, the Program Administrator saw a decline in the number of complaints received for an Approved Vendor's delay or failure to pass through a REC incentive payment. The Program Administrator received a spike of 251 complaints on this topic in 2024, but this number

decreased to 102 complaints in 2025. Revolution, which received 70% of REC incentive complaints in 2024 and 50% in 2025, was the main driver for complaints on this topic.

The Agency and Program Administrator launched the Solar Restitution Program on May 6, 2025, to compensate customers who have been harmed by an Approved Vendor's failure to pass through their promised REC incentive payment. The Program Administrator anticipates the first round of payments to eligible claimants will be issued in the first quarter of 2026.

The Agency and Program Administrator also launched the escrow process to prevent misuse of REC payments. If the Program Administrator determines that an Approved Vendor is not passing through promised REC payments to customers, the escrow process allows the REC payments owed to an Approved Vendor to be paid to a third-party escrow agent, which then forwards the payments to the proper parties.

Although the escrow process has not been utilized since its launch on June 26, 2025, the Program Administrator facilitated a voluntary escrow process for Revolution customers beginning in 2024. Under this process, 195 former Revolution customers received their long-overdue pass-through REC incentive payments totaling \$1,787,702.12 by the end of 2025.

### Illinois Shines application issues

The number of complaints related to Illinois Shines application issues has been steady between 2022 and 2025, with the exception of a spike in complaints in 2024. This spike was driven by customers of "out of business" entities, such as Revolution and Simpleray, who were concerned about how to move their applications forward. The Agency and Program Administrator consider it a good sign that the number of annual complaints for this category remains relatively steady as the number of applications submitted to the Program on an annual basis continues to grow.

The Program Administrator continues to improve its application review processes for efficiency, accuracy, and transparency. These improvements have included both automated and human review for quality assurance and control, standardized application statuses, proactive outreach to Approved Vendors when the Program Administrator requires additional information on an application, and a project status search tool<sup>44</sup> so customers can stay updated on their application status. These improvements set Approved Vendors and customers up for success in the application process.

Finally, to address concerns about customers "stranded" partway through the application process after their Approved Vendor went out of business or was otherwise unable to continue their application, in 2025 the Program Administrator launched a process that allows some batches of projects to be split apart so that individual projects may be reassigned to a new Approved Vendor. A REC Contract amendment was needed to launch this process, since the contract previously did not allow individual projects in a batch to be removed from the batch and reassigned. The Program Administrator can now reassign individual projects to new Approved Vendors if the original Approved Vendor is unable or unwilling to complete the application process for its customers, improving customer satisfaction and continued REC delivery. (For more information on how the Program assists stranded customers, see the below section titled, "Stranded Customers").

### CS subscription or payment delay

The Program Administrator received a spike in the number of complaints received from community solar customers in 2025 due to the slamming and utility billing concerns discussed in section 4.b.iii of this report. The Agency has begun addressing these concerns by reaching out to the Illinois Office of Community Assistance to understand the options for low-income residential customers who are removed from PIPP following unauthorized enrollment in a CS subscription. The Agency confirmed

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<sup>44</sup> The Project Status page is available at <https://illinoisshines.com/project-status/>.

that these customers would be allowed to immediately re-enroll in PIPP, and the Program Administrator shares this information with relevant customers. Additionally, the Agency has been actively engaged on issues related to Ameren’s application of CS charges and credits for customers on budget billing plans.

To improve its response to slamming-related concerns, the Program Administrator is working on a process document that will standardize the intake process for slamming complaints. The new process will improve the Program Administrator’s review and response of these complaints by obtaining critical information from the complainant, Approved Vendor, and Designee when the complainant first communicates with the Program Administrator. The Program Administrator has also developed a template Notice of Potential Violation for slamming complaints so it can more quickly initiate the pre-disciplinary process when it appears that a company may be signing customers up for CS without their consent.

### Stranded Customers

Stranded customers are DG customers whose Approved Vendor and/or Designee is unable or unwilling to act as the Approved Vendor for the project application or complete the solar project installation because it has gone out of business, cannot or will not meet Program requirements, or is suspended because of disciplinary action and prohibited from advancing projects through the application process.

In 2022, the Program Administrator identified a budding trend of complaints received from stranded customers due to the increased number of Approved Vendors and Designees that left the marketplace following business decisions or through bankruptcy. In 2023, the Program Administrator began tracking stranded customers and connecting them with new Approved Vendors and Designees using the “Find an Approved Vendor, Designee, or Subcontractor” page on the Illinois Shines website, which lists all Approved Vendors and Designees registered with the Program.<sup>45</sup>

In 2024, customers stranded by “out of business” entities were the primary drivers of complaint surges related to “Illinois Shines application issues” and “Delay/failure to pass through REC payment.” Accordingly, in 2024, the Program Administrator launched the “Help for Stranded Customers” webpage<sup>46</sup> to help stranded customers connect with Approved Vendors and Designees that meet heightened eligibility requirements and are willing to assist stranded customers with their solar projects or applications to Illinois Shines (the “Stranded Customer Shortlist”). The Stranded Customer Shortlist is more user-friendly than the regular “Find an Approved Vendor, Designee, or Subcontractor” page because it includes fewer entities in an embedded table and a map indicating their locations. In early 2024, when companies such as Revolution and Simpleray went out of business or reduced operations, the Program Administrator began proactively reaching out to customers whose Approved Vendor or Designee had gone out of business to connect them with the Program’s stranded customer resources.

In 2025, the Program Administrator further evolved its Stranded Customer webpage by providing robust FAQs for stranded customers. The Program also launched the Stranded Customer REC Adder, an economic incentive in the form of a REC adder, to incentivize Approved Vendors and Designees to take on stranded customers’ projects.

### Overall complaint trends

Monitoring complaint trends allows the Program Administrator to follow up with individual entities about behavior that may violate Program requirements, consider adjustments to Program

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<sup>45</sup> The Find an Approved Vendor, Designee, or Subcontractor page is available at <https://illinoisshines.com/find-an-av-designee-or-subcontractor/>.

<sup>46</sup> The Help for Stranded Customers page is available at <https://illinoisshines.com/stranded-customer-resources/>.

requirements, and improve processes to mitigate customer harm caused by these trends. The Program Administrator has launched monitoring processes to identify Program violations and patterns; has made adjustments to Program requirements, complaint handling approaches, and compliance enforcement; and continues to work closely with the Illinois Power Agency on additional efforts to better protect consumers.

## 6. Illinois Solar for All Complaints and Analysis

### a. ILSFA Consumer Complaint Data Summary

In 2025, the ILSFA Program Administrator received 16 customer complaints, a slight decrease from the 17 complaints received in 2024. The ILSFA Program Administrator received 16 complaints in 2023, 13 complaints in 2022, seven complaints in 2021, and six complaints in 2020. The 16 complaints in 2025 were against 12 Approved Vendors and related to the Residential (DG) Program. These 12 Approved Vendors had a combined total of 1,435 of the 1,476 small (1–4 unit) residential ILSFA projects completed in 2025. As mentioned previously, and similar to Illinois Shines, a complaint can be filed not only during marketing or installation, but at any time during the following years. This open-ended time frame for complaints to be received by the Program makes it possible for the pool of possible complainants to accumulate because a customer could sign a contract in 2020 and then file a complaint in 2025, creating an expected increase in potential complaints.

#### i. Complaints Received – By Complaint Subject

The Program Administrator tracks the subject of each incoming complaint. The subject categories of complaints have been modeled similarly to the Illinois Shines program where appropriate. Additional categories are added as new complaints arise or are created to address trends. The complaints received in 2025 were categorized under four topic areas: (1) Mechanical or installation issues, (2) Failure to respond to customer, (3) Issues related to contract terms, and (4) System underperformance or higher-than-expected utility bills.

This year, in ILSFA, the most common complaint topic was mechanical or installation issues. Examples of mechanical or installation issues include roof or other property damage during system installation. Details regarding the complaints received by category are in the table below. Nine categories are included, as complaints were received in prior years in additional categories not relevant in 2025.

Complaint Subject	Description	2020	2021	2022	2023	2024	2025	Total
Mechanical or installation issues	The customer is concerned about an issue with a physical component of their system (i.e., panel, inverter, microinverter, etc.), or reports property damage stemming from the installation.	-	-	2	3	6	9	20

Complaint Subject	Description	2020	2021	2022	2023	2024	2025	Total
Failure to respond to customer	The customer has not received an adequate response from their Approved Vendor or Designee to a customer question or concern.	3	3	3	6	1	4	20
Provided insufficient customer service	The customer reports lack of sufficient customer service (e.g., aggressive sales tactics, receiving insufficient program information, lack of communication).	2	4	5	4	-	-	15
Miscellaneous	A complaint that does not fit any of the other categories on this list.	1	-	-	1	7	-	9
Issues related to contract terms	The customer is concerned about the terms of their installation contract, financing agreement, or another contract.	-	-	1	-	3	2	6
Failure to screen for income eligibility	The customer is concerned they were not screened for income eligibility for the ILSFA Program.	-	-	-	2	-	-	2
System underperformance or higher-than-expected utility bills	The customer is concerned that their system is underperforming and causing higher-than-expected utility bills.	-	-	-	-	-	1	1
ILSFA application issues	The customer is concerned about errors their Approved Vendor made with their ILSFA application, or with a delay in the Approved Vendor submitting the application.	-	-	1	-	-	-	1

Complaint Subject	Description	2020	2021	2022	2023	2024	2025	Total
Misleading marketing	The customer reports that they received misleading information from the Approved Vendor about expected benefits of the Program.	-	-	1	-	-	-	1
<b>Total</b>		<b>6</b>	<b>7</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>75</b>

Figure 24: This table shows the number of complaints received by the Program Administrator for each subject category of complaint for 2020 through 2025, with cumulative totals by subject, year, and overall.

## ii. Complaints Received – By Approved Vendor

In 2025, the Program Administrator received complaints against 12 Approved Vendors—360 Electric Heating & Cooling; ARF Solar DBA Clean Credits; Bella Power Services; CC Solar; Contemporary Contracting, LLC DBA SunSent Solar; Grateful Sun Energy; GRNE Solutions, LLC (formerly Nelnet/GRNE); Sun Solar Illinois LLC; Sunrise Solar LLC; Sunrun; Unity Solar Group; and Xolar. These 12 Approved Vendors completed a total of 97% of the residential projects in the ILSFA program in 2025. The table below lists the number of complaints received against Approved Vendor by calendar year. A separate category is listed at the end of the table for complaints against entities not registered with the Program.

Approved Vendors	2020	2021	2022	2023	2024	2025	Total
360 Electric Heating & Cooling	-	-	-	-	-	1	1
Advanced Energy Solutions Group Inc	-	1	-	-	-	-	1
Advanced Renewable Concepts, LLC (formerly Helio Solar LLC)	-	-	-	-	1	-	1
ARF Solar DBA Clean Credits	-	-	-	-	-	1	1
Bella Power Services, LLC	-	-	-	-	-	1	1
CC Solar	-	-	-	-	-	1	1
ComEd Give-A-Ray	-	-	2	-	-	-	2
Contemporary Contracting, LLC DBA SunSent Solar	-	-	-	-	-	2	2
Grateful Sun Energy LLC	-	-	-	-	-	1	1

Approved Vendors	2020	2021	2022	2023	2024	2025	Total
GRNE Solutions, LLC (formerly Nelnet/GRNE)	-	1	3	7	11	1	23
Nexamp Solar, LLC	1	1	1	-	-	-	3
StraightUp Solar REC Solutions, LLC DBA StraightUp Solar, LLC	-	1	1	-	-	-	2
Sun Solar Illinois LLC	-	-	-	-	-	2	2
Sunrise Solar LLC	-	-	-	-	-	1	1
Sunrun Installation Services Inc.	1	2	3	9	5	2	22
Trajectory Solar, IL LLC	1	1	-	-	-	-	2
Unity Solar Group	-	-	-	-	-	2	2
Windfree Wind + Solar Energy Design Company DBA Windfree Solar	2	-	1	-	-	-	3
Xolar Renewable Energy	-	-	1	-	-	1	2
<b>Non-Program Entity</b>							
Kapital Electric Company	-	-	1	-	-	-	1

Figure 25: This table shows the number of consumer complaints filed against each company throughout the life of the Program. If a solar company or Program entity is not listed here, it means that the Program Administrator has never received a formal complaint against that company. Companies are organized in this table according to their role in the Program. “Non-Program Entity” is defined as an entity that is not registered as an Approved Vendor or as a Designee with the Program

### iii. Complaints Received – By Complaint Status

The ILSFA Program Administrator currently has six status types for complaints. The status types are:

- **New:** The complaint has been received and recorded but review or investigation has not begun.
- **Under Investigation:** This status indicates a complaint that the Program Administrator is actively investigating as of the date of release of this report. A complaint remains in this status until (a) it is marked as Resolved, (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 reopened 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 is unable to adequately resolve the complaint with the entity it 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 but similar issue has arisen.

In 2025, four complaints were Closed, one complaint was Closed – Customer Nonresponsive, ten complaints were Resolved, and one remained Under Investigation. Five complaints were Closed or Resolved in 31–60 days, three were Closed or Resolved in 61–90 days, three were Closed or Resolved in 91–120 days, and three were Closed or Resolved in 121–150 days. The remaining complaint took 156 days to be Closed. Our team experienced some delays in complaint Closure/Resolution due to various factors, mostly the complex nature of the complaints.

Status	Approved Vendor	Complaint Subject	Program Type	Date Complaint was Opened	Date Complaint was Resolved or Closed
Closed	Xolar	Mechanical or installation issue	Residential	1/29/2025	5/5/2025
Closed – Customer Nonresponsive	Contemporary Contracting, LLC DBA SunSent Solar	Issues related to contract terms	Residential	1/31/2025	5/5/2025
Resolved	Sunrun Installation Services Inc.	Mechanical or installation issue	Residential	3/21/2025	5/12/2025
Closed	GRNE Solutions, LLC (formerly Nelnet/GRNE, LLC)	Mechanical or installation issue	Residential	6/2/2025	9/23/2025

Status	Approved Vendor	Complaint Subject	Program Type	Date Complaint was Opened	Date Complaint was Resolved or Closed
Resolved	Sunrise Solar LLC	Failure to respond to customer, issues related to contract terms	Residential	6/27/2025	11/13/2025
Resolved	Contemporary Contracting, LLC DBA SunSent Solar	Mechanical or installation issue	Residential	7/2/2025	8/27/2025
Resolved	Grateful Sun Energy LLC	Failure to respond to customer, issues related to contract terms	Residential	7/14/2025	11/21/2025
Closed	Bella Power Services, LLC	Failure to respond to customer, issues related to contract terms	Residential	7/18/2025	10/1/2025
Resolved	360 Electric Heating & Cooling	System underperformance or higher than expected utility bills	Residential	7/19/2025	9/3/2025
Resolved	Sun Solar Illinois LLC	Mechanical or installation issue	Residential	7/29/2025	10/19/2025
Resolved	ARF Solar DBA Clean Credits	Mechanical or installation issue	Residential	8/13/2025	12/17/2025
Resolved	CC Solar	Failure to respond to customer	Residential	8/18/2025	9/23/2025
Resolved	Sunrun Installation Services Inc.	Mechanical or installation issue	Residential	10/1/2025	12/11/2025
Resolved	Sun Solar Illinois LLC	Mechanical or installation issue	Residential	10/6/2025	12/23/2025
Closed	Unity Solar Group	Issues related to contract terms	Residential	10/10/2025	12/1/2025
Under Investigation	Unity Solar Group	Mechanical or installation issue	Residential	10/31/2025	

Figure 26: This table shows the status of each complaint received in 2025 and their Approved Vendor, subject category, Program type, and date the complaint was opened and marked as Closed or Resolved.

### b. Trends in 2025 Complaints Received

As previously noted, the steady number of complaints received typically aligns with the continued growth of the ILSFA program. In particular, as the Residential sub-program expands and Approved Vendors work with more participants, the pool of potential complainants naturally increases. Additionally, as more Residential projects reach completion and are energized, a greater share of

complaints now stem from concerns, like mechanical or installation issues, that tend to arise later in the project lifecycle.

However, it is important to highlight that the growth in participation has not resulted in a corresponding increase in complaints in 2025. Despite substantial uptake in the Residential program this year, complaint volumes have remained relatively stable. This suggests that while the number of completed projects has risen, the rate of issues reported by participants has not increased proportionally, suggesting effective vendor performance and positive participant experiences even as the program scales.

### c. Suspension Summaries

Between January 1, 2025, and December 31, 2025, the Illinois Solar for All Program Administrator issued five suspensions. None of the entities have been reinstated. All suspensions last for three months (unless otherwise specified); however, reinstatement into the Program is not automatic and requires the Approved Vendor or Designee request reinstatement and complete requirements provided by the Program Administrator. Four of the five suspensions resulted from the entity's failure to maintain its status as an Approved Vendor with the Illinois Shines program, and one additional suspension resulted from an unregistered entity's misrepresentation of Program affiliation.

Below is a summary of the suspensions issued by the Illinois Solar for All Program Administrator in 2025:<sup>47</sup>

#### **Exclusive Mass Marketing Group LLC ("EMMG")**

**Entity Type:** Non-Program Entity

**Reason for Suspension:** EMMG violated Program Requirements by being nonresponsiveness to the Program Administrator and failing to comply with Approved Vendor/Designee registration requirements. The suspension followed a separate Notice of Potential Violation ("NOPV") and a Warning related to these issues.

**Suspension Start Date:** December 16, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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#### **Promethean Solar**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Promethean Solar violated Program requirements by failing to maintain its status as an Approved Vendor in the Illinois Shines program.<sup>48</sup> It was suspended from the Illinois Shines program on February 18, 2025, for failure to submit its Minimum Equity Standard ("MES")

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<sup>47</sup> This information is up-to-date as of the publication of this report, but as this information changes periodically, the most up-to-date disciplinary action information can be found here: <https://www.illinoisfa.com/consumer-protection-complaints/>.

<sup>48</sup> Section X.D of the 2025 Consumer Protection Handbook states: "If an Approved Vendor or Designee is suspended or has their Approved Vendor or Designee status revoked in the Illinois Shines program, the Approved Vendor will immediately be suspended or have their status revoked in the Illinois Solar for All Program, and vice versa."

Compliance Plan. It also failed to respond to an NOPV and Warning Letter related to this noncompliance. The suspension is not related to customer complaints.

**Suspension Start Date:** February 18, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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### **Radiant Solar LLC**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Radiant Solar LLC violated Program Requirements by failing to maintain its status as an Approved Vendor in the Illinois Shines program. It was suspended from the Illinois Shines program on September 19, 2025, for failure to submit an MES Year End Report. It also failed to respond to an NOPV and Warning Letter related to this noncompliance. The suspension is not related to customer complaints.

**Suspension Start Date:** September 19, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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### **Renew Tech LLC (“Renew Tech”)**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Renew Tech violated Program Requirements by failing to maintain their status as an Approved Vendor in the Illinois Shines Program. It was suspended from the Illinois Shines program on August 1, 2025, for failure to submit its MES Compliance Plan; it also failed to respond to a NOPV and Warning Letter related to this noncompliance. The suspension is not related to customer complaints.

**Suspension Start Date:** August 1, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

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### **Vista Energy Marketing, L.P. (“Vista Energy Marketing”)**

**Entity Type:** Approved Vendor

**Reason for Suspension:** Vista Energy Marketing violated Program Requirements by failing to maintain their status as an Approved Vendor in the Illinois Shines Program. It was suspended from the Illinois Shines program on May 22, 2025, for failure to respond to the Program Administrator regarding a customer complaint; it also failed to respond to an NOPV and Warning Letter related to this noncompliance.

**Suspension Start Date:** May 22, 2025

**Appeal:** None filed

**Suspension Status:** Suspended

## 7. Conclusion

Consumer protections are a fundamental element of both Illinois Shines and Illinois Solar for All. By tracking customer complaints, the Agency and Program Administrators can better understand market behaviors, potential gaps in Program requirements, and opportunities to address new trends or consumer protection concerns. The publication of complaint information, including visualizations and analysis, creates transparency for customers, companies, and other stakeholders.

Further, by publishing data related to disciplinary action taken against companies who violated Program requirements, the Program Administrators strive to demonstrate their efforts to hold entities accountable for violating consumer protection and other Program requirements.

The Program Administrators will continue to enforce Program requirements and identify ways to proactively prevent entities from violating Program requirements through continued market education, engagement in the Consumer Protection Working Group, and other means.

As part of this commitment, in 2025 the Illinois Shines Program Administrator launched three consumer protection initiatives:

- The Solar Restitution Program, developed to provide economic assistance to customers who have been harmed through their participation in Illinois Shines or Illinois Solar for All;
- An escrow process in which utility REC payments to certain Approved Vendors may be placed in escrow when there is a high likelihood that the Approved Vendor will not pass through future promised REC incentive payments to customers; and
- The stranded customer REC adder, which provides an economic incentive to Approved Vendors and Designees to take on customers who have been stranded.

Illinois Shines customers began seeing the benefits of these initiatives in 2025. The Program Administrators look forward to continuing to evolve these initiatives through 2026 and seek new ways to strengthen consumer protections in both Programs.