Illinois Solar for All

Updated 11/6/2026

ID Number	Date of Complaint	Date Closed	Approved Vendor (if applicable)	Complainant Type	Subject	Status	Program Type (if applicable)
22966	11/3/2026			Possible Participant	Miscellaneous	Under Investigation	Residential
22965	11/1/2026		Sunrun	Participant	mechanical or insatllation issue, misleading marketing	Under Investigation	Residential
22951	10/2/2026	`	Unity Solar Group	Participant	Mechanical or installation issue	Under Investigation	Residential
13916	9/14/2026	10/5/2026	Solar Professionals of Illinois LLC	Possible participant	Issues related to contract terms	Resolved	Residential
13906	9/1/2026	10/27/2026	One Earth Solar, LLC	Participant	Mechanical or installation issue	Resolved	Residential
13895	8/5/2026	8/17/2026	Gar Creek Solar LLC	Participant	Issues with community solar subscription/billing	Closed	Community Solar
13884	7/14/2026	10/27/2026	Advanced Renewable Concepts, LLC	Participant	Mechanical or installation issue	Resolved	Nonprofit/Public Facility
13881	7/10/2026	8/6/2026	Sunrise Solar, LLC	Participant	Mechanical or installation issue	Resolved	Residential
13879	7/7/2026	8/13/2026	Unity Solar Group	Participant	Mechanical or installation issue	Resolved	Residential
13723	6/4/2026		Advanced Renewable Concepts, LLC	Participant	System Underperforming or higher than expected utility bills	Under Investigation	Residential
13506	5/20/2026	6/4/2026	Sunrise Solar, LLC	Participant	Mechanical or installation issue	Resolved	Residential
13068	4/8/2026		Hero Roofing and Exteriors LLC	Participant	Mechanical or installation issue	Under Investigation	Residential
12483	2/6/2026	3/25/2026	Sunrise Solar, LLC	Participant	System Underperforming or higher than expected utility bills	Resolved	Residential
12371	1/20/2026	3/27/2026	Sunrun	Participant	System Underperforming or higher than expected utility bills	Resolved	Residential
11884	10/31/2025	6/29/2026	Unity Solar Group	Participant	Mechanical or installation issue	Resolved	Residential
11598	10/10/2025	11/6/2025	Unity Solar Group	Participant	Issues related to contract terms	Closed	Residential
11496	10/6/2025	12/23/2025	Sun Solar Illinois LLC	Participant	Mechanical or installation issue	Resolved	Residential
11358	10/1/2025	12/11/2025	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
11002	8/18/2025	9/23/2025	CC Solar	Participant	Failure to respond to customer	Resolved	Residential
10982	8/13/2025	12/17/2025	ARF Solar	Participant	Mechanical or installation issue	Resolved	Residential
10811	7/29/2025	10/19/2025	Sun Solar Illinois LLC	Participant	Mechanical or installation issue	Resolved	Residential

10712	7/19/2025	9/3/2025	360 Electric Heating & Cooling	Participant	System Underperforming or higher than expected utility bills	Resolved	Residential
10710	7/18/2025	10/1/2025	Bella Power Services, LLC	Possible participant	Failure to respond to customer, issues related to contract terms	Closed	Residential
10668	7/14/2025	11/21/2025	Grateful Sun Energy LLC	Possible participant	Failure to respond to customer, issues related to contract terms	Resolved	Residential
10578	7/2/2025	8/27/2025	SunSent Solar	Participant	Mechanical or installation issue	Resolved	Residential
10441	6/27/2025	11/13/2025	Sunrise Solar, LLC	Possible participant	Failure to respond to customer, issues related to contract terms	Resolved	Residential
10286	6/2/2025	9/23/2025	GRNE-Nelnet, LLC	Participant	Mechanical or installation issue	Closed	Residential
9802	3/21/2025	5/12/2025	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
9538	1/31/2025	5/5/2025	Contemporary Contracting, LLC	Participant	Issues related to contract terms	Closed - Customer Nonresponsive	Residential
9524	1/29/2025	5/5/2025	Xolar	Participant	Mechanical or installation issue	Closed	Residential
9368	12/18/2024	2/11/2025	Advanced Renewable Concepts	Participant	Mechanical or installation issue	Resolved	Residential
9284	10/17/2024	1/30/2025	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
9271	8/21/2024	12/3/2024	Nelnet	Participant	Mechanical or installation issue	Resolved	Residential
9264	7/9/2024	7/19/2024	Sunrun	Possible participant	Miscellaneous	Closed	Residential
9261	6/18/2024	11/13/2024	Sunrun	Possible participant	Issues related to contract terms	Resolved	Residential
9257	6/4/2024	7/11/2024	Sunrun	Possible participant	Mechanical or installation issue	Resolved	Residential
9256	5/31/2024	7/11/2024	Nelnet	Participant	Mechanical or installation issue	Closed	Residential
9247	4/23/2024	5/16/2024	Nelnet	Possible participant	Miscellaneous	Resolved	Residential
9240	4/16/2024	5/22/2024	Nelnet	Possible participant	Miscellaneous	Resolved	Residential
9238	4/15/2024	6/6/2024	Nelnet	Possible participant	Miscellaneous	Closed	Residential
9236	4/15/2024	5/23/2024	Nelnet	Possible participant	Miscellaneous	Closed	Residential
9239	4/15/2024	5/8/2024	Nelnet	Possible participant	Miscellaneous	Closed	Residential
9235	4/15/2024	5/3/2024	Nelnet	Possible participant	Miscellaneous	Resolved	Residential
9228	3/13/2024	5/1/2024	Nelnet	Possible participant	Failure to respond to customer	Resolved	Residential
9227	3/12/2024	6/6/2024	Sunrun	Participant	Mechanical or installation issue	Closed	Residential
9229	2/29/2024	5/23/2024	Nelnet	Possible participant	Issues related to contract terms	Closed	Residential
9218	2/20/2024	5/21/2024	Nelnet	Possible participant	Issues related to contract terms	Closed	Residential
9209	12/19/2023	12/20/2023	Nelnet	Possible participant	Failure to respond to customer	Resolved	Residential
9200	9/17/2023	11/1/2023	Nelnet	Participant	Miscellaneous	Resolved	Residential
9198	8/15/2023	8/24/2023	Nelnet	Possible participant	Failure to respond to customer	Resolved	Residential
9188	6/8/2023	6/30/2023	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
9187	6/6/2023	7/19/2023	Nelnet	Possible participant	Provided insufficient customer service	Resolved	Residential

9186	5/16/2023	6/30/2023	Sunrun	Possible participant	Failure to screen for income eligiblity	Closed	Residential
9182	4/4/2023	11/17/2023	Sunrun	Participant	Mechanical or installation issue	Closed	Residential
9184	3/19/2023	5/23/2023	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9175	3/15/2023	4/7/2023	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9174	3/13/2023	5/20/2023	Sunrun	Possible participant	Mechanical or installation issue	Closed	Residential
9173	3/10/2023	4/5/2023	Sunrun	Possible participant	Failure to screen for income eligiblity	Resolved	Residential
9176	3/7/2023	3/27/2023	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential
9172	3/1/2023	4/3/2023	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential
9170	2/22/2023	3/16/2023	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
9156	2/7/2023	2/24/2023	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
9164	1/30/2023	2/9/2023	GRNE	Possible participant	Provided insufficient customer service	Resolved	Residential
9115	11/9/2022	11/21/2022	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9105	9/16/2022	9/16/2022	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential
9104	9/14/2022	9/16/2022	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential
9097	8/3/2022	8/4/2022	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9094	7/28/2022	8/1/2022	ComEd Give-A-Ray	Possible participant	Failure to respond to customer	Resolved	Residential
9090	7/18/2022	8/31/2022	ComEd Give-A-Ray	Grassroot Educator	Failure to respond to customer	Resolved	Community Solar
9080	6/9/2022	6/9/2022	Xolar	Possible participant	ILSFA application issues	Resolved	Residential
9079	5/27/2022	6/21/2022	GRNE	Participant	Issues related to contract terms	Resolved	Residential
9084	5/11/2022	6/14/2022	Windfree Wind and Solar Energy	Participant	Mechanical or installation issue	Resolved	Nonprofit/Public Facility
9075	5/4/2022	5/9/2022	Straight Up Solar	Possible participant	Provided insufficient customer service	Resolved	Residential
9069	3/31/2022	8/3/2022	Non AV (Kapital)	Non-ILSFA participant	Misled Marketing	Closed	Nonprofit/Public Facility
9068	3/29/2022	4/13/2022	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
9060	1/28/2022	1/28/2022	Nexamp	Possible participant	Provided insufficient customer service	Resolved	Community Solar
9054	12/7/2021	12/17/2021	GRNE	Possible participant	Provided insufficient customer service	Resolved	Residential
9036	10/5/2021	10/6/2021	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
9014	7/22/2021	8/2/2021	Straight Up Solar	Possible participant	Provided insufficient customer service	Resolved	Residential
8998	5/13/2021	5/18/2021	Sunrun	Program Administrator	Provided insufficient customer service	Resolved	Residential
8972	2/19/2021	2/19/2021	Trajectory Solar, IL LLC	Grassroot Educator	Provided insufficient customer service	Resolved	Community Solar
8962	1/24/2021	1/27/2021	Nexamp	Grassroot Educator	Failure to respond to customer	Resolved	Community Solar
8963	1/4/2021	1/5/2021	Advanced Energy Solutions	Possible participant	Failure to respond to customer	Resolved	Residential
8957	12/23/2020	1/7/2021	Nexamp	Possible participant	Provided insufficient customer service	Resolved	Community Solar
8952	12/2/2020	12/8/2020	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential

8719	9/1/2020	9/4/2020	Windfree Wind and Solar Energy	Possible participant	Provided insufficient customer service	Resolved	Residential
8204	8/24/2020	8/31/2020	Windfree Wind and Solar Energy	Grassroot Educator	Failure to respond to customer	Resolved	Residential
8073	3/12/2020	3/17/2020	Trajectory Solar, IL LLC	Possible participant	Failure to respond to customer	Resolved	Residential
8054	1/24/2020	1/24/2020	N/A	Stakeholder	Miscellaneous	Closed	N/A

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

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