

9271 8, 9264 7, 9261 6, 9275 5, 9256 5, 9247 4 9240 4 9238 4 9236 4 9239 4 9239 4 9228 3 9227 3 9229 2 9218 2 9200 9	Date of Complaint 8/21/2024 7/9/2024 6/18/2024 6/18/2024 6/4/2024 4/23/2024 4/16/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/13/2024 2/29/2024 2/29/2024	7/19/2024 7/11/2024 7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/3/2024 5/3/2024 5/1/2024 5/1/2024	Approved Vendor (if applicable) Neinet Sunrun Sunrun Neinet Neinet Neinet Neinet Neinet Neinet Neinet	Participant Possible participant Possible participant Possible participant Participant Participant Participant Possible participant Possible participant Possible participant Possible participant	Mechanical or installation issue Miscellaneous Issues related to contract terms Mechanical or installation issue Mechanical or installation issue Mechanical or installation issue Miscellaneous Miscellaneous	In Progress Closed Re-Opened/In Progress Resolved Closed Resolved Resolved	Program Type (if applicable) Residential Residential Residential Residential Residential Residential Residential Residential
9264 7 9261 6 9257 6 9256 5 9247 4 9240 4 9238 4 9236 4 9239 4 9238 3 9227 3 9229 2 9218 2 9209 12	7/9/2024 6/18/2024 6/4/2024 5/31/2024 4/23/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	7/11/2024 7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024	Sunrun Sunrun Sunrun Neinet Neinet Neinet Neinet Neinet Neinet Neinet	Possible participant Possible participant Possible participant Participant Participant Possible participant Possible participant Possible participant Possible participant Possible participant	Miscellaneous Issues related to contract terms Mechanical or installation issue Mechanical or installation issue Miscellaneous Miscellaneous	Closed Re-Opened/In Progress Resolved Closed Resolved	Residential Residential Residential Residential Residential Residential
9264 7 9261 6 9257 6 9256 5 9247 4 9240 4 9238 4 9236 4 9239 4 9238 3 9227 3 9229 2 9218 2 9209 12	7/9/2024 6/18/2024 6/4/2024 5/31/2024 4/23/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	7/11/2024 7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024	Sunrun Sunrun Sunrun Neinet Neinet Neinet Neinet Neinet Neinet Neinet	Possible participant Possible participant Possible participant Participant Participant Possible participant Possible participant Possible participant Possible participant Possible participant	Miscellaneous Issues related to contract terms Mechanical or installation issue Mechanical or installation issue Miscellaneous Miscellaneous	Closed Re-Opened/In Progress Resolved Closed Resolved	Residential Residential Residential Residential Residential
9261 6, 9257 6 9256 5, 9247 4 9240 4 9238 4 9236 4 9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 1:	6/18/2024 6/4/2024 5/31/2024 4/23/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/13/2024 3/12/2024	7/11/2024 7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024	Sunrun Sunrun Neinet Neinet Neinet Neinet Neinet Neinet Neinet	Possible participant Possible participant Participant Possible participant Possible participant Possible participant Possible participant Possible participant	Issues related to contract terms Mechanical or installation issue Mechanical or installation issue Miscellaneous Miscellaneous	Re-Opened/In Progress Resolved Closed Resolved	Residential Residential Residential
9257 6 9256 5 9247 4 9240 4 9238 4 9236 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 12	6/4/2024 5/31/2024 4/23/2024 4/16/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024 5/1/2024	Sunrun Neinet Neinet Neinet Neinet Neinet Neinet Neinet	Possible participant Participant Possible participant Possible participant Possible participant Possible participant	Mechanical or installation issue Mechanical or installation issue Miscellaneous Miscellaneous	Progress Resolved Closed Resolved	Residential Residential Residential
9257 6 9256 5 9247 4 9240 4 9238 4 9236 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 12	6/4/2024 5/31/2024 4/23/2024 4/16/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024 5/1/2024	Neinet Neinet Neinet Neinet Neinet Neinet	Possible participant Participant Possible participant Possible participant Possible participant Possible participant	Mechanical or installation issue Mechanical or installation issue Miscellaneous Miscellaneous	Closed	Residential Residential
9256 5 9247 4 9240 4 9238 4 9236 4 9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 9	5/31/2024 4/23/2024 4/16/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/13/2024 3/12/2024	7/11/2024 5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024 5/1/2024	Neinet Neinet Neinet Neinet Neinet Neinet	Participant Possible participant Possible participant Possible participant Possible participant	Mechanical or installation issue Miscellaneous Miscellaneous	Closed	Residential Residential
9247 4 9240 4 9238 4 9236 4 9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 1:	4/23/2024 4/16/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	5/16/2024 5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024 5/1/2024	Nelnet Nelnet Nelnet Nelnet Nelnet	Possible participant Possible participant Possible participant Possible participant	Miscellaneous Miscellaneous	Resolved	Residential
9240 4 9238 4 9236 4 9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 1:	4/16/2024 4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	5/22/2024 6/6/2024 5/23/2024 5/8/2024 5/3/2024 5/1/2024	Neinet Neinet Neinet Neinet	Possible participant Possible participant Possible participant	Miscellaneous		
9238 4 9236 4 9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 1:	4/15/2024 4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	6/6/2024 5/23/2024 5/8/2024 5/3/2024 5/1/2024	Neinet Neinet Neinet	Possible participant Possible participant		Resolved	Residential
9236 4 9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 12	4/15/2024 4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	5/23/2024 5/8/2024 5/3/2024 5/1/2024	Neinet Neinet	Possible participant	Miscellaneous		
9239 4 9235 4 9228 3 9227 3 9229 2 9218 2 9209 12	4/15/2024 4/15/2024 3/13/2024 3/12/2024 2/29/2024	5/8/2024 5/3/2024 5/1/2024	Nelnet			Closed	Residential
9235 4 9228 3 9227 3 9229 2 9218 2 9209 12 9200 9	4/15/2024 3/13/2024 3/12/2024 2/29/2024	5/3/2024			Miscellaneous	Closed	Residential
9228 3 9227 3 9229 2 9218 2 9209 12 9200 9	3/13/2024 3/12/2024 2/29/2024	5/1/2024	Not	Possible participant	Miscellaneous	Closed	Residential
9227 3 9229 2 9218 2 9209 12 9200 9	3/12/2024		Nelnet	Possible participant	Miscellaneous	Resolved	Residential
9227 3 9229 2 9218 2 9209 12 9200 9	3/12/2024		Nelnet	Possible participant	Failure to respond to customer	Resolved	Residential
9229 2 9218 2 9209 12 9200 9	2/29/2024	0/0/2024	Sunrun	Participant	Mechanical or installation issue	Closed	Residential
9218 2 9209 12 9200 9							
9209 12 9200 9	2/20/2024	5/23/2024	Nelnet	Possible participant	Installation contract terms	Closed	Residential
9200 9		5/21/2024	Nelnet	Possible participant	Installation contract terms	Closed	Residential
	12/19/2023	12/20/2023	Nelnet	Possible participant	Failure to respond to customer	Resolved	Residential
9198 8	9/17/2023	11/1/2023	Nelnet	Participant	Miscellaneous	Resolved	Residential
1	8/15/2023	8/24/2023	Nelnet	Possible participant	Failure to respond to customer	Resolved	Residential
9188 6	6/8/2023	6/30/2023	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
	6/6/2023	7/19/2023	Nelnet	Possible participant	Provided insufficient customer service	Resolved	Residential
	5/16/2023	6/30/2023	Sunrun		Failure to screen for income eligiblity		Residential
				Possible participant		Closed	
	4/4/2023	11/17/2023	Sunrun	Participant	Mechanical or installation issue	Closed	Residential
9184 3	3/19/2023	5/23/2023	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9175 3	3/15/2023	4/7/2023	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9174 3	3/13/2023	5/20/2023	Sunrun	Possible participant	Mechanical or installation issue	Closed	Residential
9173 3	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
		3/16/2023	Sunrun			Resolved	Residential
	2/22/2023			Possible participant	Failure to respond to customer		
9156	2/7/2023	2/24/2023	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
9164 1	1/30/2023	2/9/2023	GRNE	Possible participant	Provided insufficient customer service	Resolved	Residential
9115 1	11/9/2022	11/21/2022	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9105 9	9/16/2022	9/16/2022	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential
9104 9	9/14/2022	9/16/2022	Sunrun	Possible participant	Provided insufficient customer service	Resolved	Residential
9097 8	8/3/2022	8/4/2022	GRNE	Possible participant	Failure to respond to customer	Resolved	Residential
9094 7	7/28/2022	8/1/2022	ComEd Give-A-Ray	Possible participant	Failure to respond to customer	Resolved	Residential
	7/18/2022	8/31/2022	ComEd Give-A-Ray	Grassroot Educator	Failure to respond to customer	Resolved	Community Solar
					·		
	6/9/2022	6/9/2022	Xolar	Possible participant	ILSFA application issues	Resolved	Residential
9079 5	5/27/2022	6/21/2022	GRNE	Participant	Issues related to contract terms	Resolved	Residential Nonprofit/Public
9084 5	5/11/2022	6/14/2022	Windfree Wind and Solar Energy	Participant	Mechanical or installation issue	Resolved	Facility
9075	5/4/2022	5/9/2022	Straight Up Solar	Possible participant	Provided insufficient customer service	Resolved	Residential Nonprofit/Public
9069 3	3/31/2022	8/3/2022	Non AV (Kapital)	non ILSFA participant	Misled Marketing	Closed	Facility
9068 3	3/29/2022	4/13/2022	Sunrun	Participant	Mechanical or installation issue	Resolved	Residential
	1/28/2022	1/28/2022	Nexamp	Possible participant	Provided insufficient customer service	Resolved	Community Solar
	12/7/2021	12/17/2021	GRNE	Possible participant			
					Provided insufficient customer service	Resolved	Residential
	10/5/2021	10/6/2021	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
9014 7	7/22/2021	8/2/2021	Straight Up Solar	Possible participant	Provided insufficient customer service	Resolved	Residential
8998 5	5/13/2021	5/18/2021	Sunrun	Program Administrator	Provided insufficient customer service	Resolved	Residential
8972 2	2/19/2021	2/19/2021	Trajectory Solar, IL LLC	Grassroot Educator	Provided insufficient customer service	Resolved	Community Sola
8962 1	1/24/2021	1/27/2021	Nexamp	Grassroot Educator	Failure to respond to customer	Resolved	Community Sola
	1/4/2021	1/5/2021	Advanced Energy Solutions	Possible participant	Failure to respond to customer	Resolved	Residential
	12/23/2020	1/7/2021	Nexamp	Possible participant	Provided insufficient customer service	Resolved	Community Sola
	12/2/2020	12/8/2020	Sunrun	Possible participant	Failure to respond to customer	Resolved	Residential
8719 9	9/1/2020	9/4/2020	Windfree Wind and Solar Energy	Possible participant	Provided insufficient customer service	Resolved	Residential
8204 8	8/24/2020	8/31/2020	Windfree Wind and Solar Energy	Grassroot Educator	Failure to respond to customer	Resolved	Residential
	3/12/2020	3/17/2020	Trajectory Solar, IL LLC	Possible participant	Failure to respond to customer	Resolved	Residential
			i i				

Status Key	
In Progress	The complaint is currently being reviewed or investigated.
Resolved	The complaint has reached a resolution with the customer and all parties involved have been notified.
Closed	The complaint has not reached resolution, but no further action can be taken, and all parties involved have been notified.