



Updated 10/3/2024

ID Number	Date of Complaint	Date Closed	Approved Vendor (if applicable)	Complainant Type	Subject	Status	Program Type (if applicable)
9271	8/21/2024		Nelnet	Participant	Mechanical or installation issue	In Progress	Residential
9264	7/9/2024	7/19/2024	Sunrun	Possible participant	Miscellaneous	Closed	Residential
9261	6/18/2024		Sunrun	Possible participant	Issues related to contract terms	Re-Opened/In Progress	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	Installation contract terms	Closed	Residential
9218	2/20/2024	5/21/2024	Nelnet	Possible participant	Installation 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 eligibility	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 eligibility	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	
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.