

Updated 7/19/2024

ID Number	Date of Complaint	Date Closed	Approved Vendor (if applicable)	Complainant Type	Subject	Status	Program Type (if applicable)
9264	7/9/2024	7/19/2024	Sunrun	Possible participant	Miscellaneous	Closed	Residential
9261	6/18/2024	7/19/2024	Sunrun	Possible participant	Issues related to contract terms	Closed	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

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