

# **CONSUMER COMPLAINTS & DISCIPLINARY ACTIONS**



**Illinois Power Agency**

**Adjustable Block Program and Illinois Solar for All  
Consumer Complaints & Disciplinary Actions**

**Annual Report - 2022**

**March 31, 2023**

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## 1. Introduction

The Illinois Power Agency (“IPA” or “Agency”) committed in its Initial Long-Term Renewable Resources Procurement Plan published in 2018 to “provide an annual written report to the Commission documenting the frequency and nature of complaints” related to the Illinois Adjustable Block Program (“ABP”)<sup>1</sup> and Illinois Solar for All (“ILSFA”), as well as “any enforcement actions taken.”<sup>2</sup> Since October 2019, both the ABP and ILSFA have accepted customer complaints via email and telephone, and the ABP also accepts complaints via a web form. The Program Administrators have tracked the complaints received and related information, including topic, the company against which the complaint was lodged, and resolution of the complaint.

The first annual complaint report, covering calendar year 2019, was provided to 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 (which approved the Long-Term Renewable Resources Procurement Plan in 2020). This annual report addresses complaints received during calendar year 2022.

### *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”). With 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 [2022 Long-Term Renewable Resources Procurement Plan](#) (“2022 Long-Term Plan”), which was the Plan that incorporated provisions stemming from CEJA, 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.”

CEJA also transforms additional existing Agency practices into statutory requirements, including a registration process for Approved Vendors, the establishment of Program requirements and minimum contract terms, the use of standard Disclosure Forms, consumer protection meetings with other stakeholders, and referring complaints to other entities as appropriate. Importantly, the Act provided for additional funding to support the ABP and ILSFA programs for the foreseeable future. With the renewed funding and reopening of the ABP, the ABP Program Administrator saw a reduction in waitlist complaints from 63 complaints in 2021 down to 0 in 2022.

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<sup>1</sup> The Adjustable Block Program has been rebranded as “Illinois Shines,” which is now the consumer-facing brand of the Adjustable Block Program. However, all requirements that apply to the ABP apply to Illinois Shines. Consumer-facing information on the ABP can be found at [illinoisshines.com](http://illinoisshines.com).

<sup>2</sup> [Initial Long-Term Renewable Resources Procurement Plan](#) (published August 6, 2018) at 128.

## Consumer Protection Updates in 2022

In 2022, the Agency and Program Administrator made important updates and improvements to consumer protection materials and efforts.

In July 2022, the Illinois Power Agency published a [Consumer Protection Handbook](#), which was approved by the Illinois Commerce Commission in the 2022 Long-Term Plan docket. Approved Vendors and Designees were given 45 days from publication to comply with the new requirements. The Consumer Protection Handbook replaced, updated, and streamlined the Adjustable Block Program Distributed Generation and Community Solar Marketing Guidelines, as well as the Illinois Solar for All Low-Income Distributed Generation and Community Solar Consumer Protection Requirements.

The Agency also proposed new streamlined Disclosure Forms that would significantly shorten the form while still providing key information to customers about the Program, their rights, and the details of their specific offer, all in a standardized format to allow customers to compare offers in an apples-to-apples manner. The Commission approved this approach in the 2022 Long-Term Plan docket and the Agency is carrying out a public stakeholder process to further improve the forms before they are launched for the Program year starting June 1, 2023.

In accordance with the 2022 Long-Term Plan and Section 1-75(c)(1)(M)(vi) of Illinois Power Agency Act,<sup>3</sup> the Agency has recently launched a new “expanded” Consumer Protection Working Group monthly meeting. This new Working Group is in addition to the existing Consumer Protection State Agency Working Group where the IPA, ABP and ILSFA Program Administrators, the Office of the Attorney General, and the Illinois Commerce Commission convene monthly to share relevant information about various consumer protection violations and issues. The new and expanded Consumer Protection Working Group is open to all interested stakeholders and discusses market trends, best practices, consumer education, and ABP and ILSFA consumer protection requirements and enhancements.

The first expanded Consumer Protection Working Group meeting convened in October 2022 with a focus on gathering feedback from stakeholders related to specific consumer protection requirements proposed in the 2022 Long-Term Plan. Subsequent expanded Consumer Protection Working Group meetings in 2022 have focused on topics such as the Agency’s proposals related to disciplinary action decision-making and processes, certain marketing restrictions, and proposed updates to the ABP and ILSFA standard Disclosure Forms. There was strong participation and interest in the expanded Consumer Protection Working Group meetings in 2022, and this new forum has been a successful way for the Agency to solicit feedback and disseminate consumer protection information to interested stakeholders.

## 2. Scope of Report

This report is the fourth annual Consumer Complaint Report. Previous versions of the Report focused primarily on complaints related to the ABP and had limited discussion of the few ILSFA complaints

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<sup>3</sup> “The Agency shall schedule regular meetings with representatives 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).

received.<sup>4</sup> To date, there have been much fewer complaints related to ILSFA, and they have tended to be less serious in nature. However, with the growth of both Programs and corresponding increase in complaints, and the increased focus on consumer protection in P.A. 102-0662, the Agency determined it is appropriate to include a section in the 2022 report specifically for ILSFA complaints and trends.

The scope of the 2022 report includes complaints received by the Program Administrators of both the ABP and ILSFA from January 1, 2022, to December 31, 2022, and provides summarized data on these complaints. The report includes complaints related to Distributed Generation (“DG”) solar projects (solar projects located at a home, business, or other entity to provide electricity for that site) and community solar (“CS”) projects (large solar projects to which customers subscribe; customers receive credits on their electric bill based on the generation from their share of the community solar project).

For ABP complaints, the report includes a narrative summary of a sampling of complaints in each of the five major complaint categories. These top complaint categories represent approximately 90% of all the complaints received. The sample complaints were selected based on how well they exemplified the category of complaint under which they fall.

In addition to the summary of complaints received, this report includes a summary of suspensions issued by the Program Administrators against Approved Vendors or Designees. In calendar year 2022, the ABP Program Administrator issued four suspensions. One suspension was reversed on appeal to the Agency (after initially being stayed). Of the remaining three suspensions, two stemmed from consumer complaints, and one was implemented to prevent a previously suspended entity from circumventing its suspension by participating in the Program as a new company. The ILSFA Program Administrator took disciplinary action against an ABP Approved Vendor that falsely marketed the availability of ILSFA incentives to a customer; this Approved Vendor was prohibited from registering with or participating in ILSFA for six months.

The IPA strives to constantly improve and adjust Program operations to advance consumer protections, 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

#### How Complaints Are Received

In the course of Program participation, ABP and ILSFA consumers receive materials—specifically, the Program informational brochure and Disclosure Form—that provide information on how a complaint may be submitted. In some cases, complaints are first submitted to the Illinois Power Agency rather than to the Program Administrator. In other cases, complaints may be received by another entity (e.g., a solar company, the Office of the Attorney General, the Citizens Utility Board, the Illinois Commerce Commission, local or municipal officials, or a state legislator); this report covers only those complaints received by the Program Administrator, whether directly or through referral from another entity. Consequently, the number of complaints received may not reflect the full universe of consumer complaints related to the ABP or ILSFA. The IPA encourages any entities

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<sup>4</sup> Prior years’ reports are available at <https://illinoisabp.com/annual-complaints-reports/>.

receiving a complaint regarding the ABP or ILSFA to share the complaint with the Program Administrator.

### Investigation of Complaints

The Program Administrator seeks to respond to and investigate all complaints as soon as possible upon receipt. After receiving a complaint from a consumer, the Program Administrator follows up with both the complainant and the Approved Vendor and/or Designee potentially involved to seek more information. The Program Administrator then attempts to work with the Approved Vendor and/or Designee to come to a suitable solution to the complainant's issue. The Program Administrator records all complaints received and documents 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>5</sup> However, even when the Program Administrator determines that it does not have the authority to direct the Approved Vendor or Designee to take a specific action, the Program Administrator takes reasonable steps to encourage the relevant Approved Vendor or Designee to resolve a complaint as completely and satisfactorily as possible.

### Disciplinary Process<sup>6</sup>

Upon a determination that Program requirements have been violated, the ABP or ILSFA Program Administrator may take disciplinary actions against an Approved Vendor and/or Designee (or an unregistered entity that advertises the ABP or ILSFA or makes claims about the Programs to customers). While the IPA lacks plenary authority to restrict or regulate market activity generally, Program Administrators may take action to limit an offending entity's ability to participate in transactions that benefit from the state-administered incentive Programs.

If the ABP 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 notify that entity through an email that outlines the problematic behavior, explains how the behavior is non-compliant with Program requirements, and will request explanatory information and/or supporting documentation on the issue. After a review of any such response and further investigation into the facts and circumstances of a potential violation, the Program Administrator will determine what discipline, if any, should apply to that entity. A disciplinary action could take the form of a notification of warning or a suspension from acting in the Program. A formal warning is communicated via a letter that notifies Approved Vendors or Designees of behavior that violates Program requirements and/or is otherwise problematic and directs them to stop this behavior. If the ABP or ILSFA Program Administrator determines a suspension is merited, it will send a letter to that entity detailing the infraction, the terms of the suspension, and steps to appeal the suspension. The Program Administrator communicates the opportunity to appeal, as well as the appeal deadline, to the offending entity. The Program Administrator will also communicate with and provide a copy of any warning or suspension letter to the IPA.

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<sup>5</sup> For example, a contract dispute may be outside of the scope of the Program.

<sup>6</sup> Some of the ABP and ILSFA consumer protection processes around disciplinary action, among other processes, are being revised in 2023. In December 2022, the IPA released a [packet of consumer protection proposals for public comment](#). The updated Consumer Protection Handbook and Contract Requirements documents will be published at least 45 days before the start of the new Program year on June 1, 2023.

An Approved Vendor or Designee may appeal a Program suspension to the IPA. To appeal to the IPA, the entity must provide a request for reconsideration of discipline in writing on company letterhead explaining its rationale for why it believes the Program Administrator's determination is in error, as well as sharing any supporting information, documents, or communications. The IPA may request additional information and materials from the entity, and/or have a discussion with the entity to learn more about the basis for its position.

The IPA issues final determinations on discipline, including a supporting rationale for its decision, as soon as practicable after the receipt of an appeal and review of relevant information.

## 4. Adjustable Block Program Complaints

### a. ABP Consumer Complaint Data Summary

This section of the report summarizes the complaints received by the ABP Program Administrator in various displays of data. In calendar year 2022, the ABP Program Administrator received a total of 259 complaints. This was an increase from the 165 complaints received in 2021, the 77 complaints received in 2020, and the 28 complaints received in 2019.<sup>7</sup> It is worth noting that a consumer's complaint may be associated with an application submitted during a prior year. While a complaint in 2019 would have either been connected to an application submitted in 2019 or an application that had not yet been submitted, a complaint received in 2022 could be connected to an application submitted in 2019, 2020, 2021, or 2022, or connected to a not yet submitted application. 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.

Additionally, in 2022 the Agency and ABP Program Administrator have worked to increase communication and coordination on complaints submitted to the Illinois Commerce Commission and the Office of the Illinois Attorney General via the Consumer Protection State Agency Working Group. Consumer complaints that are originally filed with these state agencies and relate to projects and participants of the ABP are frequently provided to the ABP Program Administrator for further investigation, and has led to increased visibility of both market issues affecting ABP consumers, as well as complaints lodged against ABP Approved Vendors and Designees.

### i. ABP Complaints Received – By Entity Type

There are two entity types that participate in the ABP: Approved Vendors and their Designees. The data in this section of the report organizes complaints received against each entity type that participates in the Program.

- An *Approved Vendor* is an entity registered with the Program that serves as the counterparty to Renewable Energy Credit ("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 working with other Program participants, or other entity types. As this entity is contractually responsible for the delivery of RECs under contracts stemming from the

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<sup>7</sup> There is a discrepancy between the past Consumer Complaints Reports and the data inherited from the prior ABP Program Administrator for calendar year 2021. The number of complaints has been updated to reflect 165 (rather than 164) complaints.

- Program, these entities are vetted through an application process. A company must become an ABP Approved Vendor before it may become an ILSFA Approved Vendor.
- A *Designee* is an entity acting on behalf of an Approved Vendor in the Program (and thus are generally, although not exclusively, customer-facing sales, solicitation, or installation firms). All Designees must also register with the Program. There are four different types of Designees, each reflecting a role Designees can fulfill for an Approved Vendor. A Designee must select at least one role and can register for more than one role to accurately reflect the Designee's role and relationship with the Approved Vendor. The four types of Designee roles in the ABP Portal are as follows:
    - *Disclosure Form Designee* - An entity that is permitted to generate Distributed Generation and Community Solar 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 the Community Solar subscription information for an Approved Vendor's Community Solar projects. Community Solar Subscriber Designees can only enter subscribers for Disclosure Forms that they have created; therefore, a Community Solar Subscriber Designee must also be registered with the Program as a Disclosure Form Designee;
    - *Marketing or Sales Designee* - An entity that acts as a marketing agent and/or customer acquisition agent on behalf of an Approved Vendor or Designee. This includes, among others, entities that engage in solicitations through any channel (in-person, telephone, etc.), as well as entities that perform online lead generation services; and
    - *Installer Designee* - An entity that installs systems on behalf of an Approved Vendor or Designee.

The following is a breakdown of the 259 ABP complaints received in 2022 based on the Program participant:

- Complaints against Designees: 187
- Complaints against Approved Vendors: 68
- Complaints against entities not registered with the Program: 4



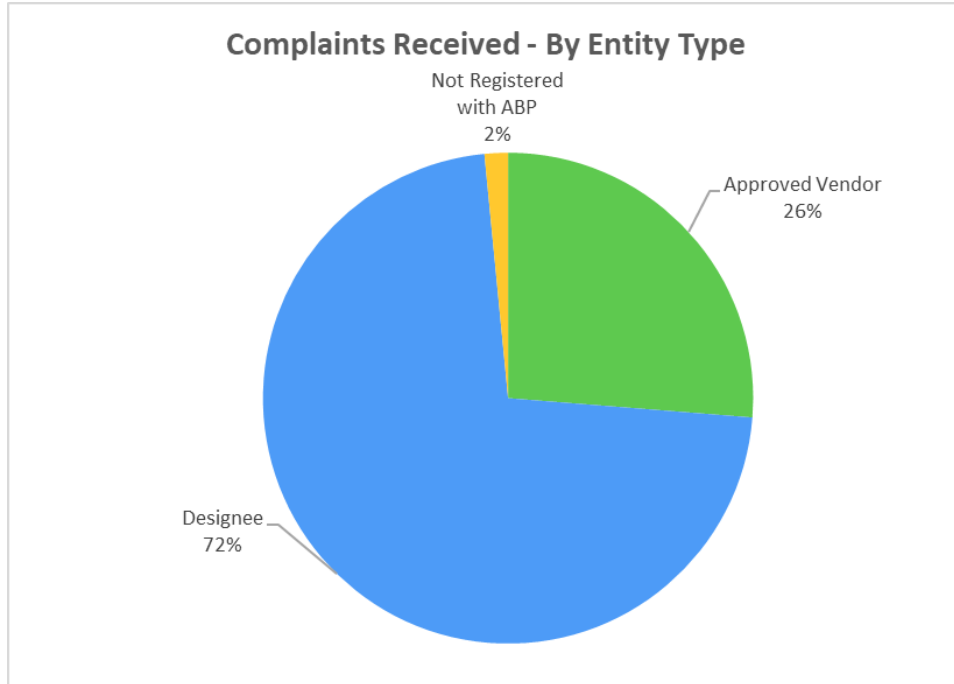


Figure 1: This chart shows the breakdown of entity type for all complaints received by the ABP Program Administrator in 2022.

### ii. ABP Complaints Received – By Category of Complaint

The Program Administrator tracks the primary subject of each complaint and creates new complaint subjects when the Program Administrator observes new trends in complaints. The complaints received in 2022 fell into one or more of nine categories. In cases where multiple categories apply to a single complaint, the Program Administrator identified the main issue of concern to the customer. For example, a customer filing a complaint regarding a delay in their ABP application submission may also have not received a response from their Approved Vendor or solar installer after attempting to contact the Program entity regarding these concerns. The complaint types and descriptions are summarized in the table below, along with a breakout of the number of cases in each category.

| Complaint Type                   | Description   | Number of Complaints |
|----------------------------------|---|----------------------|
| ABP application issues           | The customer is concerned about errors their Approved Vendor made with their ABP application, or with a delay in the Approved Vendor submitting the application.  | 80                   |
| Mechanical or installation issue | The customer is concerned about an issue with a physical component of their system (i.e., panel, inverter, microinverter, etc.), or reports property damage as a result of the installation.  | 63                   |
| Misleading marketing             | The customer reports that they received misleading information related to expected savings after installing solar, expected impact of the federal tax credit, or expected amount of the Illinois ABP incentive paid to the customer by the Approved Vendor. | 37                   |
| Installation contract terms      | The customer is concerned about the terms of their installation contract, their financing agreement, etc.   | 25                   |

| Complaint Type                 | Description  | Number of Complaints |
|--------------------------------|--|----------------------|
| Failure to respond to customer | The customer has not received an adequate response from their Designee or Approved Vendor to a customer question or concern.   | 22                   |
| REC payment delay              | The customer is concerned about a delay in receiving their expected payment from their Approved Vendor, after the Approved Vendor has already received incentive payment for their project.            | 13                   |
| Miscellaneous <sup>8</sup>     | A complaint that does not fit any of the other categories on this list.  | 7                    |
| System underperforming         | The customer reports that their system is not producing the expected amount of energy, or that their electric bills are higher than expected after installing solar or signing up for Community Solar. | 7                    |
| Disclosure Form issues         | The customer was not provided with a Disclosure Form before signing an installation or Community Solar subscription agreement.   | 5                    |
| <b>Total</b>                   |  | <b>259</b>           |

Figure 2: This table shows the number of complaints received by the Program Administrator for each category in 2022.

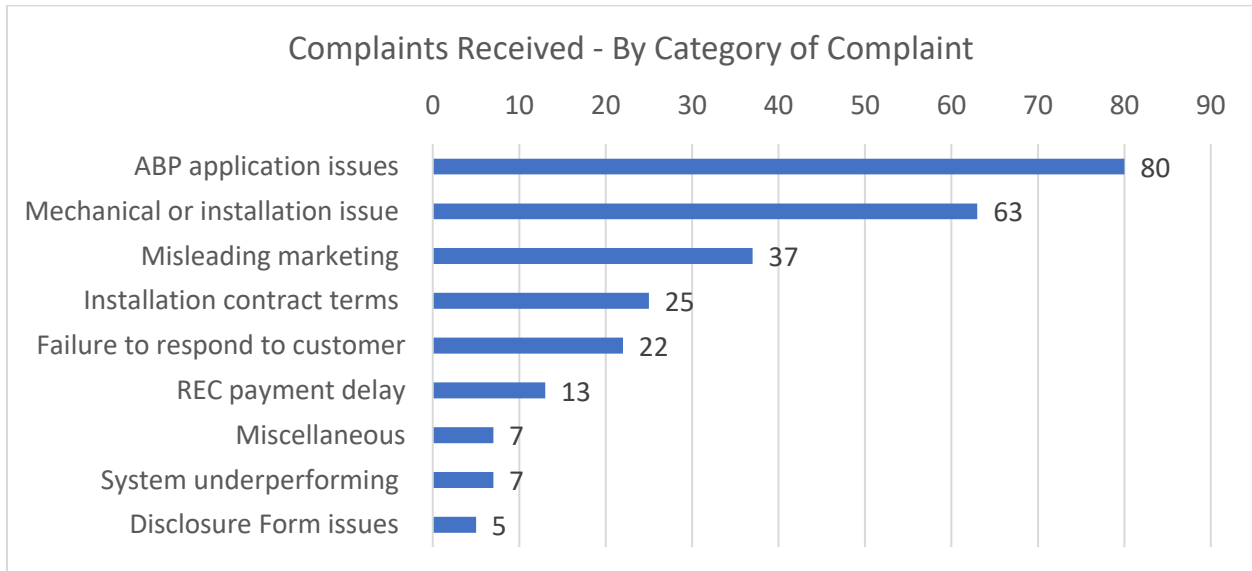


Figure 3: This graph shows the number of complaints received by the Program Administrator for each category in 2022.

<sup>8</sup> All the complaints received in 2022 that indicated “miscellaneous” as the primary complaint subject were related to Community Solar. In 2023, the Program Administrator will update complaint categories to be more inclusive of issues Community Solar customers are experiencing. For more information on the miscellaneous complaints, see Section 6 of the report.

### iii. ABP Complaints Received – By Entity

Below is a list of all Approved Vendors, Designees, and other entities about which customers have filed a formal complaint with the ABP Program Administrator since the ABP's inception. The chart lists how many complaints each entity received in each year from 2019 through 2022.<sup>9</sup>

| Company Name                      | 2019 | 2020 | 2021 | 2022 | Grand Total |
|-----------------------------------|------|------|------|------|-------------|
| Approved Vendor                   | 11   | 41   | 57   | 68   | 177         |
| Sunrun Installation Services Inc. | 4    | 5    | 9    | 30   | 48          |
| Vivint Solar Developer, LLC       | 1    | 2    | 12   | 2    | 17          |
| Eco-Solar Solutions, LLC          |      | 2    | 6    | 8    | 16          |
| WCP Solar Services, LLC           | 1    | 11   | 2    | 2    | 16          |
| SRECTrade, Inc.                   |      | 1    | 9    | 3    | 13          |
| Tesla, Inc.                       |      | 1    | 6    | 6    | 13          |
| Carbon Solutions SREC, LLC        | 2    | 6    | 3    |      | 11          |
| Novel Energy Solutions LLC        |      | 6    |      |      | 6           |
| Freedom Forever Illinois LLC      |      |      | 2    | 3    | 5           |
| Summit Solar Solutions, LLC       |      |      | 3    | 1    | 4           |
| SUNPOWER CAPITAL SERVICES, LLC    |      | 1    |      | 3    | 4           |
| IL-Solar, Inc                     | 1    | 1    |      | 1    | 3           |
| Solgen Power LLC                  |      |      |      | 3    | 3           |
| Certasun LLC                      |      | 1    |      | 1    | 2           |
| Total Solar Solutions LLC         | 1    | 1    |      |      | 2           |
| Balance Solar LLC                 |      |      |      | 1    | 1           |
| Clean Energy Design Group, Inc.   |      |      | 1    |      | 1           |
| Clearway Community Solar LLC      |      |      | 1    |      | 1           |
| EFS Energy                        |      |      |      | 1    | 1           |
| Enertech Global, LLC              |      | 1    |      |      | 1           |
| GRNE Solutions LLC                |      | 1    |      | 1    | 2           |
| Harvest Solar, LLC                | 1    |      |      |      | 1           |
| Iowa Wind and Solar DBA Simpleray |      |      |      | 1    | 1           |
| Jd Pro Electric Inc               |      |      | 1    |      | 1           |
| Promethean Solar                  |      |      | 1    |      | 1           |
| Tron Solar, LLC                   |      |      |      | 1    | 1           |
| Verde Solutions LLC               |      | 1    |      |      | 1           |
| Windsoleil Inc.                   |      |      | 1    |      | 1           |
| Designee                          | 12   | 35   | 106  | 187  | 340         |
| Power Home Solar, LLC             |      | 1    | 17   | 46   | 64          |
| Windsoleil Inc.                   |      | 1    | 16   | 23   | 40          |

<sup>9</sup> See footnote 7.

| Company Name                       | 2019 | 2020 | 2021 | 2022 | Grand Total |
|------------------------------------|------|------|------|------|-------------|
| Standard Eco LLC                   | 1    | 8    | 7    | 8    | 24          |
| Palmetto Solar LLC                 | 2    | 4    | 12   | 21   | 39          |
| Headline Solar                     |      |      | 12   | 3    | 15          |
| Arcadia                            |      |      |      | 11   | 11          |
| Solar Ready Solutions, LLC         |      | 1    | 3    | 5    | 9           |
| Empire Solar Group, LLC            | 1    | 1    | 6    | 1    | 9           |
| CR Solar                           |      |      | 3    | 4    | 7           |
| Iconic Energy LLC                  | 4    |      | 3    |      | 7           |
| Clearway Energy Group              |      |      |      | 6    | 6           |
| Eco Management Systems Limited LLC |      | 1    | 4    | 1    | 6           |
| Excel Home Solar                   | 1    |      | 1    | 4    | 6           |
| Modern Mill LLC                    |      |      | 2    | 4    | 6           |
| SunAir Systems LLC                 |      | 2    | 2    | 2    | 6           |
| Sun Badger Solar                   |      | 3    | 1    | 1    | 5           |
| SunPro Solar                       |      |      | 1    | 4    | 5           |
| Eagle Point Solar LLC              |      | 3    | 1    |      | 4           |
| National Solar Service             |      |      |      | 4    | 4           |
| Smart Energy Solutions             |      |      |      | 4    | 4           |
| Encor Solar LLC                    |      |      | 2    | 1    | 3           |
| SolarUp                            |      | 1    |      | 2    | 3           |
| Solis Energy Services              |      |      |      | 3    | 3           |
| Ailey Solar Electric, Inc.         | 1    | 1    |      |      | 2           |
| Bright Planet Solar, INC           |      |      | 1    | 1    | 2           |
| Green Solar Technologies           |      | 1    |      | 1    | 2           |
| Kapital Electric, Inc              |      |      | 1    | 1    | 2           |
| Moxie Solar                        |      | 1    | 1    | 7    | 9           |
| Nexamp, Inc.                       |      |      |      | 2    | 2           |
| Prestige Solar Solutions           |      |      |      | 2    | 2           |
| Rethink Electric                   | 1    |      | 1    |      | 2           |
| Smart Money Solar                  |      | 1    | 1    |      | 2           |
| Solar SME, Inc.                    |      |      | 1    | 1    | 2           |
| Zenernet                           |      |      |      | 2    | 2           |
| Ampion, Inc.                       |      |      |      | 1    | 1           |
| API Solar                          |      |      |      | 1    | 1           |
| Clean.Tech                         |      |      | 1    | 1    | 2           |
| Common Energy                      |      |      |      | 1    | 1           |
| Cross Country Construction         |      |      | 1    |      | 1           |
| D&D Electric, LLC                  |      | 1    |      |      | 1           |
| Direct Solar of America            |      |      | 1    |      | 1           |

| Company Name                   | 2019      | 2020      | 2021       | 2022       | Grand Total |
|--------------------------------|-----------|-----------|------------|------------|-------------|
| Expert Energy Management LLC   |           |           |            | 1          | 1           |
| Freedom Forever Illinois, LLC  |           |           | 1          |            | 1           |
| IM Sustainable                 |           |           | 1          |            | 1           |
| JD Pro Electric Inc            |           | 1         |            |            | 1           |
| Legacy Solar, LLC              | 1         |           |            |            | 1           |
| MC2 Energy Services, LLC       |           |           |            | 1          | 1           |
| OurWorldEnergy                 |           |           | 1          |            | 1           |
| Phoenix Exteriors, Inc         |           |           |            | 1          | 1           |
| Revolution Energy Systems      |           |           |            | 1          | 1           |
| Route 66 Solar LLC             |           |           |            | 1          | 1           |
| Sigora Solar, LLC              |           |           | 1          |            | 1           |
| Solar Energy Solutions, LLC    |           | 1         |            |            | 1           |
| Sun N Us                       |           |           |            | 1          | 1           |
| Sun Solar, LLC                 |           |           |            | 1          | 1           |
| Titan Solar Power              |           |           |            | 1          | 1           |
| Tron Solar                     |           | 1         |            |            | 1           |
| Windfree Solar                 |           | 1         |            |            | 1           |
| <b>Non-Program Entity</b>      | <b>5</b>  | <b>1</b>  | <b>2</b>   | <b>4</b>   | <b>12</b>   |
| Brio Energy LLC                | 1         |           |            |            | 1           |
| Conscious Energy Solutions LLC |           |           |            | 1          | 1           |
| Energy of Illinois Inc         |           |           |            | 3          | 3           |
| Offset Solar LLC               | 4         |           |            |            | 4           |
| Phenomenal Power               |           | 1         |            |            | 1           |
| Solarize South Carolina, LLC   |           |           | 1          |            | 1           |
| Sunsource Homes Inc            |           |           | 1          |            | 1           |
| <b>Total</b>                   | <b>28</b> | <b>77</b> | <b>165</b> | <b>259</b> | <b>529</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. 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 nor as a Designee with the Program.

#### Complaints Received Against Approved Vendors

In 2022, the Program Administrator received 68 complaints against 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 against a customer's Approved Vendor received in 2022.

| Approved Vendor                   | Complaints Received Against Entity in 2022 |
|-----------------------------------|--|
| Sunrun Installation Services Inc. | 30   |
| Eco-Solar Solutions, LLC          | 8  |
| Tesla, Inc.                       | 6  |
| Freedom Forever Illinois LLC      | 3  |
| Solgen Power LLC                  | 3  |
| SRECTrade, Inc.                   | 3  |
| SUNPOWER CAPITAL SERVICES, LLC    | 3  |
| Vivint Solar Developer, LLC       | 2  |
| WCP Solar Services, LLC           | 2  |
| Balance Solar LLC                 | 1  |
| Certasun LLC                      | 1  |
| EFS Energy                        | 1  |
| GRNE Solutions LLC                | 1  |
| IL-Solar, Inc                     | 1  |
| Iowa Wind and Solar DBA Simpleray | 1  |
| Summit Solar Solutions, LLC       | 1  |
| Tron Solar, LLC                   | 1  |
| <b>Total</b>                      | <b>68</b>                                  |

Figure 5: This table shows the number of complaints received against Approved Vendors in 2022. 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 2022.

Complaints Received Against Designees and Entities Not Registered with the ABP, Organized by Approved Vendor

In 2022, the Program Administrator received 196 complaints against a company other than the customer’s Approved Vendor. These include complaints against entities registered as Designees and sales companies and installation companies that had failed to register as Designees. Below is a list of all complaints received in 2022 against a company other than the customer’s Approved Vendor. These complaints are organized by the customer’s Approved Vendor, when applicable.<sup>10</sup> Designees that received complaints related to their work under more than one Approved Vendor are listed separately by Approved Vendor. As explained in the Consumer Protection Handbook, Approved Vendors are ultimately responsible for the conduct of their Designees.

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<sup>10</sup> Complaints may be unassociated with an Approved Vendor in several cases. For example, Community Solar complaints may be unassociated with an Approved Vendor if the customer’s subscription is not connected to a project yet. In other cases, a Designee may be unassociated with an Approved Vendor at the time of its violation.

| <b>Company Name</b>                 | <b>Complaints</b> |
|-------------------------------------|-------------------|
| <b>Balance Solar LLC</b>            |                   |
| API Solar                           | 1                 |
| Encor Solar LLC                     | 1                 |
| <b>Carbon Solutions SREC, LLC</b>   |                   |
| CR Solar                            | 4                 |
| Empire                              | 1                 |
| Green Solar Technologies            | 1                 |
| Modern Mill LLC                     | 2                 |
| Moxie Solar                         | 3                 |
| Palmetto Solar LLC                  | 2                 |
| SolarUp                             | 2                 |
| Solis Energy Services               | 2                 |
| Sun Badger Solar                    | 1                 |
| Sun Solar, LLC                      | 1                 |
| SunAir Systems LLC                  | 1                 |
| Titan Solar Power                   | 1                 |
| Windssoleil Inc.                    | 2                 |
| <b>Freedom Forever Illinois LLC</b> |                   |
| Expert Energy Management LLC        | 1                 |
| <b>SRECTrade, Inc.</b>              |                   |
| Bright Planet Solar, INC            | 1                 |
| Clean.Tech                          | 1                 |
| Conscious Energy Solutions LLC      | 1                 |
| Eco Management Systems Limited LLC  | 1                 |
| Excel Home Solar                    | 3                 |
| Headline Solar                      | 3                 |
| Kapital Electric, Inc               | 1                 |
| Modern Mill LLC                     | 2                 |
| Moxie Solar                         | 1                 |
| National Solar Service              | 4                 |
| Palmetto Solar LLC                  | 19                |
| Power Home Solar, LLC               | 41                |
| Prestige Solar Solutions            | 2                 |
| Revolution Energy Systems           | 1                 |
| Route 66 Solar LLC                  | 1                 |
| Smart Energy Solutions              | 4                 |
| Solar Ready Solutions, LLC          | 5                 |
| Solar SME, Inc.                     | 1                 |
| Solis Energy Services               | 1                 |
| Standard Eco LLC                    | 8                 |
| SunAir Systems LLC                  | 1                 |
| SunPro Solar                        | 4                 |

|  |            |
|--|------------|
| Windssoleil Inc.   | 21         |
| Zenernet   | 2          |
| <b>SUNPOWER CAPITAL SERVICES, LLC</b>  |            |
| Moxie Solar  | 2          |
| Sun N Us   | 1          |
| <b>Sunrun Installation Services Inc.</b>   |            |
| Phoenix Exteriors, Inc   | 1          |
| <b>Vista Energy Marketing, L.P.</b>  |            |
| Excel Home Solar   | 1          |
| <b>Approved Vendors that are Limited Liability Companies Created for Individual Community Solar Projects</b> |            |
| Arcadia  | 6          |
| Clearway Energy Group  | 3          |
| Ampion, Inc.   | 1          |
| MC2 Energy Services, LLC   | 1          |
| Nexamp, Inc.   | 1          |
| <b>No Approved Vendor</b>  |            |
| Arcadia  | 5          |
| Brio Energy LLC  | 1          |
| Clearway Energy Group  | 3          |
| Common Energy  | 1          |
| Energy of Illinois Inc   | 3          |
| Moxie Solar  | 1          |
| Nexamp, Inc.   | 1          |
| Offset Solar LLC   | 4          |
| Power Home Solar, LLC  | 4          |
| Power Home Solar, LLC  | 1          |
| <b>Total</b>   | <b>196</b> |

Figure 6: This table shows the number of complaints received against Designees and companies not registered with the Program in 2022. If a Designee or company not registered with the Program is not listed here, it means that the Program Administrator did not receive a formal complaint against that company in 2022.

*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 Program. Some submit a single application to the Program while other Approved Vendors submit thousands of applications. Some Approved Vendors serve as REC aggregators and submit applications from many different 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 chart below begins by presenting the number of complaints associated with each Approved Vendor's Distributed Generation projects in 2022—this includes complaints directed specifically



against the Approved Vendor, and also includes 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 2022, and the total number of Part I applications that the Approved Vendor submitted since the Program began accepting applications. The chart shows the percentage of total complaints and total Part 1 applications each entity was responsible for in 2022—essentially, a rough estimate of the Approved Vendor's "market share" of projects and complaints. Percentages have been rounded to the nearest whole number.

|                                   | Complaints Associated with Approved Vendor in 2022 |                             | Approved Vendor's Part I Application Data for Comparison  |  |  |   |
|-----------------------------------|--|-----------------------------|---|--|--|---|
|                                   | Number of Complaints in 2022                       | Percent of Total Complaints | Number of Part I Applications Submitted by Entity in 2022 | Percent of Total Part I Applications Submitted in 2022 | Total Part I Applications Submitted by Entity from 2019-2022 | Percent of Total Part I Applications Submitted from 2019-2022 |
| <b>Approved Vendor</b>            |  |                             |   |  |  |   |
| SRECTrade, Inc. <sup>11</sup>     | 133  | 51.4%                       | 1,249   | 9.2%   | 6,128  | 12.4%   |
| Sunrun Installation Services Inc. | 31   | 12.0%                       | 5,696   | 42.0%  | 16,446   | 33.3%   |
| Carbon Solutions SREC, LLC        | 21   | 8.1%                        | 2,270   | 15.6%  | 8,304  | 16.9%   |
| Eco-Solar Solutions, LLC          | 8  | 3.1%                        | 0   | 0.0%   | 47   | 0.1%  |
| Tesla, Inc.                       | 6  | 2.3%                        | 317   | 2.3%   | 903  | 1.8%  |
| Freedom Forever Illinois LLC      | 4  | 1.5%                        | 74  | 0.5%   | 237  | 0.5%  |
| Sunpower Capital Services, LLC    | 4  | 1.5%                        | 1,532   | 11.3%  | 3,801  | 7.7%  |
| Balance Solar LLC                 | 4  | 1.5%                        | 1   | 0.0%   | 26   | 0.1%  |
| Solgen Power LLC                  | 3  | 1.2%                        | 5   | 0.0%   | 237  | 0.5%  |
| Energy of Illinois Inc            | 2  | 0.8%                        | 0   | 0.0%   | 0  | 0.0%  |
| Vivint Solar Developer, LLC       | 2  | 0.8%                        | 265   | 2.0%   | 4,436  | 9.0%  |
| WCP Solar Services, LLC           | 2  | 0.8%                        | 0   | 0.0%   | 29   | 0.1%  |
| Certasun LLC                      | 1  | 0.4%                        | 214   | 1.6%   | 983  | 2.0%  |
| EFS Energy                        | 1  | 0.4%                        | 7   | 0.1%   | 7  | 0.0%  |
| IL-Solar, Inc                     | 1  | 0.4%                        | 77  | 0.6%   | 669  | 1.4%  |
| Iowa Wind and Solar DBA Simpleray | 1  | 0.4%                        | 17  | 0.1%   | 126  | 0.3%  |
| Summit Solar Solutions, LLC       | 1  | 0.4%                        | 35  | 0.3%   | 758  | 1.5%  |

<sup>11</sup> In June 2022, SRECTrade retired from providing Approved Vendor services for new ABP eligible projects, specifically projects where SRECTrade had not yet received Part 1 application materials from their Designees. Some Designees who marketed and sold solar projects to customers, who were intending to submit the projects through SRECTrade, did not submit application materials to SRECTrade before SRECTrade's deadline. As a result, these Designees had to find new Approved Vendors for these projects. This created delays in the application process for many projects, leading to a significant number of complaints.

|                    | Complaints Associated with Approved Vendor in 2022 |                             | Approved Vendor's Part I Application Data for Comparison  |  |  |   |
|--------------------|--|-----------------------------|---|--|--|---|
|                    | Number of Complaints in 2022                       | Percent of Total Complaints | Number of Part I Applications Submitted by Entity in 2022 | Percent of Total Part I Applications Submitted in 2022 | Total Part I Applications Submitted by Entity from 2019-2022 | Percent of Total Part I Applications Submitted from 2019-2022 |
| Approved Vendor    |  |                             |   |  |  |   |
| SunAir Systems LLC | 1  | 0.4%                        | 0   | 0.0%   | 0  | 0.0%  |
| GRNE Solar         | 1  | 0.4%                        | 205   | 1.4%   | 947  | 1.9%  |
| Tron Solar, LLC    | 1  | 0.4%                        | 118   | 0.9%   | 315  | 0.6%  |

Figure 6: This chart compares (a) the number and 'market share' of complaints associated with a given Approved Vendor's Distributed Generation projects to (b) the number and 'market share' of Part I Distributed Generation applications that the Approved Vendor submitted in 2022, and (c) the number and 'market share' of Part I Distributed Generation 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 a Non-Program Entity, so the "Percent of Total Complaints" column does not total 100%. The chart is limited to complaints associated specifically with Distributed Generation applications (and does not include Community Solar) because the number of projects for which a Distributed Generation Part I application has been submitted more closely correlates with the number of customers / potential complainants.

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

Currently, the ABP 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 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** – Closed complaints can be divided into two categories: "Closed" and "Closed – Customer Non-responsive."
  - **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 will consider disciplinary action.
  - **Closed – Customer Non-responsive** – 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 reoccurred, or that a new similar issue has arisen.

Before listing a complaint as either “Resolved” or “Closed,” the Program Administrator performs a full investigation of the complaint. 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. The distinction between “Resolved” and “Closed” is followed even if the issues involved in the complaint do not violate specific Program requirements and may be considered by the Program Administrator as being outside the scope of the Program.

The Program Administrator strives to resolve each complaint submitted. However, some complaints received by the Program Administrator do not violate specific Program requirements, and therefore are considered outside the scope of the Program, for example, that implicate contractual disputes that the Program Administrator cannot weigh in on.

When the Program Administrator receives a complaint from a customer that is considered outside the scope of the Program or that implicates ambiguous contractual issues, the Program Administrator seeks to assist the customer in resolving the issue within the confines and scope of the Program. This response includes contacting the customer’s Approved Vendor and/or Designee to facilitate a discussion between the two parties and obtaining a response from the Approved Vendor and/or Designee regarding the issue. The Program Administrator may also provide the customer with information on how to submit a complaint to the Illinois Commerce Commission and/or the Office of the Illinois Attorney General, depending on the particular facts involved.

The following shows the breakout of total complaints received by the Program Administrator from January 1, 2022, to December 31, 2022, by Complaint Status, as of the release of this Report on March 1, 2023.<sup>12</sup>

| <b>Complaint Status</b>         | <b>Quantity of Complaints</b> |
|---------------------------------|-------------------------------|
| Resolved                        | 122                           |
| Closed                          | 87                            |
| Under Investigation             | 39                            |
| Reopened                        | 6                             |
| Closed – customer nonresponsive | 5                             |
| <b>Total</b>                    | <b>259</b>                    |

Figure 8: This table shows the status of each complaint received in 2022.

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<sup>12</sup> All complaints received in 2020 and 2021 are either Resolved or Closed; no complaints received before 2022 remain under investigation.

**2022 Complaints Received by the Program Administrator**

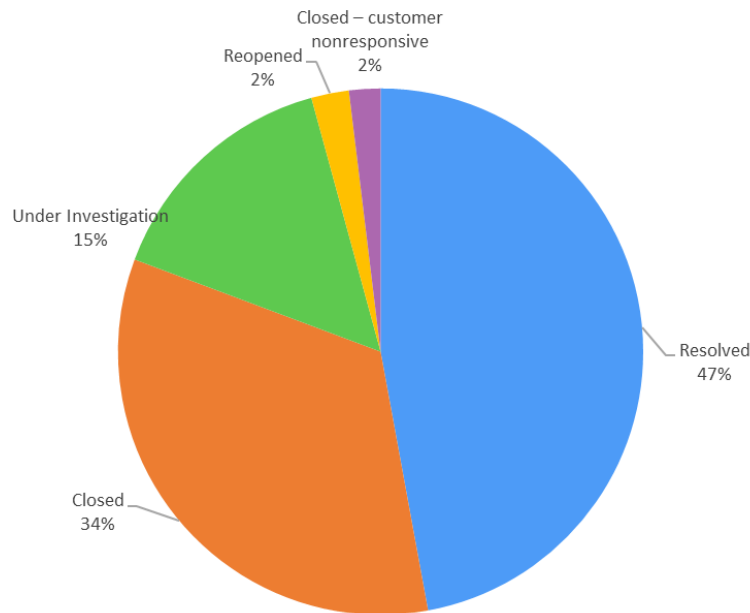


Figure 9: This chart shows the complaint status for each complaint received in 2022.

**b. ABP Consumer Complaint Data Analysis**

Since 2019, the Consumer Complaints Center on both the Illinois Shines and Illinois ABP websites and dedicated consumer complaint phone number and email address have been available to consumers. These resources create a user-friendly experience for customers seeking to file a complaint.

**i. ABP Complaints Received Compared to Total Applications Received**

During calendar year 2022, the Program Administrator received 259 complaints, which is an increase from the 165 complaints received in 2021, the 77 complaints received in 2020, and the 28 complaints received in 2019.<sup>13</sup> To date, the number of applications submitted per year peaked in 2020. However, the cumulative number of consumers that interact with the Program continue to grow each year.

Approved Vendors submitted a total of 48,265 Distributed Generation Part I project applications since Program inception in January 2019 to December 31, 2022. This total number can be broken down in the following categories: 45,439 Small Distributed Generation Part I applications, 2,824

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<sup>13</sup> See footnote 7.

Large Distributed Generation Part I applications, and 2 Public School Part I applications.<sup>14</sup> The Program received 237 complaints in 2022 related to Distributed Generation projects.

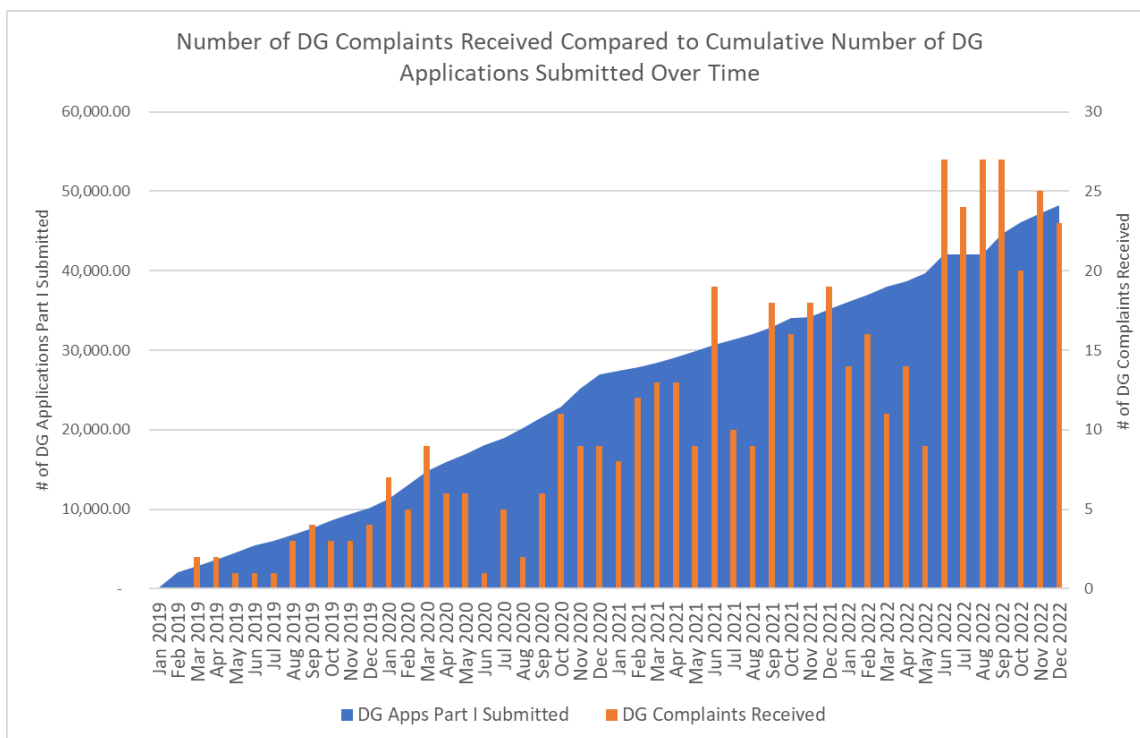


Figure 10: This graph shows the cumulative number of Part I Distributed Generation applications submitted to the Program Administrator and the number of Distributed Generation customer complaints received on a monthly basis since the Program opened in 2019 through the end of 2022. This graph demonstrates how the total base of Illinois consumers with Distributed Generation applications and the number of Distributed Generation complaints in the ABP have grown over time.

At the end of 2022, there were 27,112 active Community Solar subscribers across 108 Community Solar. The Program received 22 complaints in 2022 related to Community Solar, which is an increase from the one Community Solar related complaint received in 2021. As the number of Community Solar customers grows, the Program may begin to see Community Solar complaints on a more consistent basis.

<sup>14</sup> The data provided here shows the category of a project at the time that the project received allocated capacity. See footnote 4 for more information on how Public Act 102-0662 changed the cutoff between Large and Small DG.

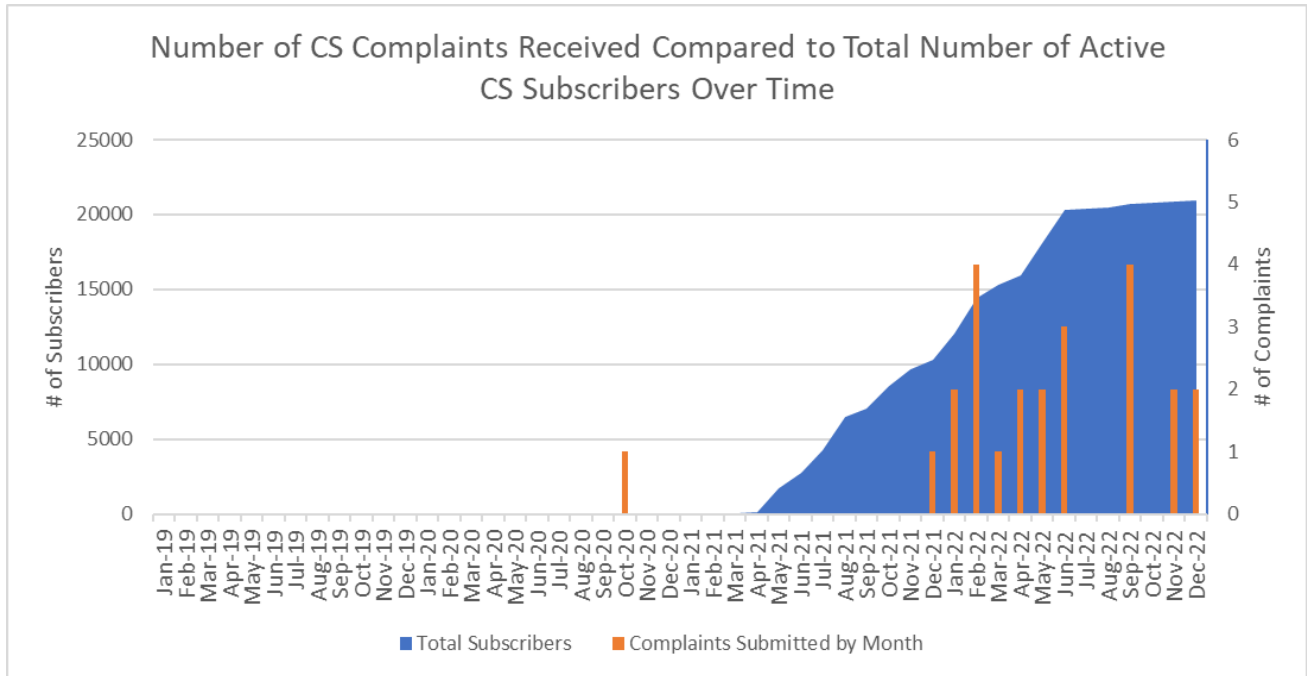


Figure 11: This graph shows the cumulative total number of active Community Solar subscribers and the number of Community Solar complaints received on a monthly basis since the Program opened in 2019 through the end of 2022.

Figure 10 shows that the number of Distributed Generation complaints received each month follows a generally increasing trend line. Similarly, Figure 11 demonstrates that Community Solar complaints have increased with the increasing number of Community Solar subscribers. With a growing pool of Program customers and no time limitations in which a customer is required to file a complaint after application submission, the total number of potential complainants has also increased.

As noted above, a consumer may submit a complaint years after they signed an installation or subscription contract. Many Distributed Generation consumers who submitted complaints during 2022 have a Part I application that was submitted during previous years.

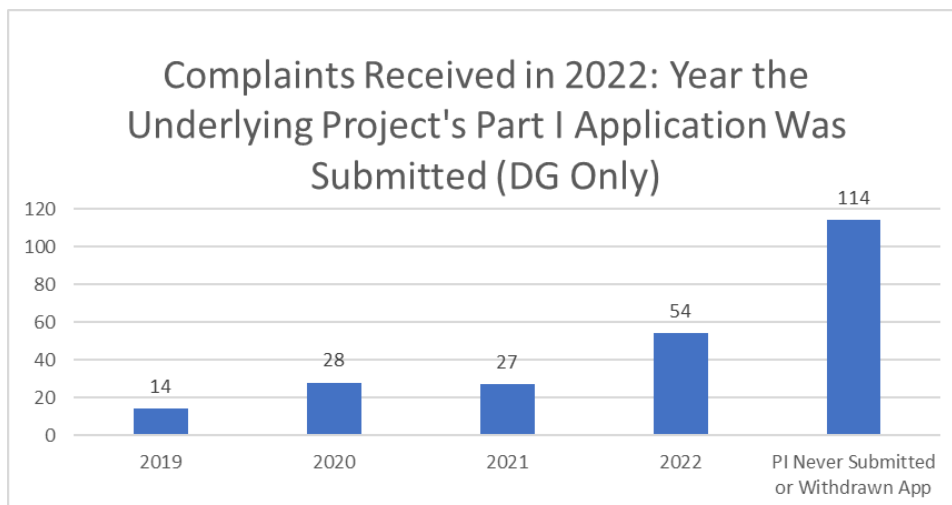


Figure 12: This graph shows—for Distributed Generation complaints submitted in 2022—when the Part I (“PI”) application for the underlying project was submitted to the Program. It includes bars to indicate the number of complaints submitted by customers who have an application in progress, as well as customers who do not have an application submitted to the Program (“PI Never Submitted or Withdrawn App”). “PI Never Submitted or Withdrawn App” includes customers who decided not to participate in the Program or canceled their solar contract, as well as customers whose Part I applications have not been submitted to the Program. Complaints can be submitted to the Program Administrator at any point, including before an associated application is submitted to the Program. This chart does not include the 22 Community Solar complaints received by the Program Administrator in 2022, as Community Solar subscribers do not have individual applications.

Figure 12 shows that, of the 237 complaints received in 2022 relating to Distributed Generation projects, 69 were submitted by customers who had a Part I application submitted in a previous year. Fourteen of the 69 complainants had Part I applications submitted in 2019, and 28 had a Part I application submitted in 2020. Complaints received long after the relevant Part I application was submitted can either relate to issues with the system that appeared several months to several years after the installation, or to issues receiving an incentive payment from the customer’s Approved Vendor.

Figure 12 also shows that 114 of the 237 customers that submitted complaints in 2022 did not yet have a submitted Part I application (48%). 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 related to an Approved Vendor or Designee going out of business or leaving the Illinois market. By contrast, in 2021, 32 of the 165<sup>15</sup> customers who filed a Distributed Generation complaint (20%) did not have a Part I application submitted by the end of 2021. The increase in the share of 2022 Distributed Generation complainants who did not have a Part I application submitted to the Program may be attributable in part to the increased number of Approved Vendors and Designees who have left the marketplace, either by business decision or through bankruptcy, leaving behind “stranded customers.” It is notable that the Part I application was not available for submission from June 30, 2022, through September 1, 2022, due to a change in the Program Administrator and the need to build out the Part I submission capabilities in the new ABP Portal. Although this temporary pause in Part I availability may have

<sup>15</sup> See footnote 7.



contributed to delays in Part I submissions, Part I application submissions were available beginning on September 1st.

The 114 complaints received in 2022 from customers who do not have a submitted Part I application demonstrates that, while the total number of Part I applications received may be used as a proxy for total customer base, it does not represent the full universe of potential complainants.

## ii. ABP Program Entities with Multiple Complaints, Few Complaints or No Complaints

The majority of companies participating in the Program as Distributed Generation and/or Community Solar Approved Vendors or Designees did not have formal complaints filed against them in 2022.

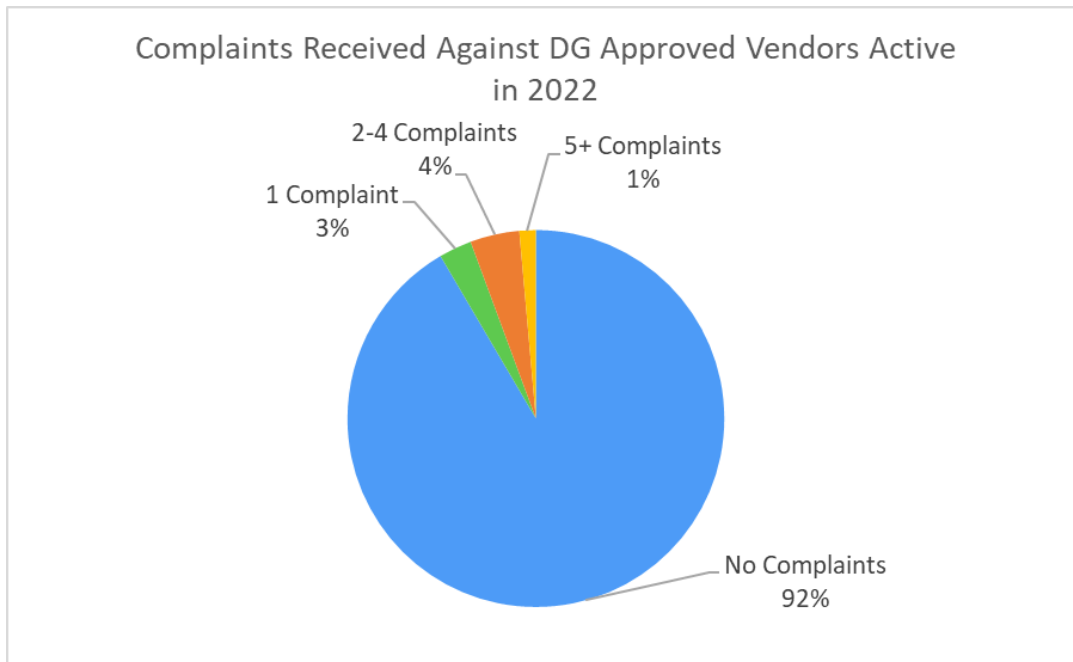


Figure 13: This chart shows all active Distributed Generation Approved Vendors, and the number of complaints filed against each Approved Vendor in 2022. An active Distributed Generation Approved Vendor is defined as an Approved Vendor that secured a customer signature on at least one Distributed Generation Disclosure Form in 2022. There were 59 active Distributed Generation Approved Vendors in 2022.

Figure 13 shows that 92% of Distributed Generation Approved Vendors active in 2022 did not have a complaint filed against them. An active Distributed Generation Approved Vendor is defined as an Approved Vendor that secured a customer signature on at least one Distributed Generation Disclosure Form in 2022. The fact that an Approved Vendor secured a customer signature on Disclosure Form is a rough proxy for determining which Approved Vendors interact directly with customers and therefore have a higher chance of customer complaints being directed against the Approved Vendor. That is, if a Designee provides the Disclosure Form to customer, it may be more likely that the customer files a complaint against the Designee rather than the Approved Vendor.

Three percent of Approved Vendors active in 2022 only had one complaint filed against them, which does not necessarily indicate a widespread issue within the company. Only 5% of Approved Vendors active in 2022 had more than one complaint filed against them. Most notably, only 1% of Approved Vendors had more than five complaints filed against them.

Notably, there were 44 active Community Solar Approved Vendors in 2022, but no complaints were filed against these companies in 2022. An active Community Solar Approved Vendor is defined as an Approved Vendor that secured a customer signature on at least one Community Solar Disclosure Form in 2022. All the community Solar complaints in 2022 were lodged against Community Solar Designees, who generally are responsible for more consumer interactions than Approved Vendors.

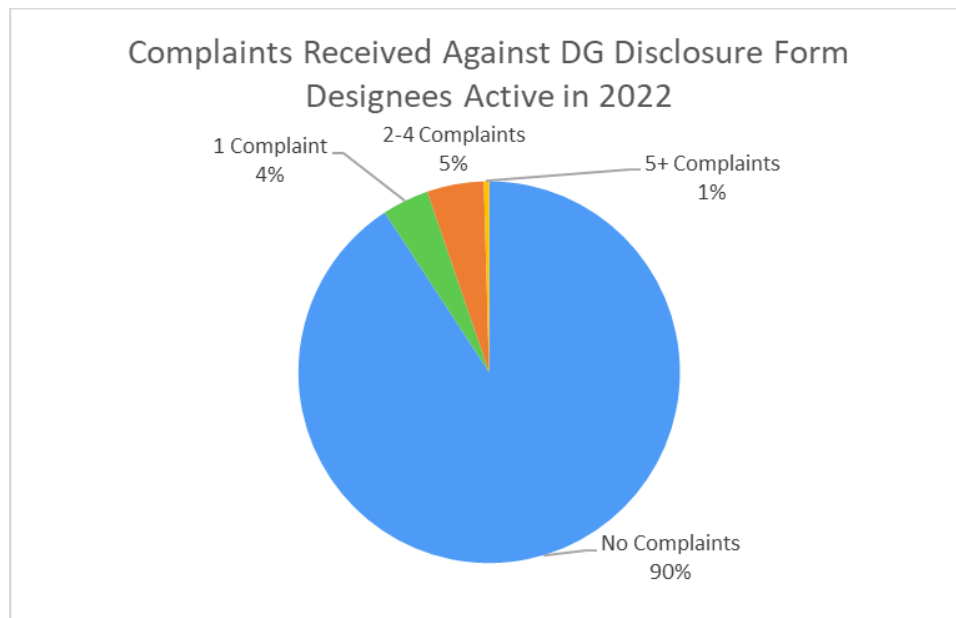
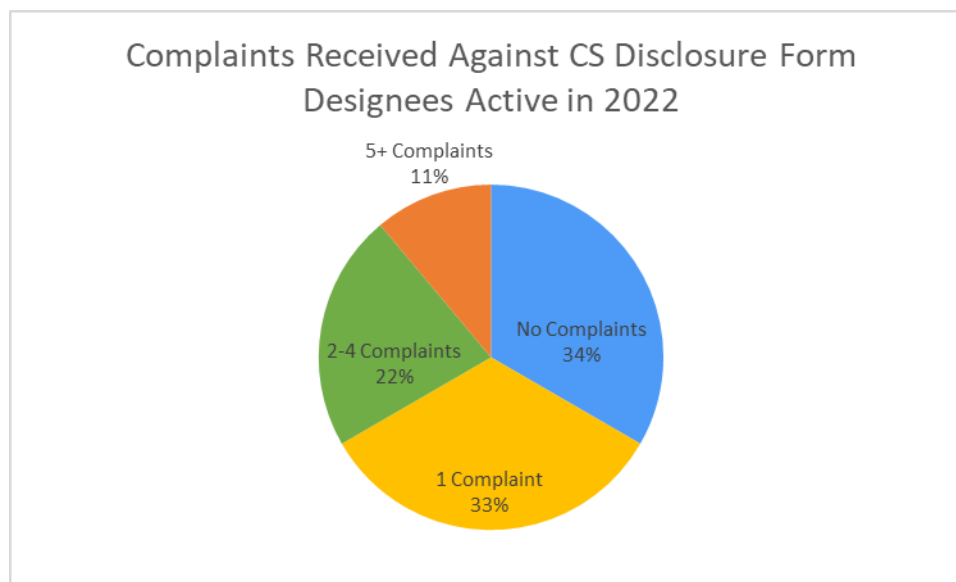


Figure 14: This chart shows all active Disclosure Form Designees, and the number of complaints received against each Disclosure Form Designee in 2022. An active Disclosure Form Designee is defined as a Disclosure Form Designee that secured a customer signature on at least one Distributed Generation Disclosure Form in 2022. There were 228 active Disclosure Form Designees in 2022. The chart is limited to Disclosure Form Designees because activity can be determined by looking at whether the Designee generated Disclosure Forms. It is more difficult to ascertain whether a Designee of another type was active in 2022.

Figure 14 shows that 90% of Distributed Generation Disclosure Form Designees active in 2022 did not have a formal complaint filed against them. An active Distributed Generation Disclosure Form Designee is defined as a Disclosure Form Designee that secured a customer signature on at least one Distributed Generation Disclosure Form in 2022. Four percent of Designees active in 2022 had only one complaint filed against them, which is not in itself indicative of a widespread issue within the company. Only 6% of Designees active in 2022 had more than one complaint filed against them.



*Figure 15: This chart shows the number and percent of total complaints received against each active Community Solar Disclosure Form Designee in 2022. There were 9 active Community Solar Disclosure Form Designees in 2022. The chart is limited to Disclosure Form Designees because activity can be determined by looking at whether the Designee generated Disclosure Forms. It is more difficult to ascertain whether Designees of other types were active in 2022.*

Figure 15 shows that 34% of Community Solar Disclosure Form Designees active in 2022 did not have a formal complaint filed against them. An active Community Solar Disclosure Form Designee is defined as a Disclosure Form Designee that secured a customer signature on at least one Community Solar Disclosure Form in 2022. Thirty-three percent of Community Solar Disclosure Form Designees active in 2022 only had one complaint filed against them, which does not necessarily indicate a widespread issue within the company. Thirty-three percent of Community Solar Disclosure Form Designees active in 2022 had more than one complaint filed against them. One reason there are higher percentages observed for Figure 15 may relate to the lower number of active Disclosure Form Designees for Community Solar compared to Distributed Generation. There are only 9 active Disclosure Form Designees for Community Solar, while there are 228 for Distributed Generation. Since there are fewer Community Solar Disclosure Form Designees, there are a higher number of subscribers, and therefore potential complainants, per entity.

It is a positive sign that as the Program has expanded in size in terms of applications, customer base, and participating entities, the share of Approved Vendors and Designees with complaints filed against them is relatively small for Distributed Generation. This likely indicates that while there are consumer protection issues and customer service issues within the market, these issues are not widespread across all entities participating in the Program. The growing number of Community Solar complaints, and the overall lower percentage of Community Solar Disclosure Form Designees that have no, or just one, complaint, is a trend that the Agency will monitor and may take steps to address.

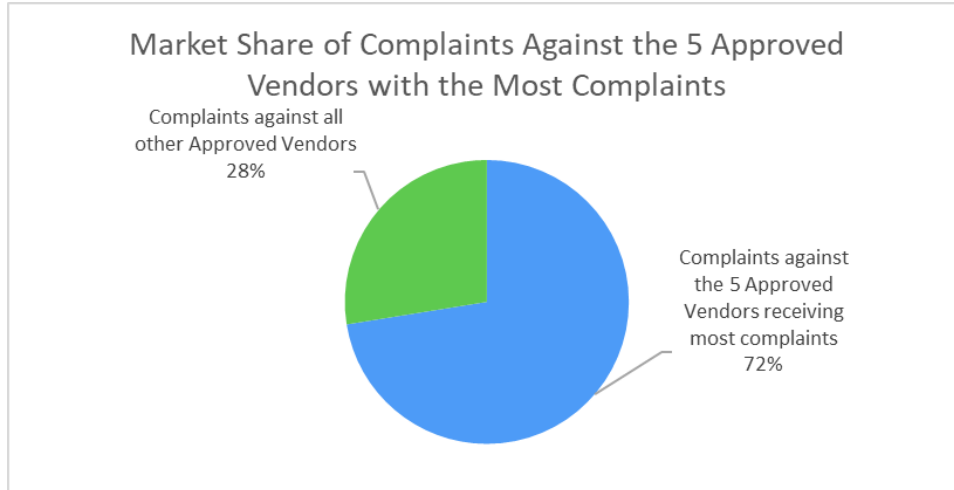


Figure 16: This chart shows the share of complaints against the five Approved Vendors with the most complaints in 2022. The five Approved Vendors receiving the most complaints each had three or more complaints in 2022. This chart only shows the 68 complaints filed against Approved Vendors in 2022 and includes only Distributed Generation Approved Vendors, as no Community Solar Approved Vendor received a complaint in 2022.

Figure 16 shows that 72% of all complaints filed against Approved Vendors were filed against the five Approved Vendors with the most complaints in 2022. Complaints against all other Approved Vendors made up only 28% of complaints filed against Approved Vendors in 2022. The number of active Distributed Generation Approved Vendors increased from 71 in 2021 to 146 in 2022. Fourteen Approved Vendors received complaints in 2021, while seventeen Approved Vendors received complaints in 2022. Although there was a large increase in the number of Approved Vendors in 2022, the percentage of complaints against the 5 Approved Vendors with the most complaints in 2022 (72%) was very similar to that of 2021 (71%).

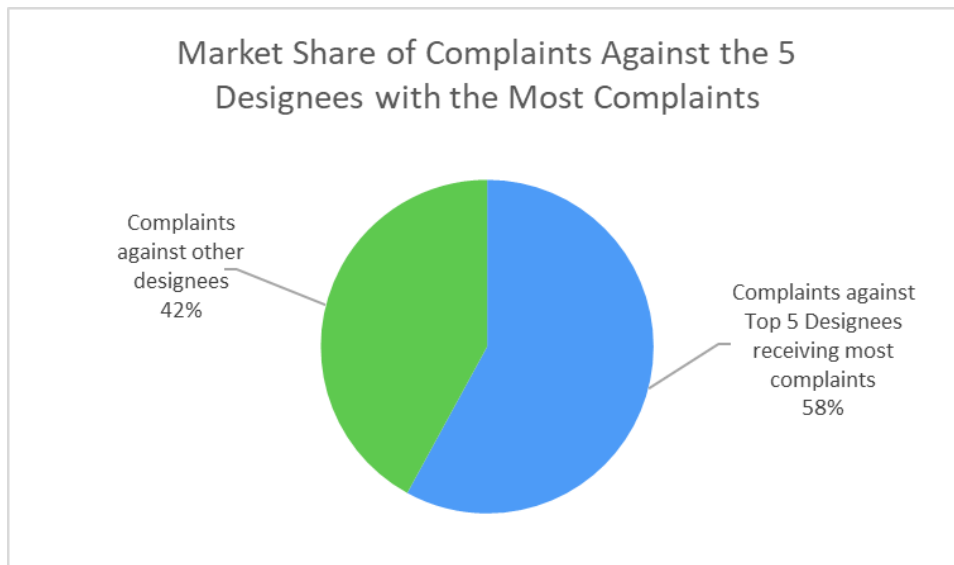


Figure 17: This chart shows the market share of DG complaints against the five Designees with the most complaints in 2022. Each of these five Designees has 8 or more complaints filed by their customers in 2022. This chart only shows the 187 complaints filed against Designees in 2022.

Figure 17 shows that 58% of all complaints filed against Designees were filed against the five Designees with the most complaints in 2022. Complaints against all other Designees made up 42% of complaints filed against Designees in 2022. These are the same percentages seen in 2021.

Together, Figures 16 and 17 show that a relatively small number of companies were responsible for the majority of complaints received by the Program Administrator.

In this way the ABP market appears to be different from the Alternative Retail Electric Suppliers (“ARES”) market, where the majority of active ARES have complaints. In the six-month period from June 2022 to November 2022, 42 of the 71 active ARES had at least one complaint lodged against them, representing 59% of all ARES. By contrast, only 8% of DG Approved Vendors active in 2022 had complaints in the 12 months of 2022, and only 10% of DG Disclosure Form Designees active in 2022 had complaints in 2022.<sup>16</sup>

When the Program Administrator observes a pattern of consumer protection or customer service issues from an Approved Vendor or Designee, the Program Administrator works with the company to resolve the issues. If the issues are not resolved promptly, or if the violation is particularly egregious, the Program Administrator evaluates whether disciplinary action is warranted. See Section 8 of this report for a full list of all suspensions issued in 2022.

### c. Trends in 2022 ABP Complaints Received

The Program Administrator identified several patterns and issues of note among the complaints received in 2022:

- Concerns that Designees, Approved Vendors, or unregistered companies failed to submit applications in a timely manner or portray an accurate time frame of the application process accounted for the largest number of complaints in 2022, with a total of 80.
- Failure to respond to customers and the Program Administrator was the primary complaint subject for 22 complaints and the secondary complaint subject for 83 complaints in 2022.
- The number of Community Solar complaints rose from one in 2021 to 22 in 2022.
- 72% of the complaints received by the Program Administrator in 2022 were against Designees, while 26% were against Approved Vendors.

#### Most Frequent Complaint Topic - ABP Applications Submission Delays and Market Exits

The Program Administrator received a total of 80 complaints in 2022 where the customer expressed concern about a delay in processing their ABP application or errors within the submitted documents.<sup>17</sup> Of these 80 complaints, 44 or approximately 58% were against entities that had received a warning letter in 2022 or were suspended from the program. Many of the delays were caused by Designees’ non-responsiveness and/or incomplete submission of application materials to

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<sup>16</sup> See <https://perma.cc/2UJC-EJ7G> for a permalink to the June to November 2022 ARES complaint data, and the [Plug In Illinois website](#) for more information on ARES or for updated complaint data. Note that the Illinois Commerce Commission may track or count complaints differently than the Program Administrator.

<sup>17</sup> In April of 2022, the Illinois Power Agency announced a change in Program Administrator for the Illinois Adjustable Block Program. During the transition to the new Program Administrator, there was a pause in Part I and II application submission and processing that was communicated to the marketplace. Any complaints regarding program pause were not considered to be complaints filed against Approved Vendors and Designees.

the Approved Vendor which resulted in the application being withdrawn from the program. Additionally, about 24% of the complaints in this category were driven by entities that have exited the marketplace, leaving behind “stranded customers.” “Stranded customers” are Adjustable Block Program Distributed Generation customers whose Approved Vendor and/or Designee goes out of business, is unable to meet Program requirements, or is suspended as a result of disciplinary action and prohibited from advancing projects through the application process. The stranded customer may be left without an Approved Vendor and/or Designee to submit application materials, causing a delay in advancing through the program.

The Program Administrator keeps track of which customers have become “stranded,” and takes appropriate steps to help connect these customers with a new Approved Vendor and/or Designee. The Program Administrator is in the process of compiling a list of Approved Vendors and Designees that are interested in assisting stranded customers to facilitate this process. The Program Administrator provides links to Program website resources that can help the customer find a new Approved Vendor and/or Designee (including lists of Approved Vendors and Designees registered with the Program, and the link to the complaint database so that customers can use that publicly-available information in selecting a company). In some cases, the Program Administrator has been able to find an Approved Vendor that is willing to take on the customer and has connected the customer and the new Approved Vendor.

For customers not identified as “stranded,” the Program Administrator continues to work to resolve issues around delays and errors in their Illinois Adjustable Block program application by reaching out to the Approved Vendor and/or Designee for information on the status of submission and an updated timeline for all submission materials to be submitted into the program. Throughout the resolution process, the Program Administrator communicates potential disciplinary actions associated with Program violations to the Approved Vendor and Designee.

#### *Other Complaint Topics – Failure to Respond to Customers and the Program Administrator*

Failure to respond to customers was the primary subject for 22 of the 259 complaints received in 2022. While it was therefore only the fourth highest *primary* complaint topic, it was the *secondary* subject for 83 of the 259 complaints received in 2022. This indicates that it was a relatively significant issue, although it was often seen in conjunction with other more substantive issues. Typically, customers do not contact the Program Administrator regarding a mechanical issue, installation issue, or delay in receiving payment from their Approved Vendor unless the customer was not able to obtain a response from their solar installer or Approved Vendor regarding the issue. Many complaints therefore involve inadequate communication or responsiveness from Designees, Approved Vendors, and in some cases, solar companies unregistered with the Program. The failure of Approved Vendors and Designees to meet deadlines set by the Program Administrator was a leading cause for complaints to be marked as closed rather than resolved.

#### *Increasing Number of Complaints Related to Community Solar Offers*

Twenty-two of the 259 complaints received in 2022 were related to Community Solar offers. This presents a sharp increase when compared to the one Community Solar related complaint filed in 2021. This is an indication that Community Solar complaints may continue to increase as the overall number of Community Solar subscribers increases.

Eight of the 22 Community Solar complaints indicated “misleading marketing” as the primary complaint topic. Within these complaints, common trends are: miscommunication about Community Solar billing, customers not experiencing savings as anticipated, and customers’ Community Solar subscription being oversized for their usage.<sup>18</sup> When a complaint related to oversized Community Solar subscriptions or customers experiencing higher-than-expected costs arises, the Program Administrator will follow up with the customer and Designee or Approved Vendor and will often review the customer’s Community Solar and electric utility bills to further investigate the issue.

A common confusion amongst Community Solar customer complainants is the billing structure. Customers have indicated confusion around receiving two bills: one bill from their Community Solar provider and another from their electric utility. Another emerging issue related to Community Solar complaints includes delays with electric utility net metering credits and billing.

Seven of the 22 Community Solar complaints indicated “miscellaneous” as the primary complaint topic. Within these seven “miscellaneous” complaints, there were 3 complaints related to cancelling a customer’s Community Solar subscription and 2 complaints related to customers stating that they did not sign a Community Solar contract. When a complaint arises where the customer states they did not sign a Community Solar contract, the Program Administrator follows up with the Approved Vendor or Designee for documentation from their third-party signature platform and any other related documentation to further investigate the issue.

*Continuing Trend – Majority of Complaints Lodged Against Designees rather than Approved Vendors*

In 2022, 187 of 259 complaints received were filed against Designees, representing approximately 72% of complaints received, while just 68 complaints, or 26% of all complaints received, were filed directly against Approved Vendors.<sup>19</sup> In 2021, there were also more complaints received against Designees than against Approved Vendors. Complaints against Designees represented approximately 65% of complaints received, while complaints against Approved Vendors only represented 34% of complaints received. However, in 2020, there were more complaints received against Approved Vendors (40 of 77 received) than Designees (33 received).

In cases where there is both an Approved Vendor and a Designee (or multiple Designees) involved with a Distributed Generation or Community Solar project, the customer typically interfaces more with the Designee (which is often times the installer and/or sales company) than with the Approved Vendor. Often, it is the Designee that markets and explains the offer to the customer, and the Designee that presents the Disclosure Form and contract(s) for execution. When there is an Approved Vendor and Designee, the Designee may also be the entity that installs the project (for Distributed Generation) or manages subscriptions and billing (for Community Solar). The greater level of interaction is likely a reason for the higher number of complaints against Designees.

**d. ABP Complaint Examples by Category of Complaint**

The complaints received by the Program Administrator in 2022 fall into nine categories: eight categories that describe the complaint type, and a miscellaneous category for anomalous complaints

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<sup>18</sup> When a customer’s Community Solar subscription is oversized for their usage, the customer may be paying for excess Community Solar credits that they will not use, creating unanticipated costs for the customer.

<sup>19</sup> Complaints against entities not registered with the Program represented the final 2% of complaints received in 2022.

that do not represent a trend and therefore do not fall into one of the other nine categories. This section contains a summary of a representative complaint for each of the top five category of complaints received by the Program Administrator in 2022, excluding the miscellaneous category. These top complaint categories represent approximately 90% of all the complaints received. The sample complaints were selected based on how well they exemplified the category of complaint under which they fall.

### ABP Application Issues

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| <b>Complaint Date:</b> October 2022  |
| <b>Complainant Type:</b> Small Distributed Generation Customer   |
| <b>Type of ABP Entity:</b> Designee  |
| <b>Complaint Summary:</b><br>In October 2022, the customer reached out to the Program Administrator inquiring about the status of their REC incentive. <sup>20</sup> The customer’s Disclosure Form was signed in October 2021 and their application had not yet been submitted to the Adjustable Block Program, nearly a whole year later, due to the Designee’s delay in submitting application materials to the Approved Vendor. As a result of this delay, the customer’s application needed a new Approved Vendor since the prior Approved Vendor for the project was in the process of exiting the market and was not moving forward with customers whose application materials had not yet been submitted to the Approved Vendor. |
| <b>Program Administrator Response:</b> The Program Administrator notified the Designee and Approved Vendor of the complaint. The Program Administrator monitored the complaint to ensure that it was resolved, and to ensure that the customer’s application was submitted to the Program with a new Approved Vendor.  |
| <b>ABP Entity Response:</b><br>The Designee acknowledged their backlog of Illinois Adjustable Block Program applications and that this could be frustrating for their customers. The Designee informed the Program Administrator that it would prioritize the customer’s application and would have staff reach out to them. The Designee found a new Approved Vendor for the customer’s project application, submitted the application materials to the new Approved Vendor, and kept the Program Administrator and customer updated. This resolved the customer’s complaint.   |

### Mechanical or Installation Issue

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| <b>Complaint Date:</b> September 2022  |
| <b>Complainant Type:</b> Small Distributed Generation Customer   |
| <b>Type of ABP Entity:</b> Approved Vendor   |
| <b>Complaint Summary:</b><br>The customer had experienced multiple issues with installation, including having to work with their Approved Vendor to order a replacement inverter. The customer had been in touch with their Approved Vendor since the system stopped working but the Approved Vendor did |

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<sup>20</sup> It is not a Program requirement that Approved Vendors pass through the REC incentive payment to the customer. However, Approved Vendors may choose to structure their offers such that they pass through part or all of the REC incentive payment to the customer.



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| <p>not make progress to fix the system over the two months leading up to the customer filing the complaint.<br/>                 Note: this customer's Approved Vendor was also their installer.</p>   |
| <p><b>Program Administrator Response:</b> The Program Administrator contacted the Approved Vendor and required that the Approved Vendor provide a response to the customer's installation concerns. There was much back and forth on this complaint, as there were supply chain issues with the customer's replacement inverter. Throughout the back and forth, the Approved Vendor missed two deadlines assigned by the Program Administrator. The Program Administrator continued to set new deadlines for the Approved Vendor when they missed the original deadline. The Program Administrator confirmed that the complaint had been resolved with the customer.</p> |
| <p><b>ABP Entity Response:</b> The Approved Vendor contacted the customer and reached an agreement in regard to replacing the customer's inverter and scheduling a time for the remaining field work. The Approved Vendor and customer also came to an agreement about compensation for the months when the customer's system was nonfunctioning due to the installation issues. This resolved the customer's complaint.</p>   |

**Misleading Marketing**

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|---|
| <p><b>Complaint Date:</b> January 2022</p>  |
| <p><b>Complainant Type:</b> Small Distributed Generation Customer</p>   |
| <p><b>Type of ABP Entity:</b> Designee</p>  |
| <p><b>Complaint Summary:</b> The customer was marketed a system that would offset nearly 100% of the customer's electric usage. The system was only offsetting about half of the customer's electricity usage. The customer was also marketed an energy efficiency package, which was not delivered by the Designee.</p>  |
| <p><b>Program Administrator Response:</b> The Program Administrator notified the Designee and Approved Vendor of the complaint. The Program Administrator requested the Designee look at the system to see if it was producing as expected and to take needed action if the system was underproducing. The Program Administrator also requested the Designee contact the customer to schedule a site visit to complete the energy efficiency items listed in their contract.</p>  |
| <p><b>ABP Entity Response:</b> The Designee responded stating that it would schedule a site visit to inspect the system to see if it is functioning properly and that it would monitor the system throughout the year to ensure that it produces as expected over the course of the year. Once the system issues were addressed, the Designee reimbursed the customer for the months when the system was underproducing. The Designee also scheduled and completed the additional energy efficiency work. This resolved the customer's complaint.</p> |

**Failure to Respond to Customer**

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| <p><b>Complaint Date:</b> April 2022</p>  |
| <p><b>Complainant Type:</b> Small Distributed Generation Customer</p>   |
| <p><b>Type of ABP Entity:</b> Designee</p>  |
| <p><b>Complaint Summary:</b> The customer attempted to contact their Designee to get information on the system's warranty. There were no issues with the system at the time, but the customer</p> |

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| was proactively looking into the process to address any future system issues. The Designee did not respond to emails or calls from the customer on this item.   |
| <b>Program Administrator Response:</b> The Program Administrator notified the Designee and Approved Vendor of this complaint. The Program Administrator requested the Designee or Approved Vendor contact the customer to explain the system's warranty.        |
| <b>ABP Entity Response:</b> The Approved Vendor responded, stating that it was the entity that would handle the system warranty. The Approved Vendor contacted the customer to explain the warranty and the process to address any system issues in the future. |

### Installation Contract Terms

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| <b>Complaint Date:</b> June 2022   |
| <b>Complainant Type:</b> Small Distributed Generation Customer   |
| <b>Type of ABP Entity:</b> Designee  |
| <b>Complaint Summary:</b> The customer's installation initially began June 2021 and completion extended beyond the original timeline. In working directly with the Designee, the customer was unable to get the Designee to commit to an updated completion timeline.  |
| <b>Program Administrator Response:</b> The Program Administrator contacted the Designee and directed the Designee to provide the current status of installation and an updated timeline of completion. The Program Administrator stayed in contact with the customer and Designee throughout the updated installation timeline. The Program Administrator confirmed that the installation was complete, and the complaint had been resolved with the customer. |
| <b>ABP Entity Response:</b> The Designee explained that there was a delay in getting permits required for the work causing a delay in completion. The Designee contacted the customer to schedule an appointment to complete the installation. The Designee confirmed installation was complete with the Program Administrator.  |

### e. ABP Suspension Summaries

The Program Administrator issued suspensions against four entities from January 1, 2022, through December 31, 2022. One suspension was overturned by the Agency on appeal. Two of the suspensions related to issues first brought to the Program Administrator's attention through consumer complaints. In each of these instances, after receiving a consumer complaint that included potential violations of Program requirements, the Program Administrator thoroughly investigated the actions of the company and confirmed the company was not in compliance with Program requirements.<sup>21</sup> The remaining suspension was the result of a suspended entity creating a new company. This new company was suspended to prevent the circumvention of the original suspension. There were 80 total complaints made against entities that were subsequently or already suspended by the Program Administrator

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<sup>21</sup> There were 20 total complaints made against entities who subsequently or already received a warning letter from the Program Administrator regarding Program violations.

Below is a summary of the four suspensions issued by the Program Administrator from January 1, 2022, to December 31, 2022, along with information regarding any appeal decisions made by the IPA<sup>22</sup>:

**ABP Entity Name:** WindSoleil Incorporated (“WindSoleil”)

**Type of ABP Entity:** Approved Vendor, Designee

**Reason for Suspension:** WindSoleil was suspended for multiple reasons, including failure to provide truthful and accurate information to its customers, repeated lack of responsiveness to the Program Administrator while investigating customer complaints, and for failing to comply with the ABP Distributed Generation Marketing Guidelines.

**Suspension Status:** Suspended

| Suspension Details |              |             |                    |
|--------------------|--------------|-------------|--------------------|
| Issue Date         | Start Date   | End Date    | Length             |
| 05/24/2022         | 05/24/2022   | 08/24/2022* | 3 months           |
| Appeal Details     |              |             |                    |
| Submitted          | Receipt Date | Status      | Determination Date |
| Yes                | 06/06/2022   | Denied      | 7/8/2022           |

**Appeal Determination:** After appealing their suspension, WindSoleil’s appeal was denied by the IPA.

\*As of the date this report was published, WindSoleil has not met re-entry requirements, and the suspension remains in effect.

**ABP Entity Name:** Energy of Illinois, Inc. (“Energy of Illinois”)

**Type of ABP Entity:** Designee

**Reason for Suspension:** Energy of Illinois was suspended for multiple reasons, including providing misleading information to the customer during sales interactions, failing to follow the Program’s Disclosure Form requirements, and failure to register as a Designee when required.

**Suspension Status:** Suspended

| Suspension Details |              |             |                    |
|--------------------|--------------|-------------|--------------------|
| Issue Date         | Start Date   | End Date    | Length             |
| 04/18/2022         | 04/18/2022   | 10/18/2022* | 6 months           |
| Appeal Details     |              |             |                    |
| Submitted          | Receipt Date | Status      | Determination Date |
| No                 | N/A          | N/A         | N/A                |

**Appeal Determination:** N/A

\*Energy of Illinois informed the Program Administrator on August 25, 2022, that Energy of Illinois does not intend to submit re-entry materials or reenter the ABP.

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<sup>22</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://illinoisabp.com/disciplinary-actions-report/>.

**ABP Entity Name:** Midwest United Solar LLC<sup>23</sup> (“Midwest United Solar”)

**Type of ABP Entity:** Designee

**Reason for Suspension:** Midwest United Solar LLC is associated with Eco-Energy Solutions, Inc., a designee that was suspended in August 2021 for multiple reasons including violating the Program’s Marketing Guidelines (see the Eco-Energy Solutions’ suspension outlined above). Eco-Energy Solutions, Inc. informed the Program Administrator that it would no longer conduct solar sales and created a new company, Midwest United Solar, to conduct solar sales. In order to participate in the Program as a Designee, Midwest United Solar was required to meet the re-entry requirements originally set out for Eco-Energy Solutions, Inc. Midwest United Solar is suspended because those re-entry requirements have not been met.

**Suspension status:** Suspended

| Suspension Details |              |          |                    |
|--------------------|--------------|----------|--------------------|
| Issue Date         | Start Date   | End Date | Length             |
| 03/21/2022         | 03/21/2022   | N/A      | Indefinite*        |
| Appeal Details     |              |          |                    |
| Submitted          | Receipt Date | Status   | Determination Date |
| No                 | N/A          | N/A      | N/A                |

**Appeal Determination:** N/A

\*Midwest United Solar will remain suspended until it meets the necessary re-entry requirements.

**ABP Entity Name:** Common Energy, LLC (“Common Energy”)

**Type of ABP Entity:** Approved Vendor, Designee

**Reason for Suspension:** Common Energy was initially suspended for 3 months for editing the standard text of the Disclosure Form and presenting the modified Disclosure Form to customers. In addition to editing the Disclosure Form, Common Energy did not generate the Disclosure Forms properly.

**Suspension status:** On February 11, 2022, Common Energy requested a stay of the suspension pending a determination on its appeal, which the IPA granted on February 15, 2022. Common Energy submitted an appeal to the suspension on February 25, 2022, which the IPA granted on September 19, 2022, in favor of an Alternative Disciplinary Plan; Approved Vendor and Designee status maintained.

| Suspension Details |              |  |                    |
|--------------------|--------------|--|--------------------|
| Issue Date         | Start Date   | End Date   | Length             |
| 02/11/2022         | 02/11/2022   | 05/11/2022   | 3 months           |
| Appeal Details     |              |  |                    |
| Submitted          | Receipt Date | Status   | Determination Date |
| Yes                | 02/25/2022   | Granted on condition of Alternative Disciplinary Plan compliance | 09/19/2022         |

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<sup>23</sup> This is the spelling of the company name per the Illinois Secretary of State website.

**Appeal Determination:** The Illinois Power Agency ("IPA") granted the appeal because Common Energy had stopped its use of the noncompliant, modified Disclosure Form, and because the violative conduct may not have been as egregious as some of the conduct for which entities are typically suspended. For example, Common Energy's use of the modified Disclosure Form did not appear to be intended to mislead customers. Further, additional recent Program violations supported the conclusion that Common Energy did not have appropriate staff and internal protocols to ensure compliance with Program requirements. In place of a suspension, the IPA worked with Common Energy to develop an Alternative Disciplinary Plan to ensure future compliance. The Alternative Disciplinary Plan includes the development of a stronger training program for its agents, the integration of a Chief Compliance Officer, and the hiring of a third-party consultant to perform compliance audits.

## 5. Illinois Solar for All Complaints

### a. ILSFA Consumer Complaint Data Summary

This section of the report summarizes the complaints received by the ILSFA Program Administrator. In calendar year 2022, the ILSFA Program Administrator received a total of 13 complaints. This was an increase from seven complaints received in 2021<sup>24</sup> and six complaints received in 2020. The 13 complaints were about seven Approved Vendors and one solar developer that is not registered with the ILSFA program. As the ILSFA program becomes more established, it grows each year in terms of number of Approved Vendors, projects, participants, and potential participants. As with the Adjustable Block Program, the pool of possible complainants accumulates because a customer could sign a contract in 2020 and then file a complaint in 2022. This leads to an expected increase in potential complaints.

#### i. ILSFA Complaints Received – By Category of Complaint

The Program Administrator tracks the complaint subject of each incoming complaint. The categories of complaints were modeled similarly to the Adjustable Block Program, but additional and different categories may need to be created in the future because the ILSFA program has different requirements and new trends may develop. The complaints received in 2022 were categorized under seven topic areas. In cases where multiple categories were identified in a complaint, the Program Administrator tracked the customer's main issue.

The most common complaints were about Approved Vendors failing to contact interested participants and providing insufficient customer service. Examples of insufficient customer service include providing updates to their customer in an inconsistent and untimely manner or documents having typographical or other errors. The number of these complaints have increased slightly as the program has grown.

Details regarding the complaints received by category can be found in the table below.

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<sup>24</sup> This is a correction from the 2021 report that stated there were 13 complaints in 2021; the complaint type table shows the corrected data. The ILSFA Program Administrator established standardized complaint categories this year and 6 complaints that were reported in 2021 were actually in the inquiry/request category and will not be included as complaints moving forward.

| Complaint Type                         | Description  | 2020     | 2021     | 2022      | Total     |
|--|--|----------|----------|-----------|-----------|
| Provided insufficient customer service | The customer reports lack of sufficient customer service (i.e., aggressive sales tactics, receiving insufficient program information, inconsistent or lack of communication, etc.)           | 2        | 4        | 5         | 11        |
| Failure to respond to customer         | The customer has not received an adequate response from their Designee or Approved Vendor to a customer question or concern.   | 3        | 3        | 3         | 9         |
| Mechanical or installation issue       | The customer is concerned about an issue with a physical component of their system (i.e., panel, inverter, microinverter, etc.), or reports property damage as a result of the installation. |          |          | 2         | 2         |
| Issues related to contract terms       | The customer is concerned about the terms of their installation contract, their financing agreement, etc.  |          |          | 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         |
| Misleading marketing                   | The customer reports that they received misleading information related to expected benefits of the program by the Approved Vendor.   |          |          | 1         | 1         |
| Miscellaneous                          | A complaint that does not fit any of the other categories on this list.  | 1        |          |           | 1         |
| <b>Total</b>                           |  | <b>6</b> | <b>7</b> | <b>13</b> | <b>26</b> |

Figure 18: This table shows the ILSFA complaint categories and the number of complaints received in each category for 2020, 2021, and 2022. The ILSFA Program Administrator did not receive any complaints in 2019.

## ii. ILSFA Complaints Received – By Entity

In 2022, complaints were received against seven Approved Vendors and one developer that is not registered with the ILSFA program. Most of the Approved Vendors below are both the sales and installation company and work with the customer throughout the entire ILSFA process. The two Approved Vendors with the most complaints are also the Approved Vendors with the highest number of residential projects in the ILSFA program to date. The next two entities with the greatest number of total complaints are the latest community solar subscription managers in ILSFA. See the table below for complaints received against Approved Vendor by calendar year.

| Approved Vendors                              | 2020 | 2021 | 2022 | Total |
|---|------|------|------|-------|
| Sunrun Installation Service, Inc.             | 1    | 2    | 3    | 6     |
| GRNE Solutions LLC                            |      | 1    | 3    | 4     |
| Nexamp Solar LLC                              | 1    | 1    | 1    | 3     |
| Windfree Wind and Solar Energy Design Company | 2    |      | 1    | 3     |
| ComEd Give-A-Ray                              |      |      | 2    | 2     |
| StraightUp Solar LLC                          |      | 1    | 1    | 2     |
| Trajectory Solar, IL LLC                      | 1    | 1    |      | 2     |
| Kapital - Not registered with ILSFA           |      |      | 1    | 1     |
| Xolar Renewable Energy                        |      |      | 1    | 1     |
| Advanced Energy Solutions Group Inc           |      | 1    |      | 1     |

Figure 19: The table lists complaints received by the ILSFA Program Administrator against Approved Vendors in 2020, 2021, and 2022. The ILSFA Program Administrator did not receive any complaints against Designees in these years.

### iii. ILSFA Complaints Received – By Complaint Status

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

- **New:** The complaint has been received and recorded but review or investigation has not begun.
- **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.

In 2022, all but one complaint was resolved. Just over half the complaints were resolved within five days. The majority of complaints were resolved with the Approved Vendor contacting the customer and providing additional information or clarification.

| Status   | Approved Vendor (if applicable)           | Complaint Type                         | Program Type                 | Date Complaint Was Opened | Date Complaint was Resolved or Closed |
|----------|---|--|------------------------------|---------------------------|---------------------------------------|
| Resolved | Nexamp Solar LLC                          | Provided insufficient customer service | CS                           | 1/28/2022                 | 1/28/2022                             |
| Resolved | Sunrun Installation Service Inc.          | Mechanical or installation issue       | DG                           | 3/29/2022                 | 4/13/2022                             |
| Closed   | Not an Approved Vendor (Kapital Electric) | Misleading Marketing                   | Non-Profit / Public Facility | 3/31/2022                 | 8/3/2022                              |
| Resolved | StraightUp Solar LLC                      | Provided insufficient customer service | DG                           | 5/4/2022                  | 5/9/2022                              |

|          |   |  |                              |           |            |
|----------|---|--|------------------------------|-----------|------------|
| Resolved | Windfree Wind and Solar Energy Design Company | Mechanical or installation issue       | Non-Profit / Public Facility | 5/11/2022 | 6/14/2022  |
| Resolved | GRNE Solutions LLC                            | Issues related to contract terms       | DG                           | 5/27/2022 | 6/21/2022  |
| Resolved | Xolar Renewable Energy                        | ILSFA application issues               | DG                           | 6/9/2022  | 6/9/2022   |
| Resolved | ComEd Give-A-Ray                              | Failure to respond to customer         | CS                           | 7/18/2022 | 8/31/2022  |
| Resolved | ComEd Give-A-Ray                              | Failure to respond to customer         | CS                           | 7/28/2022 | 8/1/2022   |
| Resolved | GRNE Solar                                    | Provided insufficient customer service | DG                           | 8/3/2022  | 8/4/2022   |
| Resolved | Sunrun Installation Service Inc.              | Provided insufficient customer service | DG                           | 9/14/2022 | 9/16/2022  |
| Resolved | Sunrun Installation Service Inc.              | Provided insufficient customer service | DG                           | 9/16/2022 | 9/16/2022  |
| Resolved | GRNE Solutions LLC                            | Failure to respond to customer         | DG                           | 11/9/2022 | 11/21/2022 |

Figure 20: This table shows the status (left column) of each complaint received by the ILSFA Program Administrator in 2022.

### b. Trends in 2022 ILSFA Complaints Received

The Program Administrator identified two trends in the complaints from 2022. As previously mentioned, with the growth of the ILSFA program, there has been a slight increase in number of complaints. As the program grows, Approved Vendors are working with more participants which establishes a larger pool of possible complainants.

A second trend is that new complaint types were received in 2022. Complaints in two new categories were captured: 1) issues related to contract terms and 2) mechanical or installation issues. Both types of complaints are based on issues that occur further along the ILSFA project process and, as the program grows, there are more projects moving along the process to completion.

### c. ILSFA Suspension Summary

In 2022, the ILSFA Program Administrator suspended one entity, a developer that was not registered with the program, prohibiting them from applying to be an Approved Vendor during the suspension time period. The Program Administrator thoroughly investigated this issue, and the developer was found to have violated program requirements such as failing to register as an Approved Vendor and providing false or misleading statements to a customer.

**Entity Name:** Kapital Electric

**Type of Entity:** Not registered with ILSFA

**Reason for Suspension:** Kapital Electric misled their customer to believe the solar installation would be eligible to receive incentives under the ILSFA program.

**Suspension status:** Suspension term has run. Kapital Electric has not submitted an application to become an ILSFA Approved Vendor.



| Suspension Details |              |          |                    |
|--------------------|--------------|----------|--------------------|
| Issue Date         | Start Date   | End Date | Length             |
| 8/3/2022           | 8/3/2022     | 2/3/2023 | 6 months           |
| Appeal Details     |              |          |                    |
| Submitted          | Receipt Date | Status   | Determination Date |
| No                 | N/A          | N/A      | N/A                |

**Appeal Determination:** N/A