

From: [Vath, Amelia](#)
To: [Derek Brouwer](#)
Subject: PRA Response
Date: Tuesday, August 13, 2024 3:52:25 PM
Attachments: [Copy of Solar Complaints summary 01.01.2023-08.08.2024.pdf](#)

Hi, Derek,

Thank you for clarifying your request. Attached for your review is a table containing responsive complaints submitted to the Attorney General's Consumer Assistance Program involving solar companies or that use the word "solar" from January 1, 2023, to the date of your request, August 8, 2024.

Because it took less than 30 minutes to produce this table, there is no charge.

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Matter Name	Matter #	Trade Code	Subtrade Code	Received Date	Matter Summary	Status	Claimed Losses	Status Date	Town	Status Code	County
Shaw, Benjamin (Sunrun Solar) CAP	2024-07586	34 - Home Improvements	340 - Solar Panels	8/3/2024	Billing dispute	Open		8/7/2024	Orange	PEN - Pending	Orange
Hogue, James (Tesla) CAP	2024-05715	34 - Home Improvements	340 - Solar Panels	6/4/2024	Billing dispute over loss of service	Open	\$530.00	6/11/2024	Graniteville	PEN - Pending	Washington
Pinney, Donna L. (Sun Run) CAP	2024-05333	34 - Home Improvements	340 - Solar Panels	5/24/2024	False advertising	Open		5/30/2024	Rutland	PEN - Pending	Rutland
Reyes, Cassandra (SunRun) CAP	2023-06092	34 - Home Improvements	340 - Solar Panels	6/10/2023	Instillation complaint	Closed	\$10,000.00	11/30/2023	St. Albans City	RES - Resolved	Franklin
Davis, Fred (Sunrun) CAP	2024-06795	34 - Home Improvements	340 - Solar Panels	7/2/2024	Ordering dispute	Open		7/16/2024	Hartford	PEN - Pending	Windsor
Lowry, Peter (SunCommon) CAP	2024-06754	34 - Home Improvements	340 - Solar Panels	6/24/2024	Maintenance complaint	Open		7/15/2024	Irasburg	PEN - Pending	Orleans
Jarmusz, Richard (Sunpower) CAP	2024-06340	34 - Home Improvements	340 - Solar Panels	6/17/2024	Maintenance complaint	Open	\$500.00	7/1/2024	Fairfax	PEN - Pending	Franklin
Fanning, Gigi (SunRun) CAP	2024-06212	34 - Home Improvements	340 - Solar Panels	6/17/2024	Contract dispute	Closed	\$41,000.00	7/15/2024	Randolph	RES - Resolved	Orange
Apolito, Nathan (Sun Common) CAP	2024-05102	34 - Home Improvements	340 - Solar Panels	7/26/2023	Complaint with solar credit rate	Closed		6/5/2024	Hardwick	CUR - Closed, Unable To Resolve/No Resolution	Caledonia
Whitcomb, Mason (Sun Common) CAP	2024-04564	34 - Home Improvements	340 - Solar Panels	5/6/2024	Instillation complaint	Open	\$37,877.58	5/8/2024	Barre City	PEN - Pending	Washington
Regis, Ceynan (Sun Run) CAP	2024-04081	34 - Home Improvements	340 - Solar Panels	4/24/2024	Billing complaint	Closed		4/25/2024	Bennington	RES - Resolved	Bennington
Gray, Michael (Sun Power) CAP	2024-04030	34 - Home Improvements	340 - Solar Panels	4/19/2024	Maintenance complaint	Open		4/24/2024	Calais	PEN - Pending	Washington
Rees, Lila (Suncommon) CAP	2024-03327	34 - Home Improvements	340 - Solar Panels	4/3/2024	Instillation complaint	Closed	\$11,240.00	6/27/2024		RES - Resolved	
Young, Darren (Suncommon) CAP	2024-03322	34 - Home Improvements	340 - Solar Panels	4/3/2024	Financing complaint	Closed	\$9,025.00	4/24/2024	Shoreham	RES - Resolved	Addison
Messer, Donna (Sunrun) CAP	2024-03033	34 - Home Improvements	340 - Solar Panels	3/31/2024	Verbal misrepresentation	Closed	\$27,000.00	5/13/2024		RES - Resolved	

Ide, James (SunPower) CAP	2024-03024	34 - Home Improvements	340 - Solar Panels	4/2/2024	Maintenance complaint	Closed	\$15,000.00	6/5/2024		RES - Resolved	
Isufi, Mergim (Sun Run) CAP	2024-03010	34 - Home Improvements	340 - Solar Panels	4/1/2024	Billing complaint	Closed	\$41,989.00	7/18/2024	South Burlington	RES - Resolved	Chittenden
McConnell, Ronald (Sun Common) CAP	2024-03006	34 - Home Improvements	340 - Solar Panels	2/29/2024	Contract dispute	Open		6/6/2024	Vergennes	PEN - Pending	Addison
Billow, Linda (Sun Power Capital LLC) CAP	2024-02488	34 - Home Improvements	340 - Solar Panels	3/18/2024	Deinstallation complaint	Open		3/19/2024	Sheldon	PEN - Pending	Franklin
Richardson, William (Sun Common) CAP	2024-02326	34 - Home Improvements	340 - Solar Panels	3/12/2024	Maintenance complaint	Open		7/1/2024	Danby	PEN - Pending	Rutland
Heisler, Jay (Sun Power) CAP	2024-01565	34 - Home Improvements	340 - Solar Panels	2/16/2024	Maintenance complaint	Closed	\$700.00	6/27/2024	Bristol	CAD - Closed Administrative Decision	Addison
Barber, James (Sun Run) CAP	2024-00803	34 - Home Improvements	340 - Solar Panels	1/22/2024	Verbal misrepresentation, billing	Closed	\$81,000.00	2/26/2024	North Hero	RES - Resolved	Grand Isle
Ehrenbard, Dan (Sun Common) CAP	2024-00667	34 - Home Improvements	340 - Solar Panels	1/22/2024	Contract dispute, equipment issue	Closed	\$21,000.00	1/24/2024		RES - Resolved	
Perry, James (StellaVolta) CAP	2024-00421	34 - Home Improvements	340 - Solar Panels	1/9/2024	Equipment issue	Closed	\$2,599.00	1/17/2024		PART - Partial Resolution	
Hossley, Andrea (Sun Run) CAP	2023-11460	34 - Home Improvements	340 - Solar Panels	11/15/2023	Verbal misrepresentation, installation	Closed		1/22/2024	Essex	RES - Resolved	Chittenden
Bronz, Arica (Sun Common) CAP	2023-11179	34 - Home Improvements	340 - Solar Panels	11/7/2023	Installation complaint	Closed	\$30,000.00	12/19/2023	Winooski	RES - Resolved	Chittenden
Upreti, Kamal (Solar City) CAP	2023-08344	34 - Home Improvements	340 - Solar Panels	8/17/2023	Verbal misrepresentation, installation complaint	Closed		9/27/2023	Colchester	CUR - Closed, Unable To Resolve/No Resolution	Chittenden
Theberge, Marie (Solar City) CAP	2023-08278	34 - Home Improvements	340 - Solar Panels	8/15/2023	Rate complaint, contract dispute	Closed		8/21/2023	Middlebury	INF - No Resolution Requested	Addison
Gero, John (Sunrun) CAP	2023-07940	34 - Home Improvements	34M - Contractor/Builder	8/2/2023	Installation complaint	Closed	\$24,000.00	10/18/2023		RES - Resolved	
Williams, Ruth (Sun Run) CAP	2023-07120	34 - Home Improvements	340 - Solar Panels	7/12/2023	Verbal misrepresentation	Closed	\$5,950.00	9/26/2023	Vergennes	RES - Resolved	Addison
Hauslein, Leland (Tesla) CAP	2023-05695	34 - Home Improvements	340 - Solar Panels	5/19/2023	Maintenance complaint, billing dispute	Closed	\$0.00	6/13/2023	Milton	RES - Resolved	Chittenden

Grella, Gene (Tesla) CAP	2023-05326	43 - Public Utilities	43F - Solar	5/9/2023	Maintenance complaint	Closed	\$120.00	8/9/2023	Whitingham	PART - Partial Resolution	Windham
Wills, Linda (Sunrun) CAP	2023-04402	34 - Home Improvements	34O - Solar Panels	4/19/2023	verbal misrepresentation	Closed	\$7,000.00	8/3/2023		RES - Resolved	Windham
Morrow, Fred (Tesla) CAP	2023-04249	34 - Home Improvements	34O - Solar Panels	4/19/2023	Maintenance complaint	Closed	\$3,600.00	6/28/2023	Addison	RES - Resolved	Addison
Lemois, Brien (Sunrun) CAP	2023-02346	34 - Home Improvements	34O - Solar Panels	2/28/2023	Instillation complaint, billing dispute	Closed	\$35,000.00	10/19/2023		CUR - Closed, Unable To Resolve/No Resolution	
Ackerman, Stephen (SunRun LGCY) CAP	2023-09149	43 - Public Utilities	43F - Solar	8/29/2023	Advertising concern	Closed	\$0.00	11/10/2023		RES - Resolved	