

Attachment A
Sample of Solar Consumer Complaints Filed with the
Better Business Bureau for
SolarCity, SunRun & Vivint (2015)

SolarCity

(See Complaints at <http://www.bbb.org/greater-san-francisco/business-reviews/solar-energy-system-design-and-installation/solarcity-corporation-in-san-mateo-ca-187674/complaints>)

BBB ACCREDITED BUSINESS SINCE 03/28/2007

SolarCity Corporation (Headquarters)

(888) 765-24893055 Clearview Way, San Mateo, CA 94402-3709 www.solarcity.com



Customer Complaints Summary

227 complaints closed with BBB in last 3 years | 136 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	67
Billing / Collection Issues	23
Delivery Issues	2
Guarantee / Warranty Issues	11
Problems with Product / Service	148
Total Closed Complaints	251

9/16/2015

Complaint

Customer referral program not followed after I referred and a new customer went solar with Solar City.

In JAN 2014 I engaged with a rep of Solar City at the Home depot in Scripps Poway to have Solar installed on my home, which I did and the service started in March 2014. Solar City had a referral program for \$250.00 if I brought a new customer and the customer went solar, which I did. The new customer could not remember my last name during the referral process at Home Depot. The rep said that would not be a problem and to just let the sales rep "*****" know when he arrived at their house to sign the paperwork. The new customer did so and "*****" mentioned this referring name had to be provided to the initial contact at Home Depot. Which at the time said just let "*****" know and it will be fine. Bottom line I referred and a new customer was signed up and I did not receive my referral \$250.00

New customer name is: *****

XXXXX Contact: XXX-XXX-XXXX

Desired Settlement

Honor the special referral bonus program and correct the matter in a timely manner. Solar City needs to train their staff correctly and not deviate from their own rules.

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Business Response

We apologize for the frustrating circumstances regarding this customer's experience. We spoke with Mr. ***** on 10/10/2014 and advised him at that time that because the customer signed up through Home Depot, there is no referral bonus. Referral bonuses only apply to customers referred directly to SolarCity. We are looking further into this and will reach out soon to discuss with our customer. Please call XXX-XXX-XXXX with further questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

SolarCity has replied to the issue in a timely manner and has addressed my complaint. Thank you.

9/16/2015

Complaint

Will not issue a refund.

SolarCity billed me twice for the first month, back in May. I have tried repeatedly to get them to refund the money. To date, they have not. Every time they say they will, I get a different excuse as to why I haven't received the refund. I've been told because of the timing of the billing cycle in which I called, I was told it would be credited on the bill, I was told I would get it in 7-10 business days only to find out they never submitted it. It's unacceptable. If I were the one who didn't pay them, they would be all over me, sending collection agency, destroying my credit... at this point I have no recourse, and hiring a lawyer is not realistic for what should be a trivial thing.

Desired Settlement

Ultimately, I would like my money back. At this point, given the time and effort I've put in, I should get more, if only for interest.

Business Response

We apologize for the frustrating circumstances regarding this customer's experience. A manager will be in touch shortly to address all concerns. Please call XXX-XXX-XXXX with further questions.

Consumer Response

I have FINALLY received my money back. I'm still unsatisfied with their handling of this case. I was not notified about the deposit. I just happened to log into my bank account and saw the deposit. I appreciate any assistance you provided in this matter. I hope you do hear from the company, if only so that they know they can't do this to their clientele.

Thank you,

***** *****

9/15/2015

Complaint

The salesman promised me a \$200 gift cert if I had them come out and do the sales presentation. That was 15 weeks ago and no gift cert.

I opened a ticket with Solar City customer support #XXXXXX. I have called many time over the last 14 weeks and all I get is told to wait for the email. The Solar City salesman was at Home Depot in Lemon Grove Ca. His name is ***** ***** . After the salesman (***** *****) came out to my house we set up a site audit to make sure my house was ok for a solar system. ***** said that the gift cert would come after the site audit even if I

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picked one of the other solar companies that I was talking with. My Solar City site audit was successfully completed on 6-2-15. After a couple of weeks I called Solar City about my gift and they said it takes 4-6 weeks. I created a trouble ticket with Solar City at that time (#XXXXXX). The ticket is still open and after several calls to Customer Support they just tell me to keep waiting. It has been 14 weeks since my site audit and Customer Support will not help me. I have talked with the following people in Solar City Customer Support: ***** and others. They have not been willing to help me. I think the whole story about the gift cert was a scam to get them over to my house. Maybe they are doing this to other seniors. I am 66 and just retired after 40 yrs. in the Aerospace industry. I bargained with them in good faith and finally chose another solar company (Sunline Energy) who has been very good and helpful. Solar City even explained to me at the sales presentation in my home that I would get the gift cert regardless if I picked them or not. I know \$200 isn't a big thing but I do not think it is right for a company this size to make promises and then ignore them if you don't pick them as you're solar. I have been calling them and updating my open trouble ticket weekly with no results. I am not going to give up and I think that even if I never get the cert I will tell my story of how they do business to everyone and anyway I can. If the BBB does contact them a lot of the details are documented in the open trouble ticket #XXXXXX. I really appreciate your help. Thanks ...

Desired Settlement

I would like to receive the \$200 Home Depot gift certificate that was promised by the 2 salesmen ***** and *. Also, the promised by several Customer Support staff ***** and *

Business Response

We have spoken with Mr. ***** 9/11/15 and advised him that he will be receiving a check in the mail for \$200. Please call XXX-XXX-XXXX with further questions.

Consumer Response

SolarCity sent me a check for the \$200. I received it today. Please consider this case closed.
Thanks,
*** *****

9/7/2015

Complaint

Payments have been coming out of my acct but they show no record and won't call me back to discuss the next steps but keep sending me bills.

I bought my home in March '15 & it had leased solar panels which I transferred into my name from the previous owner. My escrow acct payed the first pymt in March and starting April 1st they would automatically deduct the payments. April-June that happened with no issues. July 1st the pymt didn't come out so I emailed solar city. No response back for a few days so I emailed them again. I have called multiple times trying to figure out what went wrong and they tell me they're looking into it and someone will call me back. This has been almost three months and still no resolution. Now I am receiving bills stating I owe about \$300.00. I have tried dealing with a man named ***** in the billing dept. and sent proof of the bank statements showing the money coming out April-June. I called him to confirm receipt of the email and I'm told he will call me back. I don't want to be sent to collections or have my solar

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interrupted. I just want this fixed and to pay the monthly amount like I was. Now they say since I don't want to set up auto pay it will cost me \$15 more a month but if I set it up they will take out the balance they show I owe which is about \$300. I do owe for July and August but can't get this resolved. I'm stuck in a twenty year contract with them and I just want this billing issue fixed. I want to know where my March-June payments went and for someone to look into this and close this issue. I call them to try to get this resolved but they pass ** on to someone else and then never call me back. I don't want to just wait till they finally want their money from me and then owe them a big amount. If this continues I would just like to cancel my contract because it's not worth the headache for the next twenty years.

Desired Settlement

I want my March-June months credited to my acct and to have my auto pay set back up for the first of the month with no hiccups.

Business Response

We apologize for the frustrating circumstances regarding this customer's experience. A manager will be in touch shortly to assist with this concern and will work it through to resolution. Please call XXX-XXX-XXXX with further questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

Thank you very much as using your website was the only way this issue was taken care of and resolved. Solar city had been giving my payments to the previous owner! The transfer of ownership had never went through until all of this was stirred up. Everything is finally back to normal as they received the unintentional credit back from the solar previous owner. I have paid my July, August and September payment over the phone and I can now set up the ACH from this day on. Thank you again as this was finally resolved and the subject is now closed.

9/2/2015

Complaint

Failure to assist customer in reaching promised goal.

SolarCity determined the number of panels we would need to get our electric bill to approximately \$11 per month based on our prior use and anticipated additional use. After our first bill showed that we did not get the expected reduction, I called SolarCity. I was told to call LADWP to address the issue and then get back to SolarCity. I did call LADWP and they informed me that SolarCity should have requested a change in the type of billing from standard to time of use. I called SolarCity and they told me that it wasn't their responsibility to do that. My complaint is that they never mentioned once to me the need to make the change and thereby did not help me achieve the bill reduction that was an important part of our reason to do business with them in the first place. The attitude by some of those I spoke with was dismissive and rude. I have contacted LADWP to have the billing changed, but I am dissatisfied with SolarCity.

Desired Settlement

I would like SolarCity to apologize to me, make it a policy to inform all customers of the need to contact their utility to change the billing to time of use, to inform customers how to take advantage of time of use billing, and to give me \$100 to cover the estimated additional amount I had to pay in the bill because of their failure to do these things for me. The bill was actually \$236, but as the system was turned on half way through the billing period, I estimate that

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about \$100 is a reasonable decrease I could have expected based on the estimates that SolarCity itself provided in the initial sales contacts.

Business Response

We apologize for the frustrating circumstances regarding this customer's experience. SolarCity works diligently with LADWP to ensure interconnection of the system to the grid. Each region of the United States has a different way of processing solar-generated energy credits, and each utility company processes these differently. Because of this, we defer to our customers to request a change of billing as LADWP will not accept requests from SolarCity on behalf of our customer to change it. Please call XXX-XXX-XXXX with further questions.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

While it is reasonable for me to have to call LADWP to make the request, SolarCity never suggested doing so until after I discovered the option on my own more than a month after the system was turned on. You cannot reasonably expect customers to know about different kinds of metering. Thus, I believe you need to change your policy to inform customers of options and to reimburse me as you promised a 97% reduction in my bill.

Final Business Response

Our primary goal is to ensure proper expectations with our customers, and it is a part of our sales experience to inform the customer of all details of the project in a timely manner. A solar installation project does have many components and if the customer was not made aware of the billing practices of LADWP during the sales experience, we do sincerely apologize for the inconvenience. Please call XXX-XXX-XXXX with any further questions

Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

The apology is accepted. Nonetheless, I did have some financial loss due to their not following what they state is part of their sales experience. They should also note that one of their solar experts to whom I spoke was quite rude about it not being their responsibility to inform customers of the benefit of switching billing to time of use. Thus, while I will not pursue this further, instead of telling people to go to SolarCity, which I would have gone out of my way to do, I will tell people to avoid them because of poor attitudes toward customer service.

8/20/2015

Complaint

Solar City not being responsive in activating my solar panels with PG&E.

My solar panels have been transferred to my new house as of June 2015. To this date, PG&E is unable to turn on the panels due to SC not supplying them with complete & accurate information to be able to activate my solar. PG&E has emailed SC requesting this information & SS has remained unresponsive to them. I can't even get a call back from SC to inquire about this issue. But yet I continue to pay SC \$251 monthly for solar I can't use & pay PG&E for use of my electricity, that I shouldn't have to pay for because I have solar!! SC has been very unresponsive to me & PG&E & they just don't seem to know what each dept. is doing.

Desired Settlement

I would like for SS to contact PG&E & give the info they need to turn on my solar. I would also like to have solar city refund me the monthly charges I pay them for when my solar was off. They delay is their fault.

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Business Response

We apologize for the frustrating circumstances surrounding this customer's experience. SolarCity has submitted all documentation to PG&E and are currently awaiting approval to turn the system on at this time. ***** is in contact with one of our relations managers who is assisting her with her complaint. Please call XXX-XXX-XXXX with further questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

Solar City has FINALLY done their job & my solar is FINALLY turned on!

8/19/2015

Complaint

Told me would reduce monthly electric bill and I would receive refund from local utility at end of year. Monthly bill increased & no refund. I owed \$

I am disabled and unable to work. When SolarCity first contacted me they told me I would have lower monthly bills and at the end of the year I would receive a refund from my local utility company (SMUD). Instead, my monthly bills increased and at the end of the year I owed SMUD money instead of getting a refund.

For example: I had a \$67.78 bill from SMUD dated 7-29-13. That covers X-XX-XX to 6-26-13. A year later I owed Solar City \$74.94 for June 2014. I also owed SMUD \$8.07 for X-XX-XX to 6-26-14. So, I went from about \$68.00 to paying over \$80.00. This happened month after month. I questioned SolarCity about getting a bill from my utility company (SMUD) in addition to their bill. They said I didn't have to pay my local utility company anything. They went on to repeat what I was told when I was first approached about their product, I would get a refund from SMUD at the end of the year.

I continued to pay SMUD the amount on my bill that said, "pay this amount to avoid a potentially high settlement amount in November 2014". Even though I paid that amount on my bill each month I owed \$64.11 at the time of settlement with SMUD.

I complained to SolarCity and they said I'm using more electricity. I'm one person and I know I haven't used that much more electricity. That doesn't make sense because I pay for the amount of power the panels generate.

When I complained to SolarCity, they said I'm paying more because I'm using more electricity. I don't believe that's what the problem is.

Desired Settlement

I want out of my contract. I would like for them to remove the solar panels and leave me alone. I don't want anything to do with this company.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

Our customer was working with our Customer Relations Manager **** in December. He completed a detailed savings analysis that outlined how much money she saved on overall energy costs due to having solar. He emailed her the information and tried calling to explain, as well. The customer did not return his attempts to contact her. We have requested that **** contact this customer again and address any additional concerns she has about savings. We will make all efforts to ensure that this miscommunication does not occur again.

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We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at ***** option 2.

Consumer Response

I spoke with **** Reed of Solar City and he said I was using more energy. We spoke by phone and I sent him my energy bills by fax. His response didn't make any sense and I gave up. I used to have a roommate and my energy bills were less expensive. I'm one person in this house who has not changed my habits. Also, I wasn't home for some time because I was in the hospital.

I was told not to pay my utility company monthly by **** ***** of Solar City and I was told I would get a refund at the end of the year from my utility company when I first decided to purchase this system. The monthly bill I receive from my utility company (SMUD) has 3 amounts on it to pay. I was concerned and confused so I contacted Solar City and I told them it looks like I owe my utility company something monthly. I spoke with **** *****, the salesman who sold me the panels. He assured me that I didn't owe my utility company anything monthly and I would get a refund at the end of the year from my utility company. I wasn't comfortable with that so I paid my utility company the monthly amount in addition to the Solar City energy charge. My complaint is these two payments increase my monthly energy cost. In addition to that, I still owed my utility company even more money at the end of the year. I will owe both Solar City and my utility company monthly for the next 20 years and now I'm having to pay my utility company even more money monthly to avoid owing them a balance at the end of the year. This is not saving me money; it is costing me much more money. One person at Solar City did say this is because I am a low energy user. She said only high energy users see savings.

Final Business Response

We apologize for the frustrating circumstances regarding this customer's experience. In December, our customer was sent documentation that shows an increase in the consumption of this customer's energy. Solar systems are built assuming that consumption remains the same from year to year. In this instance, an increase of approximately 6,000kWh caused energy costs to increase. Just as if solar were not offsetting, an increase in use of energy will result in an increased cost. Please call XXX-XXX-XXXX with additional questions.

Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

My complaint was based on misinformation from a SMUD representative regarding my energy usage. I have had to talk to several people at SMUD, all of which have had a difficult time trying to figure out my kWh usage and billing. If they can't understand it, imagine what it's like for the customer.

I don't like getting charged by Solar City and SMUD each month and still owing SMUD money at the end of the year. I have increased the amount I pay SMUD each month this year to try to avoid owing them money this year.

Now my panels are offline and who knows what new problems this is creating for me.

This is not the smart way to go solar.

8/10/2015

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Complaint

Solar City is significantly more expensive than our local energy provider and are ignoring my attempts to rectify our situation.

SolarCity's "customer service" is a blatant disrespect to the time of your loyal, paying customers. I write this as a two year customer that has had her correspondence ignored for over a month. That is unacceptable from a company with the stature of SolarCity's.

Upon agreeing to sign a 20 year contract with the only solar company that would not void our \$8,500 roof warranty recently financed by Home Depot, we had just purchased our first home in a city whose power is monopolized by one the country's most expensive electric providers. We had no prior energy bills to go off as the home was a foreclosure and had been vacant for some time. At this time we were also opening our home to family who was undergoing chemo treatment for cancer, so we were receiving medical baseline allowance. We agreed to sign on for 20 years with Solar City because we were assured that it would save our family money, our primary reason for choosing to install solar. We have now lived in our home with solar for over two years and even referred Solar City to our family who had it installed as well. I will forever live with the regret of suggesting such an abominable establishment to people I love and respect.

Our home has been a safe place for multiple family members to come live and receive care while undergoing cancer treatment. My husband serves in the United State Navy and has for 8 years now. I have been able to stay home, allowing me to care for our family in their times of grave need. Unfortunately my step father was not as fortunate as my sister and lost his battle to cancer in January of this year.

Since signing up for Solar, the SDG&E CARE program was brought to our attention because we are a one income military family also receiving WIC. The care program should be something San Diego Solar City representatives are well informed of. We were not made aware of this program at the time we purchased our home, but have always been eligible due to financial restraints. We qualify for government assistant programs as well as other financial assistant programs offered to low income families. It is appalling that seemingly every other company, including one the most overpriced and greedy energy producers in the United States is willing to acknowledge that our income falls below guidelines set to maintain a certain lifestyle. Yet a solar company, whose sole purpose is to improve the world around them, refuses to admit a fault in their sales system or merely even return a phone call or email.

The difference between Solar City and my family is that Solar City will continue on without my business. As for my family, we have to make sacrifices to remain a "customer" of Solar City's. Our rate per KWH is higher with a solar company than with San Diego Gas & Electric. A one income, military family with a baby on the way has to make financial decisions based on a contract that was signed with insufficient evidence on the salesman's part to guarantee it would save our family money.

I am pleading with you to consider what a company as large and lucrative as Solar City would lose financially by terminating one struggling family's contract, and then I'd like you to think about what my family loses every single month by staying imprisoned in this misinformed and hastily sold contract. Our family was merely a commission for our sales rep. Our financial wellbeing was never even taken into consideration.

I am reaching out to whomever will hear my pleas as my many attempts to contact someone

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via telephone and email have fallen into the hands of inconsiderate representatives that find themselves too busy to truly help my family retain as many financial assets on a monthly basis as possible. Everything and anything will help ensure my growing family's wellbeing at this time in our life.

Thank you for your time and consideration in this matter.

Desired Settlement

Solar City hastily trapped my family in a 20 year contract and has blatantly disrespected my time and state of health during the hottest time of the year. I wish to be relieved from our financial obligations to Solar City and discontinue our contract with this horrific company.

Business Response

We apologize for the frustrating circumstances regarding this customer's experience. Our customer has been in contact with several of our senior managers and we are working to develop a resolution to the concerns at hand. Unfortunately, it is not a simple process to change an active, well-established contract and we sincerely appreciate our customer's patience as we go through the internal approvals process. A customer relations manager will be in touch again shortly with an update. Please call XXX-XXX-XXXX with any further questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

**** * reached out to me on August 6th 2015 with a satisfactory resolution. Fulfillment of the resolution is still transacting. As long as the terms of the resolution are executed as presented I see no reason to pursue further action. Thank you.

7/28/2015

Complaint

Solar city comes to install panels and damages water/heater line while doing it.

I have had my home built brand new in 2014. I have been living in my home since it was built for over a year. I agreed to have solar city come out and expand my current solar unit to a larger unit. On 7/21, solar city comes to perform an installation expansion of panels. While they are installing it, they did something wrong and caused a leak in my water heater lines. They leave for the day. On 7/22, they come back out to inspect and realize that there is now a leak. They took no ownership that they did anything. After disputing this with them back and in forth in person, the inspector climbs into the attic and claims that there is a staple that punctured the lines. And it is not their fault because they don't use staples. They point fingers at my home builder and say it is their fault. Obviously, this makes no sense because it didn't start leaking until they left. I have been living in my home for over a year and no leaks, no problems. The manager Brad at solar city refuses to call me so I had to call him myself. He bluntly refuses to help and says that it is not their fault. That they have pictures of it and that it is the home builder and not them. That I am on my own. After explaining the situation to him, he didn't want to hear it and refuses to compensate or repair any damages. Please keep in mind that this damage happened after they were drilling in my roof to install the panels and running conduit and lines through my attic. No one at solar city wants to take responsibility and says I am on my own. I have called my home builder and they are bending over backwards to take care of me even though it is not their fault. I will be working with them to prove that it was solar city and go from there.

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Desired Settlement

I want compensation for drywall damages and repair costs. I want an apology from **** at solar city in the Fresno office. His direct cell phone number is XXX-XXX-XXXX.

Business Response

We apologize for the frustrating circumstances regarding this customer's experience. One of our customer relations managers will be reaching out shortly to assist in rectifying the situation. Please call XXX-XXX-XXXX with any questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

I will let my home builder get their money back due to the damages that these people caused. Solar city is not a company with integrity. What a shame. Please close case.

7/20/15

Complaint

Cancellation problems with website and lack of directions to cancel work order in time. I have spent a few hours trying to file proper forms to cancel and stop solar power lease program within 3 day cancellation period. I have sent two emails for this purpose. One to sales person ***** and one to *****@solarcity.com stating my intent to cancel contract with them and feel they make it difficult intentionally in hopes I would give up or have 3 days' time expire. Also I want them to remove my checking account information for auto payment w/o any fee since I am not receiving any product or service. Cancel contract and eliminate my account and all information within a reasonable amount of time.

Desired Settlement

Simply cancel contract and no more contact.

Business Response

We apologize for the frustration our customer has endured. The project has been officially cancelled and closed out and this contract has been dissolved. Please call XXX-XXX-XXXX with any additional questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

As long as the banking info they collected isn't effected or charged for any reason since there is nothing to be charged for. This is my only concern remaining at this time. Thank you

7/17/2015

Complaint

Solar City Transfer Agent gave incorrect answers in order to get me to sign the transfer contract

I recently moved to a residence at ***** XXXXX, that had solar panels from SolarCity on the roof. Prior to signing the transfer agreement, I had concerns about the contract. Based on old bills and documents I was provided, the prior resident's electric usage was extreme (mine was less than 1/2 of theirs during the same time period) and the system was designed for that. So they paid SolarCity roughly \$250/month for solar production plus usually another \$50+ to PG&E for electric.

I scheduled a call with a SolarCity transfer rep named ***** on 3/5 who assured me 1. That this system was perfect for my usage 2. That the rate I would be paying would be roughly 30% cheaper than PG&E and that I would pay only for what I used. My typical PG&E

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bill (for electric usage, not including gas) in 2014 was \$94. So based on this conversation on 3/5, I felt good about it, and signed the contract to transfer the service. Also present on this 3/5/15 call was my real estate agent, *****.

After examining my 1st bill on 4/4/15 and doing a detailed analysis of my 2014 electricity usage vs what the previous owners produce/were charged, I am paying roughly \$.03 more per kWh through SolarCity and the system is overproducing at such a rate that based on my typical usage, I will generate and pay for over 6000 kWh extra in 2015, amounting to overpaying of at least \$1,200 at the end of 2015. This is in direct contradiction to what ***** told me. What I have come to find out is that it is in no way usage based. I pay for what the system produces and at the end of the year, I get \$.04/kWh from PG&E whereas I paid \$.20/kWh to SolarCity when it is produced. I was concerned about this in the 3/5 call with ***** , but her assurances that I'd be reimbursed put aside my fears about the contract.

On 4/5/15 I contacted ***** and also escalated to her manager, *****. They point to the contract and say they won't do anything. When I point out that I only signed the contract b/c of the untrue answers given to me by ***** , they ignore the statement and point to the contract. My understanding is that if a contract is signed due to misrepresentation of facts, then the contract is void. I checked with my real estate agent who was on the call as mentioned, and he recalls the conversation as I do.

I do understand that as an adult of competent mind that I am responsible for the contract I signed, which locks me into this for another 19 years. However I did so based on false information that I was provided by SolarCity. It was clear to me that they were willing to say anything to ensure that the transfer went through and that I signed the contract.

Desired Settlement

In this situation, in my opinion I am easily pleased. My ideal resolution is that they correct the system in place to produce more to my needs (so about 1/2 its current output).

The other acceptable outcome would be to amend the per kWh pricing in the contract down from .20/kWh to roughly .14/kWh, since I was told I'd be paying less per kWh than PG&E and my average PG&E rate ends up about \$.17.

Business Response

Thank you for forwarding this valuable feedback. We apologize if ***** feels misled in any way. We will be reaching out to ***** to discuss in further detail.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

SolarCity did reach out to me on 6/18 and requested info to do an analysis, which I sent immediately. The next I heard back from them was today (6/24) asking me to resend the files. At this point we have not reached resolution, however in good faith can we please extend the deadline for this to 7/2 so that I can see what they propose? If 6/25 is a hard deadline, then I'd have to say at this time I do not accept the response from the business.

Final Consumer Response

7/8 Update: Just spoke with ***** at SolarCity and he presented me with their proposed resolution. They met most of my requests and I find it to be in line with what I was hoping for. I am pending an amendment to the contract, which once signed, will effectively close this issue from my side.

7/15/2015

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Complaint

We have been wrongly billed for services we didn't receive. Our bill starts in Feb when the meter was installed April 9th.

We had our panels installed on June 2014. In February, 2015, our panels were still not connected with Xcel. We called Solar City and was told it was Xcel's fault. We called Xcel and found out Solar City had never canceled our Xcel solar application for our previous house and resubmit the application under the new address. We had to oversee the change to make sure Solar City finally completed their job. We did not receive the Xcel meter on our current house until April 9, 2015. On May 5, 2015, my husband received an email from Solar City stating we were about to be billed for February 2015-May 2015. He promptly called Solar City to have the issue corrected. He was told the auto payment would be stopped, but it wasn't. We have called and talked with *****, from billing, multiple times to get the issue resolved and get our money back. While she has worked ***** the issue, corporate has been unresponsive.

Desired Settlement

We would like a refund for the billed amount between February 2015-April 8th, 2015. A time when we didn't have an Xcel meter on our house to use the panels.

Business Response

Thank you for forwarding this valuable feedback from our customer. We were able to work with our billing department and revise the permission to operate date to 4/09/2015. Billing is in process of being updated. We apologize for any issues this may have caused. If you have further questions please reach out to XXX-XXX-XXXX.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

Thank you for your response. Yesterday I talked with the billing department. They said the date has been changed, but the credit has not been applied back to our account. Until the credit is applied, I will keep this complaint open. Solar City has proven to be an unreliable company on following through.

Final Business Response

We apologize for the circumstances regarding this customer's concern. We have spoken with this customer and rectified their concerns. Please call XXX-XXX-XXXX should you have any questions.

Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

You failed to mention your talking with the customer was the customer having to take the initiative to call you, not the other way around. I had to call the company again on 7/13/15 to confirm that the credit has finally been added. Since we finally received the credit, I will close the complaint

6/26/2015

Complaint

Very poor customer service and the company does not seem to have any clue as to procedures, proper Engineering and design.

I first contacted Solar City through my neighbor who has a system installed and working fine. I was contacted by Weston Powell from their Stockton facility at

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***** in Stockton XXXXX. Their phone number is 888-Sol-City.

He proposed a system to give us almost 100 coverage of our MID bill. We agreed, and the design was submitted. Then they send out a person to do a survey of our property, who did not have a ladder to get on the roof with, and also did not have the equipment to do the survey. So he had to return the next day. When he did, the survey was not done correctly. This caused a design change and we were told that we would only get a 43% offset. Initially we agreed to that, and they did come out and install the system. We waited for MID approval for several weeks, and then found out that they never submitted the approval to MID, and that our system had never been funded! They also found that through some changes with MID, they could now give us a complete system. Supposedly they resubmitted to MID. Several weeks went by, and then I got a letter from MID stating that their submission was rejected because it was not done properly.

Each and every step of this has been my worst nightmare. Neither Weston, nor his manager, a gentleman by the name of Zach, ever gives me any updates on what is going on unless I threaten to cancel the whole deal. Then Weston will call and give me lip service about that it is not their problem, but rather the problem lies with MID. I have been at this now for over 2 months, and I still have no active system. No on calls, and my Emails to them begging for information go unanswered. I am totally disgusted with Solar City and their service. I hope that by posting this I can discourage others from using them for a solar system.

Desired Settlement

I have half a system up on my roof, but it is not connected to the grid. I just want the rest of the system installed and turned on so that I may enjoy the benefits of solar power. The summer is passing ** fast, and I have nothing to show so far for my efforts. I went into solar power to save money as we are both retired and on fixed income. To date all I have received from Solar City is one mistake after another, which has caused us tremendous grief and stress.

Business Response

Thank you for forwarding this valuable feedback from *****. We apologize for any frustration he has experienced with his project. A customer relations manager will be in touch today. She will remain his point of contact until he receives permission to operate his system. We will work with ***** to restore his faith and confidence in us.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

I was contacted today by *** ***** who is going to be my single point of contact. She sounded very sincere and I was pleased with her information regarding my system. I feel confident that the problems will be resolved quickly at this point.

6/11/2015

Complaint

SolarCity is not honoring contract for moving Solar system to another location in the same city
Dear BBB,

We leased a 2.76KW solar system from SolarCity in 2011. At that time we were told moving the panels to another location is not a problem and that we would be charged for moving services approx. for \$1000. Also if the new location has wiring issue or roof problems then it will be extra. I was ok with these terms. However now SolarCity is claiming that I would have

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to pay an additional \$1500 for the inverter which is no longer compliant with the city of ***** , CA code. As this system is under lease I requested SolarCity to honor their contract and replace the non-compliant inverter. However they have refused to do the same. This has jeopardized my home sale.

ADDITIONAL DETAILS:

Case is being handled by another organization: CA Public Utilities

Desired Settlement

I am requesting SolarCity to honor their contract and replace the non-compliant hardware so that it can be in compliance with City of ***** and that it can be moved to my new home.

Business Response

Thank you for forwarding this valuable feedback. We have spoken with **** and we have been able to resolve to both parties satisfaction.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

Thank you - I received a call from SolarCity and they have agreed to the same

6/9/2015

Complaint

Company is engaged in an unethical sales tactic.

Promises one thing, discourages review by counsel, and then bills differently. Shameful What is very shocking is to witness this unethical behavior in an Elon Musk company. The company works very hard not to have its upper management exposed to customer issues/complaints.

One would wonder why?

Throughout the sales process, the salesperson attacked its competitors as having unethical practices, while hoping to gain trust by being different. Then turns around and does the exact same thing.

Salesperson repeatedly said:

- 1) That is the most your will ever pay on a monthly basis
- 2) If the system does not produce the production agreed to, will write a check. Since the company is not in the business of writing checks to its clients, the system will produce the indicated power
- 3) Changes the configuration from 23 panels to 22 panels after the contract was signed, and then claims this time we will give you a better inverter to make up for the reduction in number of panels
- 4) Discourages the review of the contract by the outside counsel claiming "this is what 100% of their customers signs. It is straight forward and it is exactly what I tell you."
- 5) Never once mentions what happens if the system produces more than contracted amount
- 6) PROMISES to always be there to help with any issues, but disappears after the contract is signed.
- 7) Mentioned repeatedly how important integrity is to them but then goes silent in responding to emails.
- 8) Then the company sends a customer service manager to say "we are going to stand by the contract" and charge you more claiming "You missed a clause in the contract"

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9) No mention of how and why the indicated measurements are validated by a neutral 3rd party

10) Customer Care manager then Insults me by intentionally mispronouncing my name
Shameful

After just over a year of being in service, I receive a Surprising "true up" bill claiming that the system did produce more hence you are obligated to pay more..... shameful.

This is a publicly traded company. The pressure of producing more earning per share has forced the middle management to engage in such behaviors. I will liquidate my entire position today. I will participate in all social media and investor's chat so that everyone is aware of what the company is doing.

The company has recently launched an ambassador campaign to bolster its customer caring image. You can rest assured I will be active ambassador doing all I can to ensure no one else falls into the same trap.

This process will end up costing far more than \$177 but it will worth every dime to stop injustice and unethical sales tactics.

Desired Settlement

I need

1) A letter of apology admitting that the salesperson in fact communicated differently than what is in the contract

2) Refund the true up amount

3) Engages in a discussion how to get rid of this solar provider. I have a very bad taste in my mouth. I am convinced that anything else that comes up with this system will go through the same thing. I would absolutely hate to call their customer support department with any other issues. What if there is a leak in my roof due to their poor installation, what if something else happens? Who in this shady company cares?

Final Consumer Response

Ms. *****:

Hope all is well.

I tried to phone you as well but you must be busy.

I am writing to you to inform you that the company and I have resolved our issues re: the recent true-up scenario. I have been working with a new executive at the company (on copy), who confirmed there will be no additional true-up charges sent to me for the length of my agreement.

I want to thank you for your utmost professionalism and urgency you exhibited. I am grateful to you. Please mark this matter as closed.

Best regards,

6/5/2015

Complaint

SolarCity's CR Manager stopped communicating after she promised a satisfaction reimbursement. Request SolarCity to settle complaint.

SolarCity began installing my system on or about December 1, 2014. Following are the events of that day; After about an hour and a half into the installation, one of the crew members drilled into a secondary power line (a main line from the power company) while preparing for a ground wire. After dropping an 8 foot copper rod into the ground hole and making contact

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with the live wire, the copper rod fell onto the house power panel and resulted in a short circuit that caused a fire in the garage, a water pipe leak in the wall of the house, and a Freon leak in the air conditioning unit. The installation team leader acted quickly to extinguish the fire in the garage, secure the power and protect the area from further damage. Luckily, no one was injured or killed during this incident.

Soon after, Mr. **** ***** and Mr. **** ***** arrived and introduced themselves to me as the Solar City Operations manager and Assistant Operations manager, respectively. They were both very apologetic, and, after being briefed by his team leader and getting a report together, they made phone calls and arranged for emergency repair teams to assess the damage and to start necessary repairs. The first to be called was **** ***** owner of Smith Electrical. He quickly determined that the copper rod was still live and made sure the area was “yellow taped” off so that no one would go near the electrical hazard. He then made arrangements for SDG&E to make an emergency visit in order to de-energize the wire and determine if the wires needed to be replaced, which they did. Dave also assessed the power panel and determined that it was a complete loss and needed to be replaced. He quickly gathered his team and a new panel and breakers were soon on scene. **** Also arranged for an emergency permit to install the new panel and he began work as soon as SDG&E secured the power.

During this time the Solar City installation team cleaned up the fire extinguisher residue in my garage as well as they could (broom swept), and then they were dismissed for the day.

A plumber arrived sometime after 2:00 pm and put a temporary patch on the water leak so that water could be restored to the house and an AC & R repairman was arranged to be here the next day to assess the AC damage. Power to the house was restored around 6:30 pm.

All-in-all it was a very eventful day and everyone that responded was extremely professional and very concerned with what had happened and endeavored to get the residence back in a habitable condition.

Since then, the Freon leak and water leak have been repaired. The city inspector called in another electrical contractor to inspect the work who ultimately determined that the work was in violation of electrical code and had to redo all electrical work including installing a new ground system. The system has since been approved and the solar system is producing power. I had to take at least four days off of work (the first installation date was cancelled one hour before the start due to a family emergency with the Solar City team leader), I endured a total of two days without power and water and I still have fire extinguisher residue and burn residue in my garage, which I **** forever be cleaning up.

During the repairs, SolarCity’s Customer Relations Manager, ***** ***** contacted me and after many phone calls and emails with her, assured me that SolarCity would issue a Customer Satisfaction reimbursement. After all repair work was completed, Ms. ***** stopped all communications with me sometime in late-January 2015. I have kept in touch with my Sales Rep, Mr. ***** ***** who has tried to help me but to no avail.

In consideration of all that has happened to my house and the inconveniences to me and my family, I have asked SolarCity several times to consider a customer satisfaction reimbursement equal to 30 percent of the total cost of the installation (\$8,583). They have yet to attempt to negotiate any settlement.

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Desired Settlement

In consideration of all that has happened to my property and my family, I am asking SolarCity to issue a Customer Satisfaction reimbursement check in the amount of \$8,583.

Business Response

Thank you for forwarding this valuable feedback from our customer. We were able to address Mr. ****'s concerns and come to an agreeable resolution.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

SolarCity worked with me to come to an agreeable solution. I was happy with the outcome.

6/3/2015

Complaint

Acquired ownership of home on July 31, 2014. SolarCity trying to charge for previous owner's usage of solar panels. Still not resolved as of 5/7/15.

Job #: XXXXXXXX-XX

Below email sent to company on 5/7/15.

Good afternoon,

My name is **** *, and I am writing regarding the above job # located at ***** XXXXX. My husband & I have had nothing but problems with your company since we purchased our home in July 2014. Since obtaining ownership of the home as of July 31, 2014, we have not had a resolution to the issue of you trying to charge our account for the previous owner's use. I have made SEVERAL calls into your office myself trying to rectify the situation and almost 9 months later, it is still NOT RESOLVED.

Today, I called again and spoke with a gentleman by the name of *****. He read through all the notes on our account and was still not able to give me an accurate amount of what is due. He did indicate the balance due was \$113.01, however, he was unable to tell me whether or not this was a true balance since we'd acquired ownership or if this included the previous owner's balance. He asked me to give him 24-48 hours to research the issue which I've heard from every single one of your representatives that I've spoken with and have not ever received a call back with a resolution, only to collect. I spoke with him at 7:12am this morning.

At approximately 2:40pm today, I received yet another call from your company, this time from a gentleman named *****. He was calling to find out when this balance would be taken care of! Do you people communicate with each other or read the notes on your accounts?

This has all been nothing but a headache, and the next call I receive better be a manager or supervisor with a resolution to this on-going issue, otherwise, you can come and remove the solar panels at no cost whatsoever to me due to this poor customer service. Almost 9 months!!! Unbelievable.

Desired Settlement

Removal of previous owner's balance due.

Business Response

Thank you for forwarding this valuable feedback from our customer. We do apologize for any delays and miscommunication that may have occurred. We have been able to waive the previous homeowner's fees and resolve the issue. Please call XXX-XXX-XXXX with further

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questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

6/1/2015

Complaint

SolarCity improperly debited my personal checking account. This has caused numerous overdraft fees.

While checking my bank account I discovered SolarCity improperly debited my account in the amount of \$1,017.74. I made a payment to SolarCity back on March 12, 2015 in the amount of \$1,000.00. This payment was made as agreed upon in my contract to satisfy a residential energy tax credit. In May 2015 SolarCity auto drafted from my account to cover the tax credit. This draft should not have occurred. This has happened for the last four years. Every year they mess up my account and take money from my account. I have called SolarCity and spoke with Craig in the billing dept. and he stated that I have a credit on my account and that the draft should not have occurred. I advised Craig that because of the draft my account was now overdrawn and I was incurring overdraft fees daily. He stated he would refund the money but it would take up to two weeks to receive the funds. This company does not appear to have appropriate accounting practices as this has occurred to me for four years in a row. I now am unable to buy food for my four kids because of the screw up of this company.

Desired Settlement

I am seeking the full refund of the \$1,000.00 plus the \$90.00 in overdraft fees. I am also requesting a credit of \$499.00 be applied to my account for recent work that is being performed.

Business Response

Thank you for forwarding this valuable feedback from *****. We do apologize for this mistake. We have refunded ***** the amount needed. Please feel free to reach out to XXX-XXX-XXXX with further questions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

5/22/2015

Complaint

Failed to honor corporate discount as promised and refund portion of rate when system shut down.

I purchased SolarCity with my corporate discount (Bank of America). Rather than subtracting the discount from my contract, as they told me they would, they sent me a check for the discount amount. Unfortunately, now I will be paying interest on that amount for the next 30 years. After install, my system went out for 10 or so days from 3/23/15 onward. I was told I had a guarantee if service was interrupted, but they offered no resolution when I asked what the guarantee was. They have also failed to give the referral check to my friend who referred me.

Desired Settlement

I would like the discount applied to my contract as agreed on and I would like to be provided with one of the 10,000 Nests being provided to California subscribers. If they would have told

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me they were in negotiations with Nest for this service, I would have waited and not had the other problems.

Business Response

Thank you for sending this valuable feedback from our customer. We do have a Customer Relations Manager working with him for an acceptable resolution. Please feel free to call XXX-XXX-XXXX

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

I spoke to this customer relations manager 2 weeks ago. Since then, he has not called me back or returned my emails. No resolution has been offered.

Final Business Response

We were able to resolve the customer's concerns to their satisfaction. Please call XXX-XXX-XXXX with further questions.

Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

The company solved my complaints.

5/18/2015

Complaint

Underhanded, manipulative method of putting my electronic signature on a contract which I had never seen.

With assurances that we could cancel at any time before commencement of installation, a SolarCity consultant made a presentation to us then asked for a signature on an electronic device before proceeding to the design step. That signature was placed on a 23 page contract which we had never see before it was emailed to me.

We exercised our right to cancel before something else occurred.

I found that process to be underhanded and manipulative.

Desired Settlement

I wish only a SolarCity acknowledgement that that contract is cancelled. (We've requested that from SolarCity.)

Business Response

Thank you for forwarding this valuable feedback. We apologize if our customer was not fully informed on what he was signing. We have followed up with our sales management team to ensure we are completely transparent with our potential customers. We are sending Mr. ***** a notice of cancellation. Please feel free to reach out to XXX-XXX-XXXX with further questions or concerns.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

5/4/2015

Complaint

The solar system installed is NOT working Have contacted them several times but no satisfaction response has been given. My SSDGE bill from last month was \$185.00 while the bill from the month before was \$31.00 THE SYSTEM IS NO WORKING. They have said that they were ordering a part for the inverter that would take 3-4 weeks to get but continually withdraw \$58.00 per month and tell me the system is working. Customer satisfaction is "F"

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Desired Settlement

Replace defective inverter

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with our customer and made prompt contact via phone. Through careful consideration to their needs, the customer's inverter was replaced 4/9 and that resolved the technical issue with the customer's system. It is performing normally as of 4/9. We will make all efforts to ensure that this will not occur again.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

While the solar system is now working(after repairs) I would still only give this company a rating of only a "C" due to the time and the way this problem was handled. It took way too long to repair the system and the communication between the customer and solar company can only be rated "F"

It seems that SolarCity only cares about the profit and not CUSTUMER CARE>

Final Business Response

We do apologize if our customer is not satisfied. Mechanical failures do sometimes occur which is why we have a great warranty in place for our customers.

He also has a performance guarantee in place, if the system fails to meet production numbers specified in his contract, we will review every two years and send a refund.

If you have further questions or concerns please call XXX-XXX-XXXX

5/4/2015

Complaint

We are being charged interest and additional charges that we were never informed of and never agreed to.

Our contract was renegotiated to roll in an additional \$800 charge we would be responsible for to repair our roof as needed to mount a solar system. I asked if there were any interest charges and were not told there were any so I agreed to roll it in to our 20 year contract rather than pay it upfront. I trusted the math was correct when I signed the contract but when my husband got our first bill we discovered a 20% increase in what we originally signed indicating a very high interest rate (13.5%) on the \$800 which would become \$2160. I wrote immediately to the company requesting we pay off the roof rather than continue at such a high interest rate that was not disclosed when I requested the information but they said nothing can be done. They now tell me the bill went up due to other "productivity" factors as well that we were also not made aware of, we have repeatedly requested a detailed explanation and calculation of what is roof charges and what is interest and what is "new productivity charges" but nobody can help us with this issue since we have been contacting them about it for over 2 months. SolarCity took advantage of the fact that we rolled in the \$800 roof cost to sneakily slip in other hidden charges that were never discussed without our knowledge. Here are the key issues:

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1. We're being charged some unspecified financing charges that we never agreed to for the roof repair
2. In negotiating the terms of the contract for the roof repair SolarCity changed the terms of the underlying lease agreement without informing us that they were doing so and what those charges would be.
3. The charges are not broken out in our monthly bill and we have been unable to get anyone from SolarCity to explain how our monthly bill breaks down.

Desired Settlement

1. We want to pay off the remaining balance owed on the roof repair in order to eliminate the excessive financing charges.
2. We want to be reimbursed for the additional "productivity" charges that we have been billed so far.
3. We want to return to the original contract we signed 06/11/14 which stipulated a monthly charge for the first year of \$50.52 and void the current one.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. Our Customer Relations Manager discussed the customer's concerns about the contract pricing with our customer on 2/2. He explained that the customer signed a contract which outlined the terms and pricing. By entering into this agreement, the customer indicated they agreed to the pricing and terms, including interest, for the entire length of the agreement. The customer cannot change the terms of this contract at this point. We apologize for any frustration this has caused our customer.

If you have any questions, please call our Customer Care team at *****.

Consumer Response

Hi *****,

Unfortunately SolarCity only gave the same response as they gave me originally, that there is "nothing they can do." They have not made any effort whatsoever to resolve this issue or even offered a middle ground. The 2nd contract was to add in roof payments, I am attaching a copy of the email exchange where this was discussed as evidence of why there was a contract renegotiation in the first place. (Please note the email exchange shows up in reverse starting with the final email.) I signed the contract with the understanding that \$800 roof payments were added in. The representative clearly failed to disclose any interest rates when I requested, as you can see from these emails.

As a middle ground I would propose that SolarCity remove at least the new "production charges" they added in as a part of the "roof payment contract renegotiation". We had no way of knowing this would happen and as you can see from the 2 contracts attached below, it is not indicated anywhere. It is very difficult to understand what amounts are being charged given the fact that they are spread on a sliding scale amount over the next 20 years, this is why I was unable to see that was being charged for other things besides the roof and why I trusted what I was signing was to add in only \$800 of roof payments. I had no reason to believe otherwise. If it weren't for the fact that we agreed to redo the contract to add the roof payment, we never would have been subject to these additional charges. They took advantage of the fact that we

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were rolling in roof payment to sneak in additional charges that have absolutely nothing to do with the roof payment. If I'm expecting to add in \$800 of roof payments as anyone would see from my email exchange you can certainly see why it's a problem when that suddenly turns into \$3469.38 of charges instead without any explanation or details. SolarCity claims it made our system bigger from 5.000 watt to 5.100 watt in the new contract which is why they are charging us so much more. Why did they not bother to consult us whether we agreed to this change and what the additional charges would be when we added the roof payments? You can't change other elements in the contract than were discussed and hope that we just don't notice. I am customer not a lawyer, I didn't know the company I trusted to work with was going to try to trick me at the last minute into charging me thousands more. If SolarCity is not willing to work with us on this issue then we will have no choice but to file the paperwork with the NYS Attorney general, file small claims, and take this issue to the media. SolarCity needs to make contracts transparent and explain exactly what the charges are and if they want to make changes to the contract other than were discussed it needs to be made clear to the customer what the proposed changes are and what the costs are.

Thanks for your help, *****

Final Business Response

We apologize our customer remains unsatisfied. We have a Customer Relations supervisor reaching out to see if we can provide additional assistance.

5/4/2015

Complaint

The contract does not agree with what we were told by SolarCity staff. The sales pitch promised a different style panel and a 20K payoff.

We sold our home and sold the panels with the house. Now we are being told the payoff is extremely higher than what we were originally told. We are also being told that the panels are still not ours even after the payoff.

Desired Settlement

Complete refund on the entire system.

Business Response

Thank you for forwarding this valuable feedback from our customer. We have spoken with him via phone. We are currently working towards an acceptable resolution.

The contract is valid and states all stipulations clearly regarding selling the home and/or purchasing the system.

We want all of our customers to be satisfied. Again, we are looking at all possible resolutions.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

After speaking with the Customer Service Manage, SolarCity was more than gracious with us. They work at a reasonable solution and we completely appreciate their efforts.

Thank you

4/29/2015

Complaint

Only \$20.00 decrees in electric bill was told electric bill would be under \$20.00 after panels were installed.

I was told in May 2014 my electric bill would decrees in the winter months to less than

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\$20.00. I was told the hot Phoenix summer month's electric bill would be much lower than the normal \$300.00 monthly electric bill. It's been 10 months since my panels were installed my winter electric bill were around \$80.00 and last summer my electric bills were around \$250.00. So now I am stuck paying solar city's rental charge of around \$80.00 a month on top of my electric bills... These panels have caused more financial damage then relief. Over the past year I have called Solar city and I'm told it's my electric company issues. I call the electric company and they say it's Solar City's issue. I requested to remove the panels and solar city only reminds me I am in a 20 year contract.

Desired Settlement

I feel a refund for the past years rental fee's is due and want the panels removed.

Business Response

Thank you for forwarding this valuable feedback from our customer.

We have made contact and have provided a detailed savings analysis which explains their electric consumption has increased.

We are unable to control consumption in the home. Projected savings are based on historical usage.

They do understand this now.

4/29/2015

Complaint

Told me would reduce monthly electric bill and I would receive refund from local utility at end of year. Monthly bill increased & no refund. I owed \$

I am disabled and unable to work. When SolarCity first contacted me they told me I would have lower monthly bills and at the end of the year I would receive a refund from my local utility company (SMUD). Instead, my monthly bills increased and at the end of the year I owed SMUD money instead of getting a refund.

For example: I had a \$67.78 bill from SMUD dated 7-29-13. That covers X-XX-XX to 6-26-13. A year later I owed Solar City \$74.94 for June 2014. I also owed SMUD \$8.07 for X-XX-XX to 6-26-14. So, I went from about \$68.00 to paying over \$80.00. This happened month after month. I questioned SolarCity about getting a bill from my utility company (SMUD) in addition to their bill. They said I didn't have to pay my local utility company anything. They went on to repeat what I was told when I was first approached about their product, I would get a refund from SMUD at the end of the year.

I continued to pay SMUD the amount on my bill that said, "pay this amount to avoid a potentially high settlement amount in November 2014". Even though I paid that amount on my bill each month I owed \$64.11 at the time of settlement with SMUD.

I complained to SolarCity and they said I'm using more electricity. I'm one person and I know I haven't used that much more electricity. That doesn't make sense because I pay for the amount of power the panels generate.

When I complained to SolarCity, they said I'm paying more because I'm using more electricity. I don't believe that's what the problem is.

Desired Settlement

I want out of my contract. I would like for them to remove the solar panels and leave me alone. I don't want anything to do with this company.

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Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. Our customer was working with our Customer Relations Manager **** in December. He completed a detailed savings analysis that outlined how much money she saved on overall energy costs due to having solar. He emailed her the information and tried calling to explain, as well. The customer did not return his attempts to contact her. We have requested that **** contact this customer again and address any additional concerns she has about savings. We will make all efforts to ensure that this miscommunication does not occur again. We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at **** option 2.

4/28/2015

Complaint

I received a document with my name forged authorizing SolarCity to check my credit record A month or so ago a representative of SolarCity contacted me about their product. We exchanged email and a few phone calls. Approximately 2 to 3 weeks ago I told her I was busy with other things in my life and didn't have time to review this further and wasn't interested and when I was ready I would contact her. Sunday I received an email with a copy of my authorization supposedly signed by me to check my credit. I have never meet with anyone or authorized them to check my credit. I call the company Sunday evening and they told me they would get back to me on Monday I haven't heard anything from them. If they can forge my name on one document what else can they forge?

Desired Settlement

At minimum I want a letter stating that the company made the false claim to my credit so if I have any issues regarding this I can clearly demonstrate this was not my doing. If not I will seek legal action

Business Response

Thank you for forwarding this valuable feedback. We apologize for any issues this may have caused. It is never SolarCity's intention to run credit without explicit permission.

Our Human Resource Department investigated his claim and the appropriate action has been taken.

We will also be issuing a letter to the Credit Bureaus to explain on his behalf.

If you have any further questions, please feel free to reach out to XXX-XXX-XXXX.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

The company told me they would also mail me a letter stating I was under no obligation and stating they had misrepresented me. As long as I receive this letter I will have no issues.

4/28/2015

Complaint

installation of solar panels resulted in damage to roof which allegedly was repaired but proofed not to be thus. I now have to use a roofer

On Jan XX XXXX the Solar city team installed 13 Solar panels on our roof and I realized

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straight away that there was extensive damage done to the existing roof. I pointed that out to the team and they attempted to repair some damage visible to me, they also assured me all the holes made during the installation had been sealed. However, some days after the installation another crew came to do some more work and they detected several points of entry in the roof that were left unsealed. They tried to rectify this but I still found some leaks when we had the next rainfall. Once again I called the company and they dispatched yet another team for repairs. After all the different teams I lost confidence in the ability of the workmen and I consulted a local roofing contractor, whom I have used in the past and whom I had inspect my roof just before the installation of the solar panels. He informed me that I have several holes in my roof that were apparently done in error and were never properly sealed up again. I now have given the contract to my roofer to seal my roof in a professional manner. It looks to me that the installation teams of SolarCity are poorly trained and have no idea of how to properly seal up all the entry holes they made during the installation and I do not have any confidence in having them do the repairs to my roof.

Desired Settlement

The salesman of Solar City assured me that all their work was guaranteed and every entrance into the roof would be triple sealed and there would be no chance of leaks. However that has not been my experience and after the crew was here several times to make repairs and I still found leaks, I feel I need to have my roof repaired by a competent roofing contractor. I do not think I should have to pay for this work since there was nothing wrong with my roof before the installation and since the SolarCity team was unable to do the sealing in a satisfactory manner.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with our customer and made contact via phone. Through careful consideration to their needs, we discussed the concerns our customer had about the repairs we performed to their roof recently. The customer also provided the contact information for the independent roofer that they have been working with, and requested that we coordinate any future work on these roof repairs with that company. A Customer Relations Manager will be contacting the roofing company soon to discuss the next steps for resolving these issues for our customer. We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****. Thank you.

4/27/2015

Complaint

Told that they would do the solar and it was not done as stated. Several lies were told. In April 2014 I had SolarCity come to my house to set up for solar. I signed a contract. They came out a few days later to examine the roof. Then I didn't hear from them until the beginning of June when I called and asked what was going on. They told me that my roof was a rock roof and I needed to change it to a flat roof. (My roof was new and only 3yo). My grandma had just passed *** I was going to be getting a big amount of money to redo my house. So i asked ***** if it needed to be done right away or if i could wait till my Pool and Kitchen were done. He told me I could wait. I asked him if I would have to do a new credit

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check he told me NO. So i had the money in June to do the roof but decided to wait. I stayed in contact with him. Then in Nov i texted him to let him know the roof was getting done the first week of Dec. He said that's great. Then said AGAIN i would not need a credit check we could use the same one from when i was approved. So i went ahead and paid 8000.00 to have the roof done.

Again i had a new roof that was fine)

As soon as it was done I contacted ***** who then told me oh i was wrong we need to do another credit check. HE LIED. When the check was done the first time, my new house was not on it and since then bought 2 cars that are now all on my credit. So he tells me now my credit has to be a 650 which it is not now because of all the new stuff. So now I have a new roof on top of a new roof and Solar City is refusing to do the roof because my credit isn't what it was before when I signed the contract, that they CANCELLED and ***** didn't tell me that either. If i had known there had to redo the credit, i would have done the roof in June and not waited till Dec. But i was told several time (I have the messages still on my phone from *****) that I didn't need to do a credit check all over.

Desired Settlement

I either want them to put the solar on the roof or give me back the money for the roof I put on for no reason. As a customer I did what I was supposed to and have the messages to prove it. I asked him if they had to do another credit check and was told NO. I was not even informed in the months I was talking to him that the contract was cancelled in Aug until Feb. 19, 2015. He obviously doesn't know what the rules are or he lied and cost me 8000.00.

Business Response

Business responded via email:

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with our customer and spoke with the sales representative that was helping her. The representative helping this customer communicated to her what would be required for her to go solar in April 2014, and that included a different roof type than she currently had. The customer decided to go forward with re-roofing to a supported roof-type that would allow her to go solar but did not complete this project immediately. Our representative tried contacting the customer five times in July 2014 to see if her roofing project was completed. Upon the customer becoming unresponsive between 7/17 and 7/30, her project was placed into an inactive status.

When the customer contacted SolarCity again in February of 2015, she asked if she would need a new credit check due to the completion of her roof. Her representative told her he would consult with his manager and get back to her with an answer. He informed the customer that because of the amount of time that passed ***** she first initiated her project with SolarCity and last contacted us, her previous credit check would no longer be valid.

We sincerely apologize for the misunderstanding in this customer's situation, and will make all efforts to ensure it does not occur again. We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

Consumer Response

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(The consumer indicated he/she DID NOT accept the response from the business.)
That is a complete lie and i have proof because i did most communication through text messages which i still have. Also i was not told about the roof i had to call myself to find out about the roof. Also I didn't talk to them in May because i was in Ohio the end of April through May 20 for a family member passing. NOT 1 TIME did this rep try to contact me and not get ahold of me and i will pull my phone records to prove that i spoke to him And show the proof of him telling me i could wait till the new year to do the roof with the SAME credit report. I had the money to do the roof in June at the same time i was paying to put a pool in and redo a kitchen and put new windows in the house. But he told me i could wait till the new year so i did what he said. He ALSO told his supervisor that he told me the credit report would be fine if i waited. It's pretty sad that as such a big company your customer service is so bad. Then refuses to honor what their own employ said, not only said but texted with PROOF.

Final Business Response

Thank you for forwarding the new information regarding BBB Case #XXXXXXXXX.
We reviewed all the information in this matter and our Customer Relations Manager reached out to the customer on April 6. Through careful consideration to her needs, we were able to schedule this customer's site survey, the next step in moving the customer's job forward. This customer has a site survey scheduled on April 22. We will make all efforts to ensure this misunderstanding does not occur again.
We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at ***** option 2. Thank you.

4/27/2015

Complaint

Over voltage to the PV system
Customer service called me Feb. 11th to notify me our PV system was tripping/resetting in the afternoons due over voltage from the city. **** told to contact APS and have them reduce the voltage (which they cannot do because it would affect every other house in my area) - they came out and there test showed no over voltage- So I called **** back and explained what APS found - He said that he would get back to me, and never did - So I called again on 2/20 - spoke to the Customer service manager - he said that there is nothing they can do and everything is on the city, he instructed me to call APS and have them put on a voltage meter, which they do not do for residential- only commercial. APS came out and tested my system - and it is running within their guidelines. 2/21 called Solar City for a 3rd time, spoke with **** - he is going to escalate my issues to the other team - and I should get a call Mon.23rd or Tues.24th

Desired Settlement

I need a solution to this problem, I need solar city to follow through on their customer service.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.
We reviewed all the information in this matter with our customer and our Technical Support

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Supervisor spoke with the customer on 2/24 and 3/6. He also left a voicemail on 3/13 for the customer. We have established that this technical issue is in the utility company's hands and have offered to call the utility company with the customer on the phone. We are unable to call the utility company about this issue without the customer on the phone.

The customer's system is showing normal production since 3/8. However, if our customer is still experiencing this problem in the future, we are still willing to call the utility company with the customer and assist.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

You value nothing when it comes to customer service. Every time the customer service rep talks over me and interrupts me consistently.

This matter is not resolved and someone from Solar City needs to come out to my house and test my system. Not sure what you can say the utility Co. that i have not already said and explained.

Final Business Response

Our Technical Support Supervisor left a voicemail for this customer on March 13 to discuss his concerns. Our Customer Relations Manager left a voicemail for this customer on April 8 to discuss his concerns. We have not received response phone calls from this customer since. Our customer's system has been performing normally as of March 8. While we understand our customer's concerns, it is not necessary for a technician to visit the customer's home to determine this, as we have online monitoring equipment that allows visibility into how the system is performing.

If you have any further questions regarding this matter, please contact us at 888.765.2489 option 2. Thank you.

4/24/2015

Complaint

Solar City hasn't refunded me the lack of energy generated per our contract agreement

This my first message to Solar City sent 25 days ago:

According to my estimates, my system didn't produce the 8477 kWh in the first year. When can I expect a refund per the POWER PURCHASE AGREEMENT? The agreement says that it should have been evaluated no later than 45 days after the end of the year.

This is Solar City's response sent 19 dates ago by *****
sent 19 days ago:

Dear *****,

I hope this email finds you well today. Let me apologize for the delay in response to your performance guarantee question.

I have emailed our performance guarantee team to get answers to your question regarding the performance guarantee reimbursement you are expecting based on production of your solar system for the 2014 performance year. As soon as I receive information from them around whether payment is being made I will get back to you with the provided information.

If you have any other questions or concerns please call we at XXX-XXX-XXXX option 2.

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This is the last response I have gotten from Solar City.

I sent this message 3 days ago: *****,

I still haven't gotten any response from anyone at SolarCity on when I can expect my refund.

This is clearly a breach of contract. If I don't get a promise from SolarCity on when I will receive my refund by April 15th, I will file a complaint with the Better Business Bureau.

Desired Settlement

All I want is the \$43.95 refund per their energy guarantee. They produced 7678 kWh last year and they guaranteed 8477 kWh per year. This is 799 kWh short and they pay 5.5 cents per kWh so that would be \$43.95

Business Response

Thank you for forwarding this valuable feedback from our customer. We apologize for any inconvenience this has caused.

We have calculated the Performance Guarantee payment that is due and will be expediting the check to our customer. He should have it by Tuesday April 28th.

Please reach out to Customer Care at XXX-XXX-XXXX with any questions or concerns.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

I accept this response from Solar City because I received the check today (04/23/15)

4/23/2015

Complaint

We were misled and pressured in to signing a contract by a solar city sales representative. We were promised something that was not delivered.

We were purchasing a house and had a solar city sales person make promises one of his emails:

Hi *****_

a couple questions

**** mentioned something about leasing? It's a PPA (power purchase agreement aka lease)

if we do the 0 down and the 20 year plan would we own the equipment? Yes, it is either A.

"conveyed to you, or bought at FMV fair market value" (what will a solar system be worth in 20 years?) Who KNOWS?

Also- we pay 140 a month to solar and 125 to PG&E? Is that correct? How is it guaranteed?

The production of the system to your offset is what is guaranteed. I cannot guarantee a \$125 to PGE because we don't know if you will turn your house into an Igloo in the summer and start growing plants inside etc. (like some solar folks)... So. The Guarantee is the actual production of the system to your current offset we expect it to be \$125 to PGE (if you continue doing the same amount of usage then your bill to PGE will be \$125 avg. However if you increase your usage consumption and have that Polar Express party in the summer, then your bill will be higher.

Thanks_*****

From: ****_***** <*****@paramountsolar.com>

To: "" *****@yahoo.com "" <*****@yahoo.com >

Cc: ****_***** <*****@paramountequity.com>

Sent: Wednesday, February 29, XXXX X:XX PM

Subject: *****, ***6kw, proposal

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*** & *****,

Here is that info specifically to the new house using your typical usage with PGE. (I also attached 2 pictures one is a where we would put the panels, and the other is what it looks like in your neighborhood. I have about 6 customers in lower Serrano right now.

Currently \$456 avg with PGE – new house will be around \$373 (no pool pump)

\$141 a month will save you \$125 a month with \$6k invested

\$18,840 prepay the whole thing will save you \$266 a month with a 21% ROI and 6 year payback

Both have a guarantee in production – therefore savings and Both have the \$850 closing cost credit that will be given to you from ****.

Let me know if you have any questions or want to see an option that is different

**** ***** Blvd., Suite *** ***** Bay , CA XXXXX

**** *****

Solar Consultant

tel XXX-XXX-XXXX fax XXX-XXX-XXXX Paramount Solar

Switch to clean Solar power with no upfront cost

**** ***** Blvd., Suite *** ***** **** * XXXXX

Find us on: paramountsolar.com Facebook twitter

We ended up getting pressured in to signing contract with a .29 cost which was a tier 3 PGE cost and the sales person knew we would not save money...we would be paying double.... we would have been so much better off not going with solar and now we are stuck in a 20 year contract. Our PGE cost with pool was 400 average a month now we are using less energy no pool and paying 500 PGE and 240 to solar city plus they got the etas write off!!!!!!!!!!!!!! They completely misled us and have been giving us the run around for two and a half years, now we are forced to go hire an attorney.

Desired Settlement

We would like to get out of contract and recover the money we have paid over the last 2.5 years. We have paid 400.00 + more than we would have if we did not get solar!

Why would they get the tax benefit of this as well..? Makes no sense.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with our customer and our Customer Relations Manager made contact with the customer via email. Through careful consideration to their needs, we verified the kWh rate the customer has in their contract and it is \$0.2990 with no annual rate escalator. Their average utility kWh rate prior to going solar was determined to be \$0.32. The system is designed to prevent the customer from going into their utility company's tier 3 and 4 prices most months, as well as help avoid future energy cost increases due to utility rate inflation. The kWh rate was outlined in the contract that our customer signed prior to installation of the system.

We value the relationship we maintain with our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at 888.765.2489. Thank you.

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4/22/2015

Complaint

I specifically emailed the customer service agency and 2 employees asking to be removed from contact listings and to no longer be contacted.

As stated in the summary I have emailed the customer service section and 2 individuals in the company asking to no longer be contacted. on 2 Apr I sent the following:

On Fri, 3 Apr at 8:40 AM , ***** <*****@gmail.com> wrote:

Hello,

I am sending this message in one last ditch effort to ensure that I am removed from your calling/contact lists. I have on no less than 2 occasions in the past made it clear that I do not want to be contacted concerning service from your company. See the below messages and note that I AGAIN received a phone call from your company. This is unacceptable and should more contact be initiated by your company the appropriate agencies will be contacted to take action due to the harassment.

Thank You.

On 7 Apr I received the following response from the customer service agent.

Dear ***,

Thank you for your email! We are so sorry it has taken longer than normal to get back to you. We know how valuable your time is, and understand the need to get your issue resolved, and any questions answered!

I have requested that you no longer be contacted by Solar City and that you be removed from all our lists. If you are contacted again please get the person's name and office location, let us know and we will address it. However, this shouldn't happen.

I hope this information helps! If you have any further questions or concerns, please don't hesitate to reply to this email for assistance. Thank you and have a wonderful rest of your day!

Regards,

***** *****

2 days later I received the following email from a gentleman claiming to be a manager.

***,

My name is *****. I'm one of the Managers here at SolarCity. I was reviewing your file in an attempt to determine why, exactly, we did not move forward in the past. I would love to speak with you about some questions that arose. If you could please contact me, so that I may get your input and, if possible, address any barriers that we may have missed the first time. I would truly appreciate any feedback from you on this matter because when we get things wrong or fail to meet your expectations, we welcome the opportunity to make it right.

Addressing your concern about SolarCity and/or the service you've received is a top priority for us, and we take it very seriously.

You can reach me directly by calling or emailing me at the information below M-F 10:30 AM-6:30 PM EDT.

Thank you and have a great day.

Sincerely,

***** ***** Inside Energy Specialist SolarCity T: 916.746.0312

*****@solarcity.com

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This is unacceptable and I did state in previous emails that I would file a complaint if further contact was made.

Desired Settlement

Removal from contact listings and confirmation of this happening. Sales tactics that are being used are manipulative and uncalled for. For someone of a lesser mindset this could lead them to fall prey to their pressuring tactics.

Business Response

Thank you for forwarding this valuable feedback. We are so sorry he was contacted after he expressed wishing not to be. We have followed up with the appropriate parties to ensure he will no longer be contacted.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

This is exactly the kind of action that I had hoped for.

4/21/2015

Complaint

Installed solar collection system 2 weeks ago. Ran unsightly and long conduit on the outside of my house. Attempts to have them corrected unanswered.

When I inspected the work after completion, I complained how shoddy the conduit installation was and that the DRC of my HOA at Solera would never approved this. The crew said they could reroute the conduit from the inverter through the garage wall, into the attic with a minimum of external conduit exposure in about 2 hrs. I told them that's the way I wanted it done. I have been e-mailing and talking to customer service for scheduling, but they keep telling me it has to be approved by the regional manager. I just want this problem addressed. The last thing I wanted to do is bring the BBB into this.

Desired Settlement

Just rerun the conduit the way it should have been run in the first place.

Business Response

Thank you for forwarding this valuable feedback. We were able to touch base with our customer and alleviate his concerns.

We were able to re-route the conduit and will follow up with touch up painting.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

4/16/2015

Complaint

This company mailed a solar energy offer to my home addressed to a long since estranged relative with no association to MY HOME.

I received an unsolicited offer of an "ENERGY PAYMENT REDUCTION OPPORTUNITY" which identified my home size (apx.4337sf) and estimated monthly bill (\$311).

This unrequested marketing mailer was addressed to "*****", and my last name.

This company went so far as to research the size of my home and calculate my energy usage but was so sloppy, incompetent, and thoughtless to actually address their offer to the correct owner/resident.

Since the name above is also that of my long deceased father their mail has inflicted pain and distress.

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Desired Settlement

This is a formal demand for SolarCity to remove my home address and any and all names associated with it from their marketing permanently and immediately.

I am requesting that this company research their own marketing list provider(s) and CORRECT the information from the original source.

If they have purchased mailing lists from multiple sources then I am DEMANDING the names and addresses of each company so that they will permanently correct their incorrect data.

If SolarCity does not meet these two demands the result will be additional mail incorrectly addressed to my home as a result of their incorrect mailing list.

Business Response

Thank you for forwarding this valuable feedback from ****. It is never our intent to upset or offend any customer or potential customer.

We sincerely apologize for any distress this *** have caused. We have requested this name and address be taken off any and all mailing lists associated with SolarCity.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

4/1/2015

Complaint

I purchased a new home with solar panels already installed. I was not told that I had the option of not activating them.

I have begun the process of selling my home. I have solar panels from Solar City that were installed when the house was built. When I called them today they said that I had the option of transferring the lease to the new owner, or I could have them moved, or I could pay the lease in full. It is a 20 year lease with approximately \$9000 due.

When I was well into the purchase of this home, my realtor and I had no information regarding the panels. The house flier with basic information only said that there was solar "assist." We assumed at the time that they were included in the sale of the house. We were given no disclosure information that the panels were to be leased by the buyer of the home. This was in May, 2014. I tried reaching solar City and it was very difficult at the time to reach them. I was only able to leave messages. The house sale was completed and then Solar City was responding to my calls. They sent a representative to talk to me about the benefit of solar panels. AT NO TIME WAS I INFORMED BY SOLAR CITY THAT I HAD THE CHOICE OF OPTING OUT OF THE SERVICE.

When my realtor and I put my house on the market in march, 2015, we must fully disclose the lease requirements. If the new owner chooses not to take over the lease I believe that Solar City is obligated to merely remove the panels since they did not give me the option of not signing the lease.

Desired Settlement

If the new owner of my home chooses not to take over the lease agreement with Solar City, Solar City should just remove the panels or have the new owner disconnect service from Solar City by the local electric company.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case # XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct

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feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with our customer and our Contract Reassignment team has been coordinating with the escrow officer assigned to this customer's real estate exchange. When our customer originally purchased this home, the homebuilder in that community decided to enter into an agreement with SolarCity for having solar on the home. Not activating the system at that time was not an option for the customer. We apologize for any confusion she may have had about the agreement she entered into upon purchasing this home and will make all efforts to ensure it does not happen again. We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****. Thank you.

3/30/2015

Complaint

Company misrepresented the energy savings we would realize and installed a smaller system that could not possibly fulfill the promises made. The salesman came to our house in March 2013 and pitched a solar system that would save us 50% off our current electric bill. As he explained it was a "no brainer". Our average electric bill was 365/month averaged over a 12 month period. We were told our total bill to solar city would be 100/month and our SCE bill would be under 100/month. The system was not installed until august 2013, and there were many problems involved with the installation including incorrectly rewiring our electric panel, which is still unresolved. After about 4 months of turning the system on we started to get suspicious because we were expecting to get an electric bill from SCE for around 100/month, but each statement we received showed a credit and said "do not pay". After contacting the salesman, he said congratulations! Your system must be making enough to power your house without owing anything to SCE. That answer did not sound right to us and after further investigation we were told that SCE only sends a true-up bill at the end of the yearly cycle. SCE told us that in reality we owned them \$1200 for about the 4 months the solar system had been in place. Another call was placed to the salesman and he said don't pay SCE, there must be something wrong and he would check into it. Another month went by and no word from the salesman and he didn't return our calls. At the end of the 12 months our SCE bill was \$4000! Solar city sent a new representative to meet with us in November 2014 after months of phone calls that were never returned. The new representative admitted that the original system that would have saved us 50% of the 365 average bill didn't fit on our roof, so they modified the system to supply 50% of an average 250 electric bill. This was done without explaining to us and we believed the original salesman when he said he would save us 50%. We did not know that the contract we signed was not the system that he promised us. We asked the new representative if we could have the system taken off our roof as it was not the system we agreed to purchase. He told us there would be a fee of \$499 to take the panels off but the fee is negotiable. He left promising to get back with us. Now, the Sacramento office has called and are saying that our system is designed as per the contract and they will not take the system off as we signed a 20 year contract. The Fresno office will not return our calls and we have not heard back from the new representative. We believed that the contract we signed was representative of what was told to us by the original salesperson. We had no knowledge that the design was not as he represented it. We have asked

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solar city to remove their panels, but they said we cannot get out of the 20 year contract. This company has fraudulent salesman who are out to get their commission and that is all.

Desired Settlement

We want to cease business with this company and want them to completely remove their system from our roof. The system was not designed as portrayed by their salespeople.

Business Response

Thank you for forwarding the valuable feedback from Mr. ***** regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with Mr. ***** and made prompt contact via phone. Customer Relations Managers Ian and ***** have spoken with Mr. ***** , took his concerns into consideration, and offered an explanation for misunderstandings.

It was explained to Mr. ***** that his system size was presented to him and he signed the contract to move forward. The contract he signed was for a solar system that was designed to offset 48% of his historical energy consumption, which at that time was approximately 13,500 kWh per year. Mr. *****'s energy consumption since turning on the solar system has increased, therefore he has received bills from his utility company for the remaining energy consumption. Those bills are larger than Mr. ***** expected because he has increased his energy use from his historical consumption. Any energy consumed from the utility company must be paid to them, and SolarCity has no ability to control that factor.

The agreement with Mr. ***** guarantees that the solar system will produce an average of 6500 kWh over the twenty-year contract. In 2014, Mr. *****'s system produced approximately 6503 kWh, as expected. If Mr. ***** has further concerns or questions about his system's performance or anything else, he is welcome to reach out to us at XXX-XXX-XXXX or *****@solarcity.com and we will be happy to assist.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

Solar City's response of 2/10/15 is another example of the lies this company tells. Our historical energy consumption has never been 13,500 kWh per year. A simple phone call to Edison shows our energy consumption for 2011 was 18,625; for 2012 it was 19,499 and for 2013 it was 22,508. Using those figures the salesperson, ***** , sold us a product that would offset 50% of our \$365 average monthly energy bill.

Upon signing the contract we were under the impression that the amount of kWh the solar system would produce was going to be adequate to do what the salesman had told us. We didn't know the difference between a Volt/kWh, but trusted what the salesperson told us. It wasn't until over one year later that we were told by another solar city representative, ***** , that the system size had actually been changed during the design phase, from what was originally proposed to a smaller system due to fire department setback regulations.

Unfortunately, when the contract was presented to us to sign, salesman ***** , did not bother to tell us that the system would now be producing about half of the energy that he had originally proposed. We signed the contract fully expecting that the system designed was

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going to be what he had originally proposed.

We have been trying to resolve this issue with Solar City but have hit an impasse. At our last conversation with *** ***** on 11/25/14, he indicated that this size system should not have been installed on our house as it is not adequate to offset much of anything. He also told us that we could have the system removed from our roof and that there may be a charge for \$499 to remove it from our roof, but he was going to get right back to us with the details. We have called him back numerous times, but he doesn't return the calls and he has never gotten back to us.

We want to cease doing business with Solar City and we want them to remove the system they installed on our house that is inadequate for our needs. We have lost all faith in this company.

Final Business Response

On 3/6 a Customer Relations Manager emailed customer requesting that he provide us 2-3 years of utility bills to further assist in showing a longer range of historical energy consumption. Once that information is received from customer, we will continue looking into his concerns over system size and offset. Thank you.

3/27/2015

Complaint

SolarCity left over 50 cracked & broken tiles on my roof.

SolarCity left my roof with over 50 broken and cracked tiles. They promised me that they would replace every broken tile but they did not do it. I have provided detailed photographic evidence and despite multiple calls, no-one has called me back to address the issue.

Desired Settlement

They need to pull off every panel and fix every broken or cracked tile.

Final Consumer Response

The vendor responded and fixed the problem to my satisfaction

3/27/2015

Complaint

SolarCity told me 0 down, (correct) zero monthly cost (not correct) and continued future savings. (not correct)

Part of a letter I wrote SolarCity...h.e.

SolarCity's E.C., ***** told me I would not have to put any money down, (correct) it would not cost me anything a month, (not correct) and I would save money in the long run. (Not correct). ***** Even produced the attached chart showing a \$6. First month savings. See attached.

For the year 2014, FIT payments to SolarCity totaled \$1,795.32 I do have the statements. Over a fifteen year program that that tariff generates over \$25K. That is substantial, in my opinion... and these monies do not get into 'The Equation'.

For the year 2014, my monthly lease payment of \$46.54 totaled \$558.48, auto-paid. I also paid \$10. /month, PGE Meter Fee. \$120.

For the year 2014, my Solar Energy Adjustment Credit totaled \$555.76.

Net Loss for 2014, \$122.72 Difference between what I was told by the SolarCity E.C. and reality, \$197.72 This program lost money for the first six months.

I wonder what my losses will be over the 15 year term. I think this situation should be rectified, presumably with an apology, a check, and new monthly lease payment.

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Desired Settlement

Fulfillment of promised savings.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with our customer and made contact via phone. He spoke with our Customer Relations Manager on 2/13/15 and again on 3/18/15.

Through careful consideration to his needs, we have requested that the customer provide 12 months of utility bills to allow for our Customer Relations Manager to perform a detailed savings analysis. Once we receive these utility bills and the analysis is complete, our Customer Relations Manager will contact the customer again, discuss the findings, and continue working on finding a resolution with which the customer is satisfied.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at ***** Thank you.

Consumer Response

Dear BBB,

Today Solar City requested and received PGE billing statements for the year 2014. They were faxed to Ryan Reed, Senior Mgr. Customer Relations.

The system SolarCity installed is functioning above what they said it would. The problem is my lease payment is more than my energy credit. I was told this system would save me money. It does not. Again, thank you for assisting in this matter.

Final Consumer Response

SolarCity has shown me that the PGE statements I have been receiving erroneously state one value as "Total Usage", when, in fact, it is not. I wish to apologize to Mr. Reed and SolarCity for my error.

Please accept my apology, and I wish to close this case.

Thank you Mr. Reed, for expediting this matter.

3/24/2015

Complaint

Solar panels needed underestimated by solar city. Asked to add more panels at my cost.

Unable to get more panels.

Clear misrepresentation - The needed capacity of our solar system was greatly underestimated by Solar City. The estimate was about 30% low. I was told in the sales process that if they underestimated they could just add some panels, if necessary, at some additional cost. When I tried to get the panels added they wanted a completely new contract and additional financial commitments beyond reason. Was told they are not in the business of selling extra solar panels.

Desired Settlement

I would like to have them follow through on their original sales pledge of being able to add additional panels. I want them to install additional panels, which I will gladly pay for in cash.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case

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#XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with our customer. The customer's sales representative discussed with him and extended an offer for adding additional panels to his home, as he requested. These additional panels would be a separate system and therefore she showed him the payment options available to him. He did not feel that any of the options were going to be financially worthwhile, and therefore declined moving forward with the second system.

If our customer is still interested in looking at options for adding additional panels, we will be happy to request that his sales representative reach out to him again on this topic.

We value the trusted relationship we maintain with each of our customers and their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****.

3/20/2015

Complaint

Solar City has failed to provide working products. They hid damage that they caused. They have failed to follow up phone calls in a timely manner.

I have been dealing with Solar City since August of 2014. I purchased a 20 year leased solar power system for my residence. The purchase was seamless and I had no issues. As soon as the product was installed it has become a major hassle and possible safety issue. The first problem that I noticed was they had broken 8-10 tiles on my roof. They pulled tiles from another area of the roof less noticeable and replaced them. I then had to call them to come back and replace the tiles that they moved. Since day one I have also had trouble with the system itself. There is possibly a loose wire somewhere in the system that is causing internal breakers to trip. They have come out multiple times to attempt to fix it with no luck. In fact the service man who comes out has stated on two accounts that there has to another issue causing this problem. I have called their customer service center 8-10 times and just get generic answers. They say they are working on it but it takes time. I have been paying on this system since November and It has been barely operational. I have asked for them to stop withdrawing my money until this situation can be fixed and each time they tell me "You signed a contract, and there is nothing they can do". I have also asked multiple times to speak with supervisors and they will not allow me to speak to anyone "high up". They say they will forward my complaint and a supervisor will follow-up. No supervisor has followed up with me to date. Their customer service was excellent until they started taking my money. Now I am unable to get anywhere with them. I also have safety concerns as there is obviously some type of electrical issue. This has also been brought to their attention, with no response.

Desired Settlement

I would like Solar City to credit me back the past few months of payments and place any future payments on hold until they can provide me with a working product. I am also scheduled to leave on Active Duty Military Orders within the next few weeks. I will not have the ability to follow up with Solar City in that time and would like a working product I paid for prior to leaving. Thank you!

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case

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#XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with our customer and made prompt contact via phone. He spoke with our Customer Relations Manager on 2/5/15. Through careful consideration to his needs, we resolved the issue. We made repairs to the customer's system on 2/5 and it has been performing normally since.

The agreement our customer has with us includes a "Power Production Guarantee" and states that if at the end of each successive twenty four (24) month anniversary of the first monthly payment the cumulative Actual kWh generated by the System is less than the Guaranteed kWh, then SolarCity will send customer a refund check equal to the difference between the cumulative Actual kWh and the Guaranteed kWh multiplied by the Guaranteed Energy Price per kWh, as defined in the contract. For this reason, we will not reimburse the customer for any potential lost production during the time his system was experiencing technical issues. We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****. Thank you.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

3/17/2015

Complaint

I want Solar City to cancel my contract!

I texted my salesperson on February 9, 2015 that I would like to cancel my contract, I don't wish to move forward. To date they have done the roof inspection. I was informed that I have the right to cancel at any time prior to solar panel installation. The salesperson continues to send me articles. I called the toll free number ***** and asked them to cancel my contract and was told I would be contacted by someone to go over the matter. I am no longer interested in solar panels at this time and would appreciate it if they would just cancel my contract and discontinue telephone calls and texting me articles.

Desired Settlement

I would like Solar City to cancel my contract and leave me alone.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with our customer and have notified the customer's sales representative that he is no longer interested in moving forward with this project. The sales representative will not contact the customer any further.

We will send the customer a document called a "notice of cancellation" that simply explains both the customer and our company are no longer in an agreement and absolves both parties of any obligations.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at 888.765.2489. Thank you.

Consumer Response

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(The consumer indicated he/she ACCEPTED the response from the business.)
I am satisfied with the company's response; however, I would prefer the BBB keep the case open until I "physically" have the "Notice of Cancellation".
Thank you for your assistance in this matter.

3/17/2015

Complaint

Was told the system would cost so much a month and that it would produce a certain amount. Because it produced better they are charging more money.
I originally met with SolarCity in April of 2012. We decided to sign up for their PPA then. Something happened and we ended up being told that we needed a larger system and so listening the "expert" we signed a new agreement in July of 2012. We were told it was going to offset roughly 80-85% of our current usage and because the payment was still less than what we were paying to our utility we signed it. We were told that they do a site evaluation, this way "the experts" know what the system will produce. Well now 2 years later it has produced more than they said it would produce and guess what... they want more money because they couldn't get it right the first time. To top it all off, they system is producing 16,000 kWh/year when I only use 14,500 kWh/year. When I called them, they told me sorry you signed this agreement. I understand I signed an agreement, but I signed it because I was being misled by a SolarCity employee. Because I will lied too, I am paying an average of \$330/month when I could be paying \$270/month with the system I originally signed up for, and I could even be paying less than \$300/month with the utility.

Desired Settlement

Here are the options I will be okay with seeing happening...
1) Give me a rate of \$016.5/kWh with a 2.9% annual increase. (This will get me back to about the payment for the system that I originally signed up for.)
2) Give me a rate of \$0.19/kWh locked in at that price for the remainder of the agreement. (This will give me a payment about in the middle of what I have now and what I originally signed for)
3) Void the agreement and take the system off of my roof at their expense.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.
We reviewed all the information in this matter and our Customer Relations Manager Chelsey has made prompt contact with the customer via phone and email.
Through careful consideration to his needs, we have offered to perform a detailed savings analysis for our customer. Our Customer Relations Manager is awaiting his utility bills or consumption information in order for her to complete this analysis.
We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****.

3/16/2015

Complaint

The company did not complete its service in a timely fashion, had poor communication, lack

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of transparency of its process and service.

Solar City promised to install a solar system within 3-5 months but it took 10 months, from the end of March, 2014 when I first saw my sales representative, ***** *****, until January 11, 2015 to get the system installed and ok'd by the electric company to be turned on. It did not work initially and I waited 2 more days for a repairman as the inverter was not working initially.

I signed a contract in May, 2014. Someone came to do the site visit quickly in May, after I signed the contract. Then I waited.....

During the summer months, I was asked 2x to resubmit a copy of my electric bill that ***** had already sent in. After no progress over the summer, I called to inquire, and finally someone called in October to schedule for FEBRUARY, 2015! I was very angry at this point and told the representative how this was unacceptable, and that this was taking far too long and I did not feel good about the company. A day or two later, someone called to schedule the installation for December 8, 2014.

The installers left some trash and broke two of my outside solar lights that were imbedded in the ground. I was not told that the system could not be turned on yet, as they had to do some work with WMECO.

The next step was an inspection process, which was scattered, confusing and annoying. I was told by the inspection liaison at SolarCity, Chris that only one person had to come and inspect but in fact, 2 people had to come out, the electrical inspector and the building inspector. This took several weeks to complete. They both did come and signed the building permit that was left and I emailed a photo of that to Chris. Then suddenly there was another form that needed to be signed. I then heard from my electric company (WMECO) who sent yet another form to me that I did not know what to do with. I signed it and emailed and faxed it back to WMECO. The next day I get the same form in the mail from Solar City, with no note of explanation and with a return address label to SolarCity. Finally the electric company put in the new meter, and then I got the go ahead to turn on the system on 1/9, 2015. I went to turn it on, but NOTHING HAPPENED! I had to wait to have an expert come and fix it two days later.

SolarCity had admitted culpability in this process (I have emails from them saying as much). I've spent too much time sorting out the problems that have occurred, I've lost sleep, I've been angry and upset and at this point, I don't feel as if I can refer anyone to SolarCity as this has been such a negative process. This then means I don't participate in the monetary advantage of the Ambassador program. It was one of the great incentives that I liked when I first signed a contract and now feel I can't move forward with it. I've lost months of solar power (=money saved), even after sending money to purchase my electricity for the terms of the lease in mid-December. Much more needs to be done for the customer.

Since I wrote a response to a customer satisfaction survey, I have had contact with a customer service representative. It took about 2 weeks for anyone to respond, and only after repeated attempts on my part to contact them, including ***** ***** who did not reply back to me. ***** finally called me on 1/26, 2015 who was apologetic and promised to investigate some compensation for me. In this conversation he asked what I thought was fair, and I said reimbursement for the solar lights and fax, plus compensation for the 2 referrals I had on the books through their Ambassador Program. (When someone you refer actually signs a contract with SolarCity and I would get \$250 per referral) He promised to get back to me on

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Wednesday afternoon, 1/28, 2015. I did not hear back from him until Friday afternoon, 1/30, 2015 where he offered \$100 compensation. I thought it was insulting and said I would be contacting you, although I did accept that offer. However, I feel it is inadequate and I said as much to him.

Desired Settlement

I am asking for compensation for the two referrals I made to SolarCity, for \$500. This is in addition to the \$100 already promised. As I stated before, I cannot in good conscience refer anyone to SolarCity, thus losing out on one of the major selling points of this business: the Ambassador Program.

Business Response

Thank you for forwarding the valuable feedback from our customer regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter. Through careful consideration to the customer's concerns, we have determined the primary cause for the timeline delays and will make all efforts to ensure that this will not occur again.

Our customer accepted a \$100 customer satisfaction reimbursement in January 2015 to account for the damage to her lights that occurred during the installation and delays in receiving permission to operate.

We cannot offer this customer the additional \$500 referral payments she requested, as that is a program paid upon a referred customer's system being installed. The projects referred by this customer have not made it to installation.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

3/12/2015

Complaint

My account is all messed up with production issues, name issues and billing issues They refuse to correct problems with my solar city account, they lied to me about how the panels were to be installed, they refuse to tell me how much solar power I am supposed to produce, they refuse to correct the low production rates, they are charging me extra money even though they have my direct withdrawals information, they refuse to correct the owners name on the account. I have tried for over a year and each time I notify them they say they are going to correct but never do and then switch my case to someone else and I have to start over again and nothing gets done now I am forced to pay them for solar power that I am not getting so I still have to pay my utility company to I need someone to investigate why they keep doing this and how they are going to fix it and to make sure it doesn't happen again.

Desired Settlement

i want to know my product amount and receive it, I want the correct owners name on the paper work and i want to be refunded the 7.50 I am being charged for not having direct withdrawals because I do have it and i want any issues with the installation correct at their cost

Business Response

Thank you for forwarding the valuable feedback from ***** regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct

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feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with ***** and made prompt contact via email and phone.

Through careful consideration to her needs, we discussed her concerns and have split her account and her sister's account. The 7.50 automatic withdrawal fee has also been removed from her account, as she requested. We will make all efforts to ensure that this will not occur again.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****.

2/27/2015

Complaint

System 42% smaller than the one signed and approved was installed. Roof severely damaged during install: holes, shingles missing. No communication.

1. Installation was 42% smaller than the agreed and signed design. Were told that was inexcusable and not the way they do business.

2. Outside inspector discovered severe damage to our roof during SolarCity's install. Ridge caps missing, shingles missing, two holes in the roof that now went directly to attic. He said there was no way that SolarCity was not aware they had done said damage. SolarCity came and fixed and replaced 30 shingles. We still need outside roofer to check to see if done correctly.

3. Were told after first "inexcusable" mistake that we could have system deinstalled. After second "inexcusable" mistake we asked for it to be deinstalled. All Mel kept asking was why we were unhappy and what he could do and what the company could do differently. All we want is for the system to be DEINSTALLED.

4. SolarCity showed up this morning to have the town inspect the installation. Had no idea we were not happy and that the inspection shouldn't happen since there was still HALF to be installed AND we had asked for ALL to be DEINSTALLED!!

5. Total lack of communication. We had no idea inspection was happening today; no idea when they came to fix the roof; no return call about deinstallation

ADDITIONAL DETAILS:

Case is being handled by another organization: Not yet, but soon will be forwarded to AG

Desired Settlement

DEINSTALL IMMEDIATELY! Have outside company inspect roof to make sure there is no remaining damage and deinstall has not created additional problems.

Business Response

Thank you for forwarding the valuable feedback from Mrs. ***** regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with Mrs. ***** and made prompt contact via phone and email. Our Customer Relations Manager, *****, is currently trying to coordinate with Mrs. ***** and the operations team in Mrs. *****'s area. We will continue to work on finding a mutually agreeable course of action. We will make all efforts to ensure that this type of issue does not occur again.

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We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****.

2/23/2015

Complaint

Refusal full fill pre-paid lease contract between the parties for 725 Viola Pl Los Altos, Ca
XXXXX

Dated: February 28, 2012

Transaction ID: *****

The original contract coined between Solar city and **** in Feb 2012 for their residence construction ***** sales agreement conducted by Mr. ****
***** II (*****@solarcity.com).

Was breached by failure of Solar city denying full filling the contract by installing a new Solar system designed and approved and agreed upon as a pre-paid lease and based on mutual understanding of roofing material to be S clay tiles and written agreement to provide and install the full system based upon the original agreement.

Mr. **** along with multiple officials of Solar city were repeatedly contacted and consulted and verified between 2012 to 2014 confirming the deed of understanding on repeated occasions and finally refusing to full fill it and demanding an extra sum of 10K US dollars to complete the job with no default reason or mistake of the client who continued communicating with the company on regular basis re status of construction, roof size design and material at multiple occasions. But all in vein and despite multiple attempts, written and verbal, via telephone communication with solar city official, re this attempted breach and contortion on the part of solar city, they finally stopped responding and answering to our complaints and request to resolve and install the system. The last attempt was again made recently with Mr. **** and his supervisor Mr. **** ***** who during multiple occasions with telephone conversations, assured a satisfactory and just resolution to full fill the original agreement, but he too finally stopped responding to our communication attempts. Based on these unethical means, and contortion attempts on part of solar city we have been left with extreme mental anguish compounding with construction building problems and stresses, taking extensive hours of failed communication, emotional distress and mental anguish, we shall strongly recommend and request Solar city to comply and full fill their original contract and retract their contortion demand and pay fines and expenses for ongoing mental anguish and ill health of clients.

Solar city has been attempted to contact through community social media , e.g. twitter and face book, but no solution and resolution resulted:(

20 page original signed contract document, plus multiple, emails, and phone and text mail communications plus records with solar city themselves are all available to support this claim and complaint and could be provided and submitted as needed.

Desired Settlement

Full fill the original contract of promised system installation, free of cost after retracting the \$10K contortion demand asap. Offer personal apologies and compensation for last 3 years of lost personal hours' time, stress and mental anguish caused by solar city's unjustified, contortion demands and run around.

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We would like to be contacted in person by higher management with written documents to carry out installation asap, with no further delay.

Business Response

We have communicated with Mrs. **** recently and on 2/3/15 we offered that if she chooses to move forward with her project, SolarCity will cover the cost of partially re-roofing the mounting planes of her roof that will have solar arrays on them. This offer is for the property on which she has an on-hold agreement with SolarCity and is only valid until June 30, 2015.

Should Mrs. **** accept, all of the other terms of her previous agreement with SolarCity will remain the same.

Thank you for forwarding this valuable information from our customer. Should you have further questions or concerns please call XXX-XXX-XXXX.

Final Consumer Response

: Ghazala <*****@yahoo.com>

Date: January 23, 2015 at 7:17:25 PM PST

To: ***** <*****@solarcity.com>

Subject: Re: SolarCity: Regarding your concerns

Dear *****

I sincerely and from the bottom of my heart appreciate all your efforts to get down to the bottom of this matter. We would love to continue with the project but has problem picking up the cost for something that is not our fault and to change rules in the middle of the game is not an honorable and desirable and acceptable practice.

During last 2 years of construction we have been more than regularly and frequently stayed in touch not only with **** but with innumerate people from solar city in addition to **** telling and updating them with our progress of construction and requesting to start the installation in timely fashion. Even when roof was not in, roof was quarter done and then half done for long time for various reasons during construction.

So you guys shall have enough and right time with heads up to act.

But unfortunately despite 100s of hours of run around between different teams local and out of state and multiple site audits we were never conveyed with any procedure change whatsoever or any timely warning to stop roofing or modifying;(not in person, on the phone and nor via any other means of communication .

We were practically disowned and ignored because **** was assigned to Morgan Hill area and we were never got assigned or contacted by anyone to whom we belonged. They kept dumping us back to ****.

Who possibly was not in the right position and situation to carry his EX PROJECTS along while trying to perform his current and required duties judicially!

Bottom line is that for bad customer service, sloppy Job on the part of your company to let things go too far to handle, asking us to pay \$10K more for roof division is, not only unfair, in just , unlawful and preposterous but un heard off customer service ethics and rules practiced by a company of Solar city caliber.

We are extremely, frustrated and stressed out to the max with all these unjust demands from your folks and refuse to comply with such distortion and in good faith once more shall request to Solar City to full fill their promised contract as it is.

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Wishing you a beautiful weekend.
With warm regards

2/11/2015

Complaint

They are trying to double bill us for the month of October. Our contract with them has ended and was paid in full.

We sold a home on October 30, 2014. Our bank records and SolarCity's statement records show we paid our October payment on 10/2/14.

The transfer of the home and the solar contract was completed on 10/30/14.

They have (1. tried to remove money from our bank account for October twice and 2) billed us repeatedly for October's payment.

They are also trying to collect money that would go to PG&E only.

Desired Settlement

We want them to close out our account as paid in full and leave us alone. No more bills, no collection threats, no more incompetence.

Business Response

Thank you for forwarding the valuable feedback from **** and ***** regarding BBB Case # XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

We reviewed all the information in this matter with our billing department and made contact with Mrs. ***** via phone.

Through careful consideration to their needs, we determined the issue was a billing statement error that resulted in us miscommunicating an outstanding balance to Mrs. *****. We explained the mistake and apologized for the misunderstanding. We will make all efforts to ensure that this will not occur again.

Mrs. ***** has no outstanding balance to SolarCity and should not receive any more invoices. If she has any further issues or concerns regarding this, she can call our Customer Relations team at XXX-XXX-XXXX extension XXXXX.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

2/9/2015

Complaint

Installed the electrical conduit inconsistent with what we were told. Does not resemble any other installation in our neighborhood.

We were led to believe that our electrical conduit will be ran to our meeting in a non-obstructive way back to our meter. We believed it would resemble the other installations in our neighborhood, being ran under the eave of our roof and down the exterior wall and painted to blend.

The conduit was ran up and over our roof. Which is not what we were told. The conduit is installed in a manner that does not blend as it was described to us.

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Desired Settlement

To rerun our conduit in a manner that is consistent to the way it was described to us and consistent with the way other homes have it installed in our neighborhood.

Business Response

Received response via email:

We reviewed all the information in this matter with Mr. ***** and made prompt contact via phone.

On January 17, 2015, the conduit on Mr. *****'s home was re-run to his request and completed to his satisfaction. He stated while on the phone with me today that he thought he followed up with the BBB to indicate that it was resolved. It seems that may have been miscommunicated somewhere. Mr. ***** is satisfied with the resolution of this case and its handling by the BBB and SolarCity.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any further questions, please reach out to me.

1/28/2015

Complaint

SolarCity this company did not deliver on its promise to supply sufficient energy in order to reduce APS BILLING. I ASKED THIS COMPANY TO UNINSTALL THIS SYSTEM MONTHS AGO AND OPENED A COMPLAINT AT THAT TIME. IT DID NOT DELIVER ITS PROMISE TO SUPPLY SUFFICIENT ENERGY TO REDUCE DEPENDANCE ON APS ELECTRIC, I HAD ASKED THAT LIEN ON CREDIT REPORT BE REMOVED AND HAS YET TO BE DONE AND REMOVED PERMANTLY, MY ELECTRIC BILL IS NOT AS PROMISED AND I HAVE REQUESTED THAT IT BE REMOVED FROM MY HOME, I HAVE BEEN LIED TO MUCH BY THESE PEOPLE I JUST WANT IT OVER

Desired Settlement

REMOVAL OF SYSTEM FROM MY HOME

Business Response

Thank you for forwarding the valuable feedback from **** ***** regarding BBB Case # XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.

Through careful consideration to his needs, we replied to Mr. *****'s initial complaint in July 2014. We will reach out to Mr. ***** to inquire about his additional concerns since then.

We reviewed all the information in this matter involving Mr. **** ***** again, and will make contact shortly to address his concerns.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

Thank you,

1/26/2015

Complaint

In 2013 my wife and I were accepting quotes from several solar providers. We went with SolarCity. Our sales rep presented the usual sales pitch with a few noted here: 1) We would be

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locked in to one price without increase for 20yr; 2) We could without any trouble add to the system if necessary as our needs grew; 3) Our annual "true up" bill would be between 2-300 per yr. max. And the usual contract guarantee's such as system performance, maintenance and such. After Solar City acquired all the necessary past bill information from So-Cal Edison (we did not give it, they got it with our permission Solar City designed the system to LESSEN our monthly electric bill. They arrived at a system of 15 panels and I asked to add 1 panel which started a HUGE deal. They told me it was no problem initially. The original monthly quote of \$89 for 15 panels was now 131.07. The first 15 cost 5.93 per panel but 1 additional panel cost me 42. I wasn't happy but there it is. Now I get my annual "true up" bill and it most certainly wasn't 2-300 it was \$1,050.00. That's a problem to which I have had NO HELP! This call that call, NO PROGRESS. They started to install the system on the front of my house and damaged my lifetime roof and wanted to put 2 color (one on front and different on back).I had it fixed myself which they covered cost but not my time. Then without pre signing conversation had to change the elect panel. They should have caught this in the inspection stage. "They" created a problem with their system design not me. I now pay avg 220 per month up from 150. I have really impressed my neighbors with my solar prowess, GO SOLARCITY! Nothing has changed in our home, just me and my wife of 32yrs with no kids and at our office 5-6 days a week struggling to make a living and now we don't leave every light on in the house when we leave. 2 mos. worth of calls with NO HELP or REMEDY.

Desired Settlement

According to Edison (who I don't care for either) the system design was not big enough to meet the agreed upon strategy we used to enter into this agreement. I did not design it. The bottom line is anyone going solar is obviously trying to achieve lower monthly electric bills not higher. The standard reply is we should sit in the dark. We have not changed anything about our daily lives except an increase in our electric bill. They need to fix there system. Its dollars and no sense.

Business Response

Received response via email:

We are currently working internally on case # XXXXXXXXX for Mr. ***** *****. The customer has been in touch with our Customer Relations Manager ***** ***** as recently as 1/5/2015.

1/20/2015

Complaint

Damaged patio ceiling do to their work and have not made the repair and just give me the run around. This is the job super.

SolarCity offered a free install on solar panel and a better rate than SRP. Anyhow on installation date the removed some roofing tiles and then we had that huge rain here and now have water damage to my back patio ceiling. I've been promised over and over that it's going to be done and nothing not even a phone call. I'd like it fixed or get out of my contract and take their stuff back and will just go back to SRP.

Desired Settlement

i want my celling fixed

Business Response

Thank you for forwarding the valuable feedback from Mr. ***** regarding BBB Case

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#XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with Mr. ***** and made prompt contact via phone. Through careful consideration to his needs, we resolved the issue and have come to a mutually agreeable resolution for the misunderstanding. We will make all efforts to ensure that this will not occur again. Mr. *****'s patio was repaired on 12/24/2014. We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at *****

1/14/2015

Complaint

We were told a form we signed was permission for Solar City to look at our PG&E Bills to see if we would be saving money with them. It wasn't. A representative with Solar City told us that a form we signed which had the KWH rate on it was permission to look at our PG&E bills only -It was not a contract. The KWh rate went down and our rep told us that we would get the reduced rate since we had not signed a contract yet. We confirmed the rate with our representative and her regional sales manager before we signed the contract and were told we would be paying the reduced rate (.15/KWh instead of .17 1/2 KWh). We got our first bill and it was .17 1/2KWh. Our rep said she didn't understand why we were billed the higher rate and then disappeared and never returned any correspondence. The regional manager has tried to help us but they have no customer service to address this situation and he has not been able to find anyone to help us. We were lied to and now there is no one to help us correct the problem

Desired Settlement

We want our rate reduced to \$.15/KWh which is the rate that we were promised when we signed our contract.

Business Response

Thank you for forwarding the valuable feedback from ***** regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve. We reviewed all the information in this matter with Mr. ***** and made prompt contact via phone.

Through careful consideration to his needs, we resolved the issue and have come to a mutually agreeable resolution for the misunderstanding. We will make all efforts to ensure that this will not occur again.

Mr. *****'s contract pricing will be adjusted to his satisfaction by the end of the year and he will be credited any difference owed to him by 2/28/2015.

We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at ***** extension XXXXX.

1/14/2015

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Complaint

Promised to apply a \$399 discount, failed to do so, lied about it, and is not returning my calls
June 19th, 2014 - I signed a contract acknowledging payments of \$71.81 each month for twenty years as a part of a solar lease. This contract is available upon request and has DocuSign Envelope ID: XXXXXAD5-AC8A-4F1A-82AB-E700D06A5DA4
June 23rd, 2014 - I send an e-mail to my assigned SolarCity representative, *****
***** @solarcity.com), inquiring about a \$400 off coupon available on Groupon.com for the purchase price of \$1. He replied "Hi Mike. I will submit that Groupon right away. Thank you."
November 01, 2014 - I receive my first bill and see that it is \$71.81.
I called SolarCity and was assigned **** (extension XXXXX) as my customer service representative. **** contacted ***** and various managers and came to me and explained that the Groupon HAD been applied and had been spread out over all of the monthly payments over the course of 20 years. He claimed that the initial contract I signed, with the payments amortized over twenty years, reflected the applied Groupon deal.
I accepted this on the phone but checked dates immediately upon hanging up and came to the realization that this was untrue - the amortized contract I signed was BEFORE I requested the Groupon deal.
In my opinion, this represents a very serious lie on SolarCity's part. They told me verifiably false information that would have led to me losing \$399 had I not done additional research. Confronted with this information, **** said he would work with managers etc. and resolve the matter. I requested that he call daily until the matter was resolved. To his credit, he called daily for 3 days. After that he ceased calling and has not returned my calls since then.
I have all e-mails pertaining to the discount and SolarCity's agreeing to apply it. Their recorded phone records will corroborate everything I've typed here.
If a company says they will give a customer a discount, lies and says that they did, and then refuses to apply the discount even after confronted with a paper trail of evidence revealing their deception, it warrants a BBB complaint.

Desired Settlement

I request \$600. \$399 for the Groupon offer, \$1 for the amount I would have spent to purchase it, and \$200 for the time spent having to sort out what should have been an exceedingly simple customer service problem to deal with. Instead of simply giving me the \$399 discount I was promised SolarCity lied and avoided me. This is unacceptable behavior.
I request that this \$600 comes in the form of a check made out to me and mailed to my home address. It should NOT be spread out over 20 years in my monthly payments.

Business Response

Thank you for forwarding the valuable feedback from ***** regarding BBB Case #XXXXXXXX. It's always been our goal to exceed our customer's expectations. Direct feedback, positive and negative, is key to identifying areas where we can improve.
We reviewed all the information in this matter with ***** and made prompt contact via phone.
Through careful consideration to their needs, we resolved the issue and have come to a mutually agreeable compensation for the misunderstanding. We will make all efforts to ensure that this will not occur again.

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***** will be receiving a customer satisfaction payment by January 31, 2015.
 We value the trusted relationship we maintain with each of our customers. Their continued satisfaction is one of our top priorities. If you have any questions, please call our Customer Care team at ***** extension XXXXX.

Consumer Response

12/30/2014 - I have received a call from SolarCity and they have offered to cut me a check for \$500, mailed to my street address. I will close this case when the check arrives and clears.

Final Consumer Response

First, allow me to note an inaccuracy in SolarCity's response. The telephone contact was not prompt. SolarCity missed their initial 30 day contact deadline. The BBB had to reach out to them again in order to get a response.

During the call, SolarCity offered me a check for \$500, mailed to my address, which they delivered.

This complaint is now resolved satisfactorily.

SunRun

(See Complaints at <http://www.bbb.org/greater-san-francisco/business-reviews/solar-energy-equipment-and-systems-dealers/sunrun-inc-in-san-francisco-ca-312886/complaints>)

BBB ACCREDITED BUSINESS SINCE 05/08/2009

Sunrun Inc. (Headquarters)

Phone: (855) 478-6786 Fax: (415) 358-8008

595 Market St 29th Floor, San Francisco, CA 94105

www.sunrun.com



Customer Complaints Summary

103 complaints closed with BBB in last 3 years | 49 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	27
Billing / Collection Issues	13
Delivery Issues	1
Guarantee / Warranty Issues	7
Problems with Product / Service	59
Total Closed Complaints	107

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9/10/2015

Complaint

Failure to respond/repair warranty issue in a timely manner.

Late June 2015, Fronius inverter powerstage failed.

7/7 First call to SunRun for repair (*****)

7/9 Second call to SunRun (*****) told up to 5 business days from first call to get a response.

7/16 Third call to SunRun, person sent a note to service

7/23 Fourth call to SunRun (****), person acknowledged length of time since first call, sent said would send a note to service.

7/30 Verified with Fronius that Sunrun is the warranty servicer

7/30 Fifth call to SunRun (****) Requested a supervisor. Spoke with supervisor (*****), who said she would contact Maintenance and get back to me with status within a day.

No call back by 8/3

8/4 Tech called and came out to look at inverter, confirmed problem, arranged to have replacement sent from Fronius

8/12 Replacement refurbished inverter installed and working.

8/16 display stopped working, illumination lights blinking, stopped communicating with data logger

8/18 Called SunRun (*****) who said it would be reported to Maintenance.

8/25 No contact from SunRun.

The inverter is under warranty until early 2016. I would hope for a timely response and yet another replacement (one that will continue to work).

While Fronius is on the hook for a working inverter.

Sunrun is failing in the customer service department.

I am currently calling their Customer Care department on a weekly basis.

Desired Settlement

I would like the inverter either repaired or replaced with a unit which will last AT LEAST through the end of the warranty

Business Response

Thank you for taking the time to share your concerns with us. We are always striving to improve service request times and apologize for this delay. A Specialist has been making attempts to contact you to let you know a technician has been on site to reset the LCD screen and resolved the data logging problem. Thank you again for this feedback and should any other question or concerns arise please reach out to the Specialist who has been attempting to contact you.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

The technician was out on 9/4 and repaired both the LCD screen and the software with the data logger. Given that the previous repair failed after 4 days, and we have a period of very hot weather, the technician and I are remaining in contact.

If the system remains fully functional through 9/14, I will consider the problem resolved.

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8/14/2015

Complaint

My solar system was having intermittent loses of power. I called Sunrun to send a tech to diagnose the problem. One month later, no one has fixed it.

I initiated a service request on 6-28-2015. My solar system was intermittent displaying a loss of power. I called Sunrun numerous times about this. They always apologize and state that someone will contact me to fix the problem. As of 7-27-2015, no one has called me to service this problem.

Desired Settlement

I want Sunrun to uphold their end of the contract agreement which requires them to make sure this solar system is properly maintained.

Business Response

Thank you for taking the time to share your concerns with us. We apologize for the delay and according to our records a Specialist has been in contact with you to address your service concerns. A replacement inverter has been ordered and will be installed upon arrival. Any lost production will be refunded by the Performance Guarantee. Should any other concerns arise please reach out to Specialist that has been in contact with you? Thank you for your continued patience.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

They finally installed a new inverter on 8-13-15.

8/12/2015

Complaint

Repairs to panel have not been addressed although several calls have been made.

I received an email from Enlighten on July 11, 2015 at 1:31 am that alerted me that one of our panels was no longer producing power. The email indicated the panel had not worked for 1 day, 1 hour, 31 minutes which would mean that the panel had not worked since sometime on July 9. I contacted Sunrun on July 11 reporting the issue. I was told that the issue would be forwarded a technician. I called back on Monday, July 13 to find out the process to get the panel fixed and was told that a technician would get a hold of me soon. I called again on July 14 and was told that our system was being monitored and we should hear something soon. I then received an email from Sunrun that this issue had been referred to a certified Service Technician and if I had not heard anything within 5 business days to contact Sunrun. I called on Monday, July 21 and was told the Service Technician had 5 days to contact me from the acceptance of the dispatch which would be Tuesday, July 21. I called again on July 22 to report that I had not heard from anyone. I was told that Sunrun would contact the technician and should be hearing from them shortly. I said I didn't want to keep bugging Sunrun so when should I call back if I hadn't heard anything and was told by Friday but they were sure I would hear something today (July 22). I have not heard from anyone. I checked other complaints with the BBS and see that this appears to be a pattern with Sunrun.

I know it is only one panel but our panels are generating about 1.5 kWh per day and the panel has been down for 14 days equaling about 21 kWh. And with the Time of Use rate with PG&E that is a substantial loss in energy and therefore money.

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Desired Settlement

I want the defected panel fixed in a timely manner as promised in the contract.

Business Response

Thank you for taking the time to share your concerns with us. We apologize for the delay, we absolutely understand the urgency of a defective panel. It appears that a Specialist has been in contact with you to assist in coordinating the necessary repairs. We appreciate the feedback and we are always looking to improve our service requests. Thank you for your patience as we work to get this panel operational. As always you are protected by our production guarantee for any lost production.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

The panel has been replaced and is now functioning correctly. Unfortunately, the time it took to be replaced was two days short of one month. I do understand Sunrun is trying to improve in their response time and hope that it will get better soon. Sunrun did offer a \$50 credit for our inconvenience to which I accepted and appreciated, however, to date, we have not received the credit.

7/31/2015

Complaint

SunRun's sales rep told us a new roof could be rolled into the contract we were promised the cost of a new roof would be rolled into the 20 year contract. 2 days later SunRun's sales rep is calling me saying that promotion is over and is not offered any longer.

Desired Settlement

If SunRun's sales rep promises a new roof can be rolled into the 20 year contract Sunrun should stand by what THEIR salesman is out there selling

Final Consumer Response

Sunrun called me today and we were able to work things out. thank you

7/28/2016

Complaint

On 6/22/15 we received another e-mail informing us our solar unit was again not operating. Sunrun dispatched a repairman within just a few days. The tech. determined the unit had again blown a fuse (three times in one year). Repairman contacted tech. services and was told to put in larger fuse, (we did not agree) the tech. services then instructed the repairman to wire around the fuses so they would not blow. The unit does work, however, we feel it is unsafe and will not turn on the unit till Sunrun sends complete information regarding fuses and we can have an independent company check unit for safety. Sunrun has not sent the repair information and our unit will not be turned on till checked.

Product_Or_Service: rooftop solar unit

Account_Number: XXXXXXXXXXXXXXXX

Desired Settlement

fuses were installed by manufacturer our unit worked with fuses for 4 yrs. now it does not work with fuses. We want unit repaired properly or documentation showing how and why fuses were by-passed. Will not jeopardize my family's safety.

Final Consumer Response

My complaint with Sunrun has been resolved. Sunrun sent out their own Sunrun Tech., to

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access the situation. He ran systems checks and found several problems that are being addressed, mainly that the wiring was done wrong when initially installed by *****
The wiring was repaired and is again going through the fuse system. The unit is operating and they plan on following up on other problems that were noticed. I am satisfied the unit is safe and operational. Thank you BBB for your help

7/13/2015

Complaint

I signed a contract with Sunrun for 19 solar panels for a cost of \$19,000. They sent me a new contract for \$31,750 for 18 solar panels. They a deposit

I signed a contract for 19 solar panels for \$19,000 w/\$500 deposit by credit card. Now Solar INC wants me to sign a new contract for the same kind of solar panels for \$31,750 for 18 panels. They have pulled a bait and switch. I cancelled Solar City to go with the cheapest cost. They still have my \$500. I want them to honor the first contract.

Desired Settlement

I want them to honor the first contract

Business Response

Thank you for contacting us with your Agreement concerns. After reviewing your file it appears a Specialist has attempted to reach you by both phone and email. A copy of your Agreement has been included in this email to help clear up any confusion. If any other questions or concerns should arise please reach out to the Specialist or your sales rep that has been in contact with you.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

I'm happy to get the original contract offer. We ended up agreeing to 18 panels for a price of \$18,500 with a nice symmetrical design. They have since changed the design to a jumbled up mess. We are working out this problem.

5/29/2015

Complaint

On 5/2/15 our solar system malfunctioned, Sunrun waited till 5/9/15 to send notification that it was not operating. We responded immediately with the information that was requested, we followed up on 5/11/15 with a telephone call to insure the information was received. We then received another e-mail stating that the unit was broken and needed a technician to evaluate the problem. Our system has been off line for 14 days, and still nobody has even called to schedule a visit. There is a Sunrun field office three blocks from our home, they have at least three service trucks and numerous small vehicles, yet the technician is being sent from Fresno Ca. at least a 2 1/2 hour drive away. Last year the same malfunction happened and it was the same problem with getting service, then the tech. simply replaced a fuse and it was running again. Our complaint is based on a long process that has gone on and on, when it could possibly be solved in a few minutes using local Sunrun employees. At the very least an evaluation of the unit to determine what is wrong.

Product_Or_Service: home solar system

Desired Settlement

As a long time Sunrun customer we have been subjected to numerous problems when our unit has needed repairs. We as the home owners ask that the 24/7 monitoring be actually 24/7

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instead of waiting 7 days to alert us to a problem. Also if there is a problem with our unit it should be at least checked by a tech. immediately to determine the problem, then decide what to do. 14 days and still no idea what is wrong with our unit is unacceptable.

Business Response

Thank you for taking the time to share your experience with us. We are extremely sorry for the inconvenience this has caused and want to assure you this is not the normal process. We will investigate your case to find where this disconnect occurred to prevent this from happening in the future. We are consistently making strides to improve service response time along with customer experience. It looks like a technician was able to resolve the system issue. During the time the system was down you will be protected by our performance guarantee.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

The unit was repaired. However, it took 24 days to replace a fuse, when a Sunrun service shop is only 3 blocks from our home. The technician that repaired the unit drove approx. 150 miles one way to our home. Very un-business like.

5/13/2015

Complaint

Payment for under performance of solar cells made out to incorrect name. Cannot get Sunrun to correct this mistake in over two months.

Sunrun sent a check for under performance of my solar system to a nonexistent name. I have called them many times during a two month period and cannot get them to change the name on my account or to send me the check in the correct name.

Every time I call I am told that this problem is being looked at and will get a response in the next day or two. That has not happened.

Desired Settlement

I want Sunrun to put my name on my account and send me my refund check.

Business Response

Thank you for bringing this contact information issue to our attention. After working internally we were able to update our system and Fed-ex a check made out to the correct name. After checking the Fed-ex tracking it looks like the check has been delivered on Monday 5/11/2015.

Thank you for your patience while we worked to resolve this issue.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

Thanks to the BBB Sunrun has finally responded to me and has sent me the check and apparently has corrected the name on my account.

4/30/2015

Complaint

My wife and I are in our 70s who own our home. On Sept.2014 we met with a sales representative from Sun Solar. Although we were unsure during the meeting as to sign with Sunrun to install solar panels on our home the sales rep. told us if signed immediately we would receive a \$500.OO REBATE FROM THE NEXT SALE HE WOULD MAKE from going "door to door". Additionally, we would be GUARANTEED a 2014 tax break because the work would be completed before the end of 2014. After numerous calls and inquiries, we never received a tax break because the work was not completed in 2014.and never received the

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\$500.00 In my personal opinion this company engages in false advertising and lacks integrity customer satisfaction. ***** *****

Product_Or_Service: SOLAR PANELS

Account_Number: *****

Desired Settlement

Get a \$500 check from Sunrun Solar and a \$500 check from 1st.light energy

Business Response

Thank you for taking the time to share your rebate concerns. After working internally and with 1st Light Energy we were able to confirm that the \$500 rebate payment will be sent once installation on the other project is complete. If you have any other questions or concerns please reach out to the Specialist that has been in contact with you.

4/27/2015

Complaint

I have been waiting 3 months for a check Sunrun owes me, every time I call not one person has an answer as to where it is.

Waiting 3 months for a check that Sunrun owes me, they said it would take a couple weeks. I have called and emailed TOO MANY TIMES to count. No one has an answer for me.

Desired Settlement

I want my production guarantee check sent to me.

Business Response

We do apologize for the delay; this process typically takes 4-6 weeks. After reviewing your file it looks like your request for a check was on 3/6/2015. In addition, we expedited this process and a check was Fed-Exed to you on 4/6/15. According to tracking it is scheduled for delivery today. If you would like information on tracking the check, please reach out to the Specialist you have been in contact with.

4/27/2015

Complaint

I have asked for a call from their management for three years no call. This is a rate issue. My electric company ***** charges .10 per kill sun run is charging me 15. Where is my 10 to 20 percent savings? Over the three year period there is now a bill in disagreement and my system was shut down by sun run without notice.

Desired Settlement

a telephone call to talk over the matter with a manager that has the authority to make a decision

Business Response

Thank you for taking the time to share your savings and rate concerns with us. After reviewing your file it looks like a Specialist reached out to you on 4/8/2015 and resolved the issue. Please reach out to Sunrun Customer Care if any other questions or concerns arise.

4/27/2015

Complaint

They have not paid the promised referral fee

I purchased a solar system from this vendor. As is common practice in the Solar industry the referring party was promised a \$500 referral fee. 1st I was told that the fee would be paid when the deposit was received by Sunrun (8/29/14) when that didn't happen I was told when

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the entire system was paid for (10/21/14), when that didn't happen I was told at 30 days after installation (11/20/14) since then I just have been getting a run around with no answers.

Desired Settlement

Immediate payment of the promised referral fee.

Business Response

Thank you for reaching out to us with your concerns. After working internally to solve this issue we found that in order to complete this pay-out we need a signed W-9 form. We have sent one to you and as soon as we receive a signed copy the payment will be processed. If you have not received this form please reach out to the Customer Care Representative that has been in contact with you to update your contact information.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

The W9 was returned nearly 2 weeks ago but payment still has not been received.

Final Business Response

Your referrer's W-9 has been received for processing and a gift card can be expected in a few weeks. Thank you for your patience.

Final Consumer Response

Payment has finally been received

4/22/2015

Complaint

The sales rep for solar universe misrepresented what we were leasing and what we got sun run told me that were sorry but that have a contract i need help

We are not saving money that the rep said we would we pay 193.00 a month plus Edison bill

Desired Settlement

Lower our monthly payment or remove solar

Business Response

Thank you for taking the time to share your savings concerns with us. After reviewing your file, it looks like you have been in contact with a Specialists and actions are underway to resolve your savings concerns. Thank you for your patience as we complete this process.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

We are talking but nothing has been resolved as of this date

Final Business Response

We are happy to hear that you have been in contact with a Specialist. The documents required have been mailed directly to you. As soon as we receive the signed copies we will be able to resolve the issue. Thank you for your patience.

Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

4/21/2015

Complaint

The company is unable to provide energy production information for my solar system. After numerous requests, the company is still unable to provide the energy production information for my solar systems. I have two solar systems installed at my house and the company is unable to provide energy production and monitoring information for both systems.

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Doing so, I'm unable to obtain the total energy production of both systems and to verify the production stated on the monthly invoices. Also, I'm unable to verify the yearly production and to confirm over or under production amounts. I'm unable to monitor and detect any system failures.

Desired Settlement

I request the replacement of the current energy meters with new energy meters allowing me to obtain real time energy production information for BOTH solar systems.

Locus Energy provides a range of hardware to collect performance data from solar PV systems.

Business Response

Thank you for sharing your monitoring concerns with us. Our records show a Specialist has been in contact with you to resolve these monitoring issues. We thank you for your patience as we work internally towards a solution.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

The issue has not been solved. I'm still waiting for an update from SunRun.

Final Business Response

Our records show you are in the process of getting a Locus meter to resolve your monitoring issues. Please reach out to your Specialist if any other concerns arise.

3/26/2015

Complaint

Received first bill in December for 630.00 due on 2/1/15. Billed for service I did not receive in 9/14 and 12/14. Discrepancies and errs made by Sunrun.

I received my 1st bill from Sunrun on 1/15 for 630.00. I contacted Sunrun for an explanation of the bill because I was unaware that I was even on the grid. I was told that PSEG, my electric co., installed my net meter on 9/24/14 and that was my "permission to operate" day, in other words Sunrun began to bill me from that date. My first system failure was in 10/14 when I had discovered that my 2 panels in my basement did not have any power. I called Sunrun and they told me that they will get me service to fix the problem but since I was not on the "grid" yet, their system had not detected that there was a problem and grid customers have priority. It took 2 weeks to have my issue resolved, during that time I was being billed by electric co. too. I noticed my 2nd system failure on 12/8 and called Sunrun and they told me the same thing as the 1st failure (I was not on grid and did not have priority). They said I should hear in 5 business days from Roof Diagnostics to fix the issue. I called Sunrun about 10 days later and was told that Roof Diag, just picked up my ticket that morning and that they would be notifying me to schedule an appt. I did not hear back from Sunrun or Roof Diag. for another 2 weeks. My fiancé tried restarting the 2 panels several times and the system finally stayed on. I called Sunrun after 12/27/14 and told them that no one contacted me and they said according to their records my system is operational because Roof Diag. reported to them that they came to my home and installed a part and then system came up. I told the rep. that no one called or came to my home, my panels are in my basement and the technician would need to be let i.e. told them that my fiancé was able to get the system up and running but I would like someone to check why there was a problem. They did not comment on that. I was without Solar for over 4 weeks in Dec. 2014 and was being billed by Sunrun and my electric company. Because of

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lack of communication and discrepancies and errors that Sunrun has caused, I was billed 195.00 for the Solar I did not receive and also by electric co. My monthly bill was approx. 400.00. Bottom line is that I was not aware that I was on the grid and being billed. And the reps. at Sunrun stated that I was not on their grid either and that is why I did not have priority. After I made the calls for my 2 system failures, I received an email from Sunrun stating that my system is down (otherwise they would not have known). I finally received an email from Sunrun in January 2015 congratulating me that I have gone "Solar". Meanwhile I was paying for a service I did not receive. I was told both times when I called Sunrun to notify them of my system failures that when I am on the grid, Sunrun will be aware of any issues and contact me instead of the other way around. I emailed Sunrun in January asking for compensation and they have not responded. I mentioned that I would file a complaint to the BBB.

Another discrepancy is the cost of my Solar bill. I was told that I would get 5.00 off per month if I enrolled for ach which would make my bill 195.00/month. I received a few emails from Sunrun encouraging me to sign up for ach payments and they would give me a \$15.00 credit every month. When I contacted them they said my bill is originally 210.00 and will go down to 195.00. I sent Sunrun a copy of my agreement which stated that 195.00 is with \$5.00 credit per month. I never heard back from them.

Desired Settlement

I would like to be refunded for the 6 weeks that my system was down. And I want my monthly bill to reflect the \$15.00 credit which would amount to \$185.00/month

Business Response

Thank you for your patience while we worked internally to solve these billing and production issues. A Specialist has been in contact with you in regard to the next steps and we look forward to improving your solar experience. If any more questions or concerns arise please reach out to the Specialist you have been working with.

Consumer Response

Hello,

I am still in communication with Sunrun. They offered me a resolution which I would accept if they replace or fix my larger inverter. I continue to have arc sensor failures on my large inverter, therefore it is not producing any electric from those larger panels and in turn causing my electric bills to go up again. Thank you for following up. I will provide updates.

Final Business Response

We are happy we could resolve this final inverter issue. Thank you for your patience and we will continue to closely monitor the system. Please do not hesitate to contact us for any other issues that *** arise in the future.

Final Consumer Response

Hello,

I am pleased to say that my issues were addressed promptly and resolved to my satisfaction. This complaint can be closed. Thank you for your intervention in this matter. It is greatly appreciated.

Sincerely,

3/12/2015

Complaint

Double charged on the amount that I submitted. Have been trying to get the charge reversed

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and I keep getting the run around.

On 1/30/15 I submitted a payment of \$383.95 online for my bill. On 2/2/15 I should 2 payments for this amount coming out of my checking account. I called my bank and they said that it look like an error to contact Sunrun. I contacted Sunrun and spoke with ***** about the double charge, she said that it would take 5 days for the reversal or if I needed it quicker should could escalate it. I told her that I needed it quicker to pay other bills. On 2/6/15 I still had not heard or seen anything happen. I called and spoke with ***** a supervisor who said that she would look into it and get back to me. 2/10/15 I haven't heard from anyone and my account has not had the refund yet. I called and spoke with Hope who transferred me to ***** who said that my account showed that it was escalated on 2/9/15 to engineering and that I would have to wait since they do not come into the office until 9:30PST. I am EST so I need to now wait until 12:30 for someone to read an email. This run around is getting ridiculous, they do the error and now I am paying for it.

Desired Settlement

I would like my \$383.95 that they took from my account to be refunded ASAP, I have other bills that I need to pay with this money.

Business Response

We apologize for the inconvenience of this billing error. After working internally with our billing team we were able to get the extra charge reversed. You should see the refund in your account soon. Thank you for your patience and please feel free to reach out with any other questions or concerns.

2/20/2015

Complaint

The Sunrun solar system we purchased in May 2014 is not performing to contract, and certainly not to the salesman's claims at contract signing.

***** salesman for Sunrun sold us a solar system on 5/29/14. He made promises, in writing, which convinced us to purchase the system. Since 9/4/14 when the system was made operational, it has NOT met the monthly targets of the contract, nor has it met the Sunrun MINIMUMS per their customer website. They did a design 3 times before coming to this array layout. We immediately complained that installing panels on the North side of our house would not be as effective as the sun does not shine well there. Yet, they installed 6 of the 18 panels on the north side. Every month, since installation the system has failed to produce enough kwh to meet the minimum per contract. We requested they move the panels to the south and/or west side which is very easy to do. They have refused.

I have tracked the solar production every day since 9/4/14. It matches Sunrun records. They admit the website curve is not correct, but refuse to change our system. They suggested we cut down trees around our house!! There was no mention of this when we signed the contract that they were guaranteeing performance! We have been paying Sunrun \$.16/kwh to \$.278/kwh for the last 3 months. They claim if the system doesn't perform they will reimburse us \$.141/kwh. This is fraudulent to build an under designed system, charge more per kwh, and then reimburse us for less!!

They claim the summer months will make up for the last 4 months. If that were true, the kwh output would have been in over perform stage for September and October since they were high sunlight months here in *** *****!

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We have spent many weeks trying patiently trying to get Sunrun to revise the layout on the roof for better results.

Desired Settlement

Either:

1. Relocate the 6 North facing panels to the south and/or west side of the house.
2. Remove the entire system and repair the roof and garage and side of house and terminate the contract.

Business Response

Thank you for reaching out regarding this concern. We appreciate your patience and cooperation. We will continue to monitor the Sunrun solar system at your home and appreciate you sharing your concerns with us.

Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

This is a patronizing response, inconsistent with the communications I am having with the Senior Executives of Sunrun, which they have provided in writing. This response is the VERY HEART of why clients are having trouble with Sunrun: Communications!! One person doesn't know what the other is doing!!

This complaint REMAINS OPEN until May 1, 2015. At that time full reviews of the system performance and financial adjustments to underperformance will be decided. Further, at Sept 4, 2015 a final determination will be made and so will adjustments as needed.

Repeat: This BBB complaint REMAINS OPEN until I have resolved it via the commitments from Sunrun.

Final Business Response

Please rest assured that this case remains open in our system and is a high priority as we continue to work internally towards a resolution.

Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

I accept the response from Sunrun, as it KEEPS the CASE OPEN, is a HIGH PRIORITY, and we are working toward a RESOLUTION.

1/15/2015

Complaint

They offered a \$5.00 discount for automatic withdrawal from my checking account. They then increased the bill \$5.00 per month so it is now the same.

We thought we were purchasing a solar system but it ended up we were leasing the system for 20 years. Initially we were told we could prepay the lease in 90 days but the work wasn't completed for over 90 days and we then tried to prepay the lease and it was refused. This all started in May of 2014. Our monthly bill from Sunrun was \$80.00 and we were paying it on a month to month basis. Sunrun contacted us through email offering a \$5.00 discount per month if we would have it automatically taken out of our checking every month. We gave them our routing number and the first month's payment came out at \$80.00. The same as it was before we went to autopay. I contacted Sunrun and they informed me that, we should have been paying \$5.00 more each month that we didn't have autopay. Our contract says \$80.00 per month for 20 years not \$85.00. They obviously are not good for their word and we are paying, I believe. \$5.00 more than we should on autopay.

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Desired Settlement

We believe we should be refunded the extra \$5.00 for each month it takes to settle this dispute and our bill should be reduced to \$75.00 per month for the remainder of the contract.

Business Response

Thank you for your patience as we worked internally to resolve this issue. It looks like we come to a solution. We are glad we could come to a favorable resolution. If there is anything else you need please do not hesitate to contact us.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

Thank you for your quick action. Sunrun offered to refund the extra \$5 for each month that they collected it and to reduce the amount each month to the \$75 that we agreed to for the billing. We will continue to monitor our account for the next month and see if they live up to this promise. Thank you again for your quick action in resolving this dispute.

1/14/2015

Complaint

Sunrun made a billing error with my account, they owe me \$4950 and won't send me a refund check. I called customer rep, they don't know anything.

I paid my 2 PV system with my 2 bank issued checks to Sunrun, but when I login to the Sunrun account and it show I am past due when I have paid them in full, I paid \$4950 extra to them with credit card and I have been asking for a refund for that amount, Sunrun customer care emailed me and said the check was mailed out on 11/04/2014. But I have been waiting and don't see the check, I emailed them on 11/03 and 11/26 again and they just closed my ticket without contacting me, I called them on 12/23/2014 and the rep said he will email me when he find out more about the check but didn't. They keep avoiding to pay me back the extra payment i paid to them.

Desired Settlement

I need Sunrun to pay me back my extra payment of \$4950 to me immediately. It's been 2 months since they said they mailed out the check but I still don't see it.

Business Response

We apologize for the delay in getting this refund to you. A check had been sent on 11/4/14 but since you did not receive it, a new check has been sent on 1/9/15 via Fed-ex (tracking number: XXXXXXXXXXXXX). This check should arrive Monday 1/12/2015 by 5PM. Thank you for your patience as we work to resolve this issue.

Consumer Response

After I filed the complaint and sent Sunrun the case number, Sunrun finally take my issue seriously and send me my refund check via FedEx on 1/12/2015. It took 3 months and numerous emails and phone calls to get back my money, it is very annoying and ridiculous! I wish Sunrun can improve their customer service support from their Accounting department and customer service department!

1/9/2015

Complaint

unsolicited postal advertisements

I have been receiving unsolicited postal advertisements from Sunrun. I have contacted them to remove my address from their mailing list, but their automatic email system rejects my emails.

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Desired Settlement

Remove the following name and address from your postal mailing list and cease to rent or trade my contact information with any other organization.

Business Response

Thank you for bringing this issue to our attention. I apologize for any inconvenience this may have caused. Your information has been added to our "do not contact list" and you should no longer receive any more postal advertisements.

Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

Vivint

(See Complaints at <http://www.bbb.org/utah/business-reviews/contractors-solar-energy/vivint-solar-in-lehi-ut-22302389/complaints>)

THIS BUSINESS IS NOT BBB ACCREDITED

Phone: (877) 404-4129 Fax: (801) 765-57463301 N Thanksgiving Way Ste 500, Lehi, UT 84043

www.vivintsolar.com

Customer Complaints Summary

114 complaints closed with BBB in last 3 years | 82 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	25
Billing/Collection Issues	14
Delivery Issues	8
Guarantee/Warranty Issues	1
Problems with Product/Service	89
Total Closed Complaints	137

8/5/2015

Complaint: I initially signed up with Vivint solar because they promise cheaper energy and "outstanding customer service". However, since signing a contract with them back in Oct 2014, all I can say is everything they promise their consumers is anything but. Below is a list of problems I have encountered that many other consumers may want to consider before even thinking about choosing this company. 1st- it took 5+ installation dates OVER THE COURSE OF 8 MONTHS! (Which is a lot more then they say it will take when signing up with them). 2nd- Now that I am activated with them- there Wi-Fi signal is terrible between the meter and system - and after over a month still has yet to be rectified. This is BAD for the customer

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because when their Wi-Fi signal is down they "estimate" system production in which they over charge the consumers!!!! 2A----and this "consumer maintenance free" system they "brag" about is also anything but as they initially tried having me work and solve the issue to a system I know nothing about. After my first attempt failed I have only been ignored in my emails and phone calls. My systems Wi-Fi has been down since June 22 with only 1 person have been in contact with me since. I keep getting promises they will call back but never do. 3rd- opposite what my sales rep told me....the kWh overage your system produces DOES NOT get credited in kWh with your utility provider for "bad months".....in fact it is quite the opposite. I am paying 10.5 cents per kWh.....and in my months since being a customer I average about 500 unused kWh per month that I am paying for but am not using....HOWEVER, instead of those 500 kWh being stored on my utility account for when the system has a bad month due to weather, I end up getting a monetary credit of only 1.6 cents per KWH.....that's right- I'm paying 10.5 cents for unused kilowatts and only getting 1.6 cents per in return.....add that up with my monthly average of 500 and I'm losing over \$40 per month! All because Vivint installed a big system that produces over 90% energy (which I was told by my sales rep cannot happen due to my states legislature. And that a company like Vivint can only produce 90%). Today, July 27th 2015, I spoke with another representative trying to get answers. Come to find out Vivint enrolled me (without knowledge or consent) in a program called Mass ACA. This program is designed for bigger solar systems and sets a cap on what a utility provider is set to reimburse you with unused kWh's. Why do I need a system that generates 1500+ kWh a month when I am only using 1000? I was told the system would provide 90% of my energy NOT 150%!

Desired Settlement: I want 1 of 3 things which are all fair due to Vivint's unfair practices. 1st- a monthly credit of what I am loosing due to Vivint. I was originally told by Vivint my unused kWh's either go back to my utility provider for when weather is bad and my system has a bad month of generation or get the price they charge per kilowatt.....which is not true. Instead of my Kwh's being stored or purchased back at a fair rate per kWh I am getting a lousy reimbursement of 1.6 cents per kWh (yet paying 10.5 cents per) all due to Vivint designing too big of a system and qualifying and enrolling me into Mass Aca. 2- My monthly rate dropped to the rate Mass Aca deems a fair rate @ 1.6 cents per kWh. 3- If they cannot due either of the 2, I want this contract null and void without consumer responsibility due to unfair practice by Vivint with company coming to get their equipment and repairing the roofing and siding to my home.

Business Response: Vivint Solar has contacted the Complainant. We are currently working towards a satisfactory resolution.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution is satisfactory to me.

Jeanette J***** has reached out to me and completely rectified the situation. Vivint per Jeanette, has said that they will 100% reimburse me on my unused energy difference until MA legislature can agree on the cap reimbursement allowed by utility providers for the

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consumer/solar panel owners. Until this legislature goes into effect, I am to send Jeanette my utility bill from National Grid each month so she can calculate the difference and send me a check for that difference on my unused energy that got sent back to National Grid.

Sincerely,

Michael L*****

7/17/2015

Complaint: I signed a contract with Vivint Solar July 2014 and the panels were immediately installed. It has been a year now and they are still not hooked up. I've had to take time off of work for appointments that they don't show up for. I call to find out what's going on and the people always tell me they will follow my account closely personally to make sure it gets handled. My last call was made on Tuesday, 6/30/15, and a "Michael" told me to wait for a call back. Almost a week later, I'm still waiting. I was promised the panels would be up and generating power in 2-3 months after install. Now we are in the middle of a really hot summer and I'm paying full PG&E. I have tried contacting the "head" salesperson and he will not respond to e-mails or messages. I have spent so much time trying to get someone to follow through with their promised service.

Desired Settlement: Finish the job immediately or remove the panels, fix the roof and void the contract.

Business Response: Supervisor from Vivint Solar is working with the Customer. Vivint Solar is taking the necessary steps to get the account commissioned as soon as possible.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution is satisfactory to me. Promises have been made to complete the job as soon as possible.

7/10/2015

Complaint: I signed a contract August 8, 2014 for a solar installation. After 3 months of waiting and the excuses blaming the building department I finally got word the installation had been scheduled. Vivint came out and installed in late December at which point I asked for the permits, which need to be kept at the job site. I received the runaround so I contacted the permit department only to find out no permits had been issued, I couldn't believe they had installed without getting the permit. The permit office informed me they had sent multiple request for revisions to Vivint but they had not received a response. I had to follow up with Vivint and they acted completely shocked so I informed them they were not welcome on my property without a permit. After multiple corrections to the plans we finally received the permit in early February and the installation was finished but not up to code. After four more appointments they finally got it completed, more time off work for me. By this point I had had enough of their excuses so to speed things along I went to the Vivint San Diego office and picked up the permit so I could get it signed off at which point one of the new Managers that was brought in to clean things up at Vivint followed me to my car to apologize and offer me 3 months free service, when I asked him for his card he said he hadn't received them yet but

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would email me his information and of course I never heard from him again. I set up our final inspection with the city and meet with the inspector at which point we receive the final sign off. I then receive a call from Vivint that we should have approval from SDG&E to go live in 2-4 weeks. As I passed the 5th week and still had not heard anything I contacted SDG&E and they said all they needed was for the contractor to upload a photo and change the application and she would have my approval in two days. I contacted Vivint and told them step by step what needed to be done and provided them the photo to upload which they completed the next day. Surprise, surprise I received my final approval the next day just as SDG&E had promised, 11 month after we started this project of a simple Solar install. Now when I contact them regarding the credit I receive no responses, not a big surprise.

Desired Settlement: To receive the credits they discussed and repair the drywall damage to my garage during installation.

Business Response: To the customer's satisfaction, all of his concerns have been promptly addressed and responded to. We have concluded with a simple resolve, and he is now enjoying the benefit of solar energy.

Consumer Response: I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution is satisfactory to me. Sincerely, Dean M*****

6/10/2015

Complaint: We had solar panels installed one year ago with a promise if having them activated and ready for use in about 90 days. At first no one would return or calls. For a while year they said we had a problem with the blue prints. My question is if the blue prints are not right how are the solar panels right they are already installed and have been for a year.

Desired Settlement: Pay my difference of what my electric bill total is minus what it would be with solar energy. My average bill is over 100.00 a month in the summer about 200.00. So I want my energy costs covered until the solar panels are issuable and activated

Business Response: A highly experienced account manager has taken over the account and is actively working to move the account forward. As of 6/8 the customer has been called and we are willing to compensate for lost savings. Customer didn't answer, left voicemail with this information on 6/8.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution is satisfactory to me.

6/5/2015

Complaint: At the interview I was never told of the hardware to be attached to my home. Now I wish to reside, this may cost me a great deal of money to disconnect and I am sure the siding contractors will not be gentle. Beyond that they have tried repeatedly to reconfigure my computer to monitor the performance of their equipment and assess billing. All to no avail. The computer still does not function properly as long as their equipment is attached leaving me at their mercy to assess (guess work) monies owed. I find this extremely unfair. If they cannot utilize their end without using my computer than I think the lease should be terminated.

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No monies owed. Also, having asked if I owned and used a computer they made it appear that it was solely for receiving emails so I would know when and how much to pay them. I feel, that being left out of disclosure null and voids the agreement signed. All they do is keep trying new toys on my computer that ultimately must be removed, by me, to have the machine function properly. I not only find this dishonest but certainly want other unsuspecting potential customers to know of this practice. Never once was I told of needing my machine to monitor their solar set up. Let them purchase a second tower, monitor and pay for internet service if they need it that badly. That was unacceptable to said company. I want them to leave my machine along, computer systems cost enough, we need them now, unfortunately and we need them to work as intended, not hit or miss account their monitoring devices attached. I truly believe that is grounds to terminate this lease, with no bad feelings, it just did not work out. I am elderly, fixed income, husband and family gone, this computer and 2 cats are my life, and I should have been informed. Had I been told, I would have most definitely said no thank you. Bad timing and certainly insufficient information.

Desired Settlement: Cancellation of lease without compensation on my part. Full disclosure was withheld and practice unfair. I wish them to remove their equipment. Leave me with what time I have left on this earth, in peace. It is unfortunate this situation arose but it did. I do not possess 10 to 22 thousand dollars to purchase their equipment. Never will at this stage of my life.

Business Response: Vivint Solar has contacted the customer and is currently working to address each of the issues that were presented in the complaint.

Consumer Response:

Complaint: *****

I am rejecting this response because:

Solar Manager - Official Representative employed by Vivint Solar,

I will, in all honesty, try to deal with the situation presently existing.

I need your help in return. Please understand about removal of the panels to fix the chimney, work needed, no cash right now for panel moving and certainly no mention made regarding said expense to move, flop, take down temporarily, if the need should arise. Surely you agree that financial bit of information was indeed left entirely out of the sales pitch. Your fault, but it is what it is. To me that 500.00 burden is a mere donation and a great hardship on me. I am trying to stay in my home that needs repair and as my tax return will indicate allowing the installation was monetary feasible but repairing the structure now, you have made it almost beyond my reach.

Next the hardware, bolted to the side of the home, must be pulled back to allow for removal of siding.

If there is a charge for that I am, yet again, scared, everyday living expenses must be met, extremely disappointed. Again, nothing was mentioned of its install nor cost of moving, clearly your responsibility, left out of the pitch for sale.

Rather we can work together, or leave the consequences of mentioning same to the BBB. Their posture is very clear to me, and ultimate decision based in fact and nothing more. I need that electrical equipment pulled away to get at the aluminum and perhaps even the cedar.

To make repairs, stay in my home, make improvements, preferably to the end of my days.

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Along with the apparent computer issues these essential clarity points were skirted, by you. At this time, I will not insult you and say deliberately but never mentioned none the less. It is however my intention to accomplish this task. Completely shut down power via the main breaker. If there is a similar charge, these key points will and should be shared with the Utah BBB. Actually, as the homeowner, they should know you never asked

about work needing to be done on the roof. More overlooked disclosure concerns simply obliterated.

You only queried me as to it being a newer roof, no mention of repairs that may or may not have been needed to fix a chimney.

The Better Business Bureau wants to be given all and any information, withheld by you, the seller, to me, the buyer, in order for them to accurately assess the outcome of this case.

Would you be willing to waive these financial burdens in order to solve this dilemma or does Vivint Solar refuse, stand their position, and that I, as the homeowner was denied these key points and none of the above was ever mentioned? I am trying to work with you.

The Better Business Bureau of Utah wants and needs this information, accurately and in a timely

manner. Nothing was ever said regarding temporary removal and financial consequences therein,

regarding the entire installation of all your necessary equipment.

As for future problems with your equipment, secured to my computer router, this unfortunately,

remains an issue.

I personally would greatly prefer, as would we all, we try work together and solve this to both parties satisfaction. Therein reaching an agreement, problem solved, cooperate and in the future should any further precarious problems or predicament arise deal with them in a mature and timely manner. Contrary to conventional reasoning, this is not a situation of solar install remorse, merely one of omission.

Please advise. I have faith you will do the right thing.

Respectfully,

Business Response: Vivint Solar has reached out to the customer again regarding the additional issues that were mentioned and is currently working on a resolution.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID *****, and find that this resolution is satisfactory to me.

6/1/2015

Complaint: We have been trying to get our solar panels operational since December 2014. I have spoken to several people in management who have all made false promises and to date, the panels are still inoperable.

Desired Settlement: We would like Vivint to terminate the assumption agreement we signed due to non-delivery of product. We want the panels removed and necessary repairs made to the roof to restore it back to its original state.

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Business Response:

We have contacted the customer in regards to her concerns about her solar panel system. At this time we are still working to accommodate her needs and are in daily contact with her. We will continue to work with her and make sure we are in constant communication.

Consumer Response:

Complaint: *****

I am rejecting this response because: While the company is in contact with me regarding this matter, I won't be satisfied until I receive the \$250 Visa gift card they promised and the solar panels are operational. Once these two items are completed, then I will consider this matter closed and resolved.

Consumer Response: we are up and running finally. You can close the complaint

5/23/2015

Complaint: After sitting with the salesmen from Vivint solar, we decided to add solar panels to our roof. It sounded like a win-win situation. He pointed out emphatically that we would save approximately 2/3rds off our current bill, and there was no cost to us. He had several months of our utility company's bills in hand, did some calculations, and showed us what a panel array on our roof could supply. He did state that a survey would be needed to be completed. That included the roofs structural integrity and the availability to obtain direct rays. I explained that we had thought about solar for a long time and had thought that the orientation of our home was no conducive to collection. He assured me otherwise, using both the front and rear. It was a long arduous project, not something I would go through again. But in January we were finally on the grid, generating and returning power into the system. Our first bills were earth shattering !I called Vivint and my utility, PSE&G, and was told they are high because the solar gain in winter is down, you are no longer on a budget plan, but when i get into "prime season" I would start "banking" kwh. My Bills were the same as before. Savings were pennies. Vivint also told me "THE SALESMEN THAT SOLD ME ON OUR SYSTEM IS NO LONGER THERE BECAUSE OF PROBLEMS". That's great. Now we into spring longer warm days, no heat system use, generating more kwh my latest bill is in negligible savings. I'm paying 2 cents/kwh less from my utility then from Vivint! I've called them half a dozen times, will call again today. Very tired of being told they are sorry I'm dissatisfied, but there is no one in supervision there to talk to.PS I still have their sales people knocking on my door trying to sell me on their system. Do they know whom they've serviced?

Desired Settlement: I want to speak to someone in charge, not customer service. Promised savings realized.

Business Response:

Vivint Solar has been working to contact the customer. We were finally able to reach the customer on 5/18. We are now working with the customer to resolve their concerns and provide a satisfactory resolution.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , a Vivint supervisor did reach me after working hours. The information that was requested was faxed to their location, and I was told a conformation email would be received. As of today, Friday the 22nd, nothing has been resolved, but at least there was conversation.

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5/8/2015

Complaint: In April 2014 we had our first visit with Vivint. We agreed to installation in May 2014. Our panels were installed in June of 2014. The panels were installed in a complete different location than we had agreed to initially, but at that time we were not aware that we could refuse to have them installed. Our service, after many failed inspections due to the incorrect installation, was turned on September 2014. Our panels did not produce what the proposal that we agreed to would. In addition the installation was poor in design. A portion of our panels are in the shade a good deal of the day when at the original location they would have sun until sunset. When contacting Vivint they stated that they are under producing at 85% when the proposal said they would produce 101% of our usage. At that time we started the process to have more panels added. We've had another site inspection where my husband, who is an electrical contractor, walked the roof with the inspector. The inspector agreed these panels were installed incorrectly and poorly. There was an offer to have our panels moved and Vivint to repair the roof. Now that we have agreed to have our panels moved Vivint is no longer responding to us. I've been in contact with the corporate office at first and now my sales rep. I have contacted all of them so many times that I cannot keep track. My sales rep states that the corporate office will not get back to him and advised me to call them myself. I've been back and forth with the company since June 2014. We are unhappy that they have not responded to fulfill their side of the agreement and that the customer service is so poor.

Desired Settlement: Our desired outcome would be for Vivint to move the panels that are shaded to the original design location. In addition to keep our rate at the current rate with no increase for the next year as I have been paying increased electricity rates due to this issue.

Business Response:

We have been in contact with the customer regarding their concern. We have communicated that as a company we have provided them with a standard free system to offset their usage by a minimum of 80%. The original design of 101% is not something we can provide as a company due to utility regulations that would not allow us to receive permission to operate the system. As a company we are following everything offered through our agreement with the customer and will continue to work with them to provide a satisfiable resolution.

Consumer Response:

Complaint: *****

I am rejecting this response because:

At this time I have spoken to one representative regarding the matter at hand as nobody has given a resolution or returned phone calls. My sales representative suggested I call headquarters, which I did because nobody was giving him an answer as well. I finally was able to reach, after multiple calls, a supervisor. She has forwarded my complaint to the resolution department but at this time I have yet to hear from someone. Therefore, there is no progress towards a resolution at this time. Furthermore, it was verbally guaranteed by our sales representative when we agreed that it was going to cover 101% of my utilities otherwise we never would have agreed to have installation begin. I discussed it at length with my sales rep. I would never agree to only have 80% off set and pay someone else for the same energy I was already receiving from our utility company. In addition there also has been no communication aside from the site visit as to the poor installation. This matter regarding the installation has been a problem from the beginning and my sales rep got nowhere trying to

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have someone contact us regarding it. At this time we find no benefit from the solar as we have already accrued a huge bill from our utility company that will not be offset by this system the slightest. In addition we still have to watch every kwh that we use as we are not producing what was proposed because a portion of our panels were installed with shade hitting them a portion of the day vs if there were installed in the original location we would have full sun till sunset. Only these last two months have we produced a good amount but that was due to the unusual weather we have had for this time of year. This still will not offset our \$700+ bill we have from our utility company and it's not even summer time yet. From the date of installation this company has had poor communication with us. We feel that if this company were committed to their customers the matter would have been resolved already.

Sincerely,

Business Response: We have been in contact with the customer regarding their situation. At this time we are looking into their requested resolution to see if we are able to adhere to their requests. We will continue to keep in contact with the customer regarding the outcome.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and find that this resolution is satisfactory to me.

Sincerely,

5/5/2015

Complaint: Vivint installed solar panels on our house in 2013. The salesperson showed me a preliminary actual photograph of what the panels would look like on the roof. One of my main concerns before installation was the appearance of the house as all the panels would be on the front based on the sun trajectory. Day of install: come home from work and to my surprise, 37 panels are installed (may as well say almost on the entire front roof) The salesperson neglected to show me the final specs before the install. OK, I am not happy, but being they were already nailed in my roof what can I do. Fast-forward to the following winter after a snow storm. We heard what sounded like a train hitting our house. Turns out, the entire roof of snow slid off and landed along the entire front walkway. I was glad my dog was not outside, he would have been injured. Now let's repeat this avalanche every time it snowed, which was a lot in 2014. Each time, we come home to 2-4 feet of heavy snow that needs to be re shoveled. By the end of the season, we lost most of our beautiful landscaping. Spoke with Vivint- they have snow guards for the panels. First, I was never made aware that Avalanches would occur with the panels, and second, why weren't snow guards offered to me in the first place, especially with an entire roof of slippery panels. Now I call for snow guards, and they say not in stock, then they say in stock and don't show for install. Then they come and sit outside my house and then leave no guards. This has gone on for 7 months. Tried to get them on before this winter but no luck. Finally, they send a technician out to inspect. He showed me a 3 inch piece of tin they use as a snow guard. This is what I was fighting for 7 months? I'm not a solar expert, but I'm pretty sure this wouldn't stop an avalanche. By the way, the panels are installed right up to my gutter, so the snow has nowhere to go but down. The finale-got a call from Vivint 2 days ago - April 14, 2015- they want to come and install the guards. Really? Huge liability.

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Desired Settlement: Based on the fact that actual pictures (which aren't even scaled correctly to size) do not depict final installation, and that I was not made aware of the dangerous situation the panels would pose with snow as a result of their EXPERT DETERMINATION as to where they should be placed, and the loss of my landscaping' I want the panels removed, reconfigured away from the gutters, a new roof, including boards, and the cost of lost bushes at the size I lost them.

Business Response: Vivint Solar is currently working closely with the customer on a resolution to this issue and have been discussing possible solutions.

5/5/2015

Complaint: I hate to have to join the chorus of frustrated customers, but I have to start saying something. Very compelling sales force, I did my due diligence on the value of the proposition, and signed my agreement in August 2014 with promises of rapid (@ 8-weeks) installation and going operational - it's April 2015 now and last I was told was it will be a few more months, and that's only after I have complained over and over about my service. Worst is the absolute absence of communication from supervisors and managers - I don't even want to talk to any customer advocate, the front line folks, as they have no power to do anything, and, while most of them are pleasant, they contradict each other frequently, leading me to the conclusion that the operational controls as Vivint are non-existent. I wish I could cancel my contract, but, alas, I'm sure I'm stuck. My advice is to look elsewhere for Solar services.

Desired Settlement: Truth in their sales presentations. Responses to emails and phone calls. Honest explanation of why the job is taking so long. Finish the job and get my system operational. Compensate me for the lost savings due to the inordinate time it is taking for installation.

Business Response: The manager reached out to **** the day the complaint was submitted, if ever **** has concerns, he has the information to contact the manager directly. ****'s system became operational before the complaint was submitted, however the utility company didn't notify us until 4/17/2015. Supervisor reached out to **** 4/27/2015 to follow up and **** stated there are no concerns to resolve at this point.

5/5/2015

Complaint: My Dad passed away on December 24, 2013. He owned a home in Woburn, MA. Which he had solar panels put on his home from Vivint Solar, the panels never produced the way the sales rep had promised. My Dad had leased panels from Vivint Solar for a monthly fee. Since his passing I have put his house up for sale and have a pending sale in action currently. The buyer for the house has no interest in keeping the panels, his bank has also denied mortgage financing if he keeps contract with Vivint Solar???? My lawyer ***** has been in contact with Vivint Solar several times, by telephone and mailings. I need to remove panels to sell house. Closing on house was to be April 14, 2015, which has passed, but Vivint Solar has placed a lien on house, which makes us unable to sell house. I've been trying to resolve issue with Vivint Solar, to no avail. My lawyer first contacted them in early March as soon as we had offer, to get these panels removed. ***** sent certified letters to local address in Woburn, MA. And also to Lehi, Utah locations, both were signed for my Dad had a contract with Vivint Solar that has a fee of \$499.00 for removal of panels, but then they need to be placed back on roof after 30 days??? The company is just completely giving us the run around! Frustration at its finest! My Dad is dead, the contract is void by Massachusetts law

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if the person is deceased. I just need to get these panels removed. The company was contacted in early March of sale of house and need to have panels removed, if I could just get a resolution with anyone with this company.

Desired Settlement: immediate removal of solar panels

Business Response: We are currently working with the customer to transfer over the system to the new homeowner. We are still in contact with the buyer and will continue to help resolve the situation until completed.

4/28/2015

Complaint: Originally signed contract for solar power in June of 2014. Was told it would be approximately 3 month process. Vivint failed to provide the product they advertised and sold to us. Solar panel has failed inspection on three occasions. Last failure was over two months ago. Have not heard one word from Vivint. We are closing in on one year from when we signed up.

Desired Settlement: We would like money for lost savings We would like Vivint to remove their product from our house

Business Response: We are currently working with **** to get this resolved.

4/21/2015

Complaint: Our Solar Panels have been installed on our roof since 9/9/14. They are yet to be activated and when I call customer service, they have no answers as to when the panels will be active. When I asked the company to come take them off the roof they state that I will have to have them bought back. The solar panels have not been active and I have no idea when they will be since I get no answers when I call.

Desired Settlement: I would either like for the company to give me a date as to when the panels will be active or come and take them down without charging. I would also like to be compensated for the 40% increase in our electric bill that we would have saved if the solar panels were active at the time of the increase.

Business Response:

Vivint Solar spoke with the customer to resolve her concerns and satisfy her requests. Vivint Solar will continue to work with the customer to ensure that she continues to stay satisfied.

4/15/2015

Complaint: 1.) Signed contract on 10/20/2014 2.) Long wait to get the solar system started. 3.) The panels went up. No power box. 4.) Power box installed stucco left opened about 6 inches all the way around the box for two months. Rodents may be in walls chewing wires 5.) Rep. came out 2 months later to test system and found the walls were left open. 6.) Turned on system and received a call by San Diego Gas & Electric that we were running illegally without permit .Ordered us to turn it off. 7.) Scheduled two appointments with city to inspect system and both times were cancelled by Vivint solar, no notification after waiting form 8:00 am to 3:00pm 8.) Made many phone calls to company to fix problems no one really knew what was going on. No resolutions. 4 months and system is still not running. (took rebate) 9.) After reviewing the BBB we're really disturbed about the reports and do not know what other problems we might encounter

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Desired Settlement: We want what Vivint promised, a functional solar system by a company that claims to be professionals. We want solar to save us money have a clean energy system for our environment, Without all the stress. We would like this done in a timelier manner.

Business Response: We spoke to Mrs. ***** 2/26/15 and we got her moving forward in the solar process. Once the process is finished she will resolve the complaint and we will be on good terms.

Consumer Response:

Complaint: *****

I am rejecting this response because: The city will not approve the wiring Vivint used. Still no progress on getting this running.

Sincerely, ***** *****

Business Response: We have spoken to ***** and got the plan changes we needed to get the inspections passed. We have scheduled a city inspection for 3/18.

Consumer Response:

Complaint: *****

I am rejecting this response because: We did receive a call to set up this appointment I told the rep that we were told on the Third of March that the city would not pass us because the wiring was not the correct size. He choose to ignore my warning and said I did not know what I was talking about. They failed to change the wire size between the 3rd and 18th of March

result: The company came this morning before the city and ask us why the wires were not updated. ??? Result: they had to cancel the city inspection and we do not know when we will get this job completed. It is 9:30 PM on the 18th and we have had no reply phone call from the company.

Sincerely,

***** *****

Business Response: We are actively working on getting this resolved but don't have answers for the customer at this time. We will however be keeping the customer in the loop as we move through the process.

4/8/2015

Complaint: I signed up for solar service w/ Vivint in April, they installed in May. My rep said we would be turned on in 3 months max. In August I complained. **** The sales rep said that some form had to be signed because the city requirements changed... In November (Nov. 20th @5:06pm) I contacted **** and told him I'm tired of working with Vivint, I'm angry I picked them, they still hadn't turned our service on, and I wanted to cancel my account because I was now selling my house and there was NO benefit to me. I didn't hear back from him. I sent him an email telling him to cancel my account on December 9th 2014 at 8:51pm, no response from **** *****. ***** ***** contacted me with an update on my account. I emailed her on 1/20/15 at 9:30 am telling her I already told **** to cancel our account. No reply from ***** she sent me another update at which time I resent my 1/20 email on 2/8 at 10:37am and told her to cancel my account or at this point tell me how. On 2/10 ***** got back to me and told me that she understands I'm selling my home "but we just need you to call in and asked to be transferred to solar solutions to begin a transfer agreement." Then she told me that solar solutions can also put a hold on my account. I contacted **** for the number to Solar solutions and got no reply. Emailed ***** on 2/15 for the number to solar solutions. On Feb

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16th at 6:37am ***** emailed me the number to solar solutions and 2 hours later emailed me that our service was ON. I travel a lot for business and this is VERY inconvenient. The customer service reps made it IMPOSSIBLE for me to cancel. I have been requesting to cancel my account for 3 months and now it's "active." I contacted solar solutions 3/11 and spoke with the ever so amazing ***** . He explained to me that my contract was valid in May. My complaint is that the contract was mutually beneficial and I NEVER received the benefit when I requested my account to be cancelled over 4 times with 2 different people in 6 months. I was told by the supervisor on duty that Vivint isn't going to cancel my account and that I can start arbitration. I have documentation of texts cancelling my account and emails to 2 different people to cancel my account PRIOR to Vivint turning my service on 10 months after installation.

Desired Settlement: Please cancel my account, come get your equipment, and put my roof back the way you found it. Thank you.

Business Response: Vivint Solar has contacted the customer and reviewed their concerns. While the customer's desired settlement is not possible under the agreement terms, Vivint Solar will continue to work with the customer to come to a resolution.

3/21/2015

Complaint: I signed a contract to install solar panels at my home in October of 2013. They took a good 6 or more months to install them. I know have solar panels in my roof and they are not connected for service. It's been over 1 year and 4 months and I am still waiting for the solar panels to be in-service. Does it really take this long?

Desired Settlement: I would really like the solar panels working before the summer. That's the reason I agreed to have solar panels installed to assist me with my electric bill during the hottest months.

Business Response:

We have tried contacting the customer and have left them a voicemail. We have been able to push their account forward. We would still like to speak with the customer to make sure we resolve their concerns personally. We will continue to make efforts to contact them.

3/17/2015

Complaint: Vivint Solar installed their panels on our tile roof in November/December 2014. In December 28th the Electricians came to hook-up the conduit to our meter. The installing electrician asked me to come outside and look at the installation, after seeing that the silver conduit was going to stick up about 12" over our roof ridge cap, I ask them to remove the conduit. The Solar panels are installed on the front of our home and we live in a Gated Community and knew that this look would not comply with our CC&R's. I have sent pictures of another Companies installation and have not received any reply from Vivint. We would have had no problem with them lowering the conduit to about 1" or 2" from the ridge caps but we have reached our limit of patience with this Company. They promise to call you within 24 to 48 hours and you can wait anywhere from 2 weeks to 2 months and then wind up calling them yourself. Even when you call they tell you that they will CHECK with whomever and never call or even email you with a response.

Desired Settlement: We just want Vivint to remove their Solar Panels and fix any damage that has been done to our tile roof. We would also like this done IMMEDIATELY!

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Business Response: We spoke with ***** today and we have an appointment with her on 3/23 to look at the conduit issue and get it resolved.

Consumer Response:

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and find that this resolution is satisfactory to me.

Sincerely,

1/2/2015

Complaint: I was not informed that my roof was not sufficient enough to cover 100% of my electric bill. On October 25, 2012 ***** came to my house to sign contracts for my solar. He explained to me that the solar would bring down my electric bill. When I started receiving my bills from both Vivint and HECO I did not really see a change. I called the company a few times to have them try to explain to me the reason for this but was not satisfied. I then tried to conserve energy, which I shouldn't need to because I have solar.

Desired Settlement: On October 25, 2012 ***** came to my house to sign contracts for solar. He explained that I would see a big percentage off of my bills. When I started to receive my bills for Vivint and HECO there was not really a difference, it's as if I don't even have solar. I then tried to conserve energy, which I shouldn't have to because I have solar to see if there would be a change, but my bill is getting higher and higher. I called sometime this month and to my surprise, was told that they were only covering 50% of my bill because my roof was not sufficient enough to put more arrays. If I had known that I would not have signed a contract that now I cannot get out of now. I am not happy because I was not informed of this and now I am suffering from bigger bills. I warn to try to get out of this contract or be

Business Response: Contact Name and Title: ***** *** - Supervisor

Contact Phone: *****

Contact Email: *****@vivintsolar.com

I have called to reach out to ***** about the possibility of adding more panels on the home if it meets the requirements. I wasn't able to reach her but left a message to return my call.

Consumer Response: (The consumer indicated he/she DID NOT accept the response from the business.)

I want them to compensate me! For a year I have not been aware of the situation and was paying a lot on my bills. Had they informed me from the beginning things would be different. I was trying to save money but instead I'm paying about the same amount for both my bills! They have mislead me into signing a contract and now I can't get out of it!

Business Response: I have spoken with ***** on December 12 and let her know that we can add more solar panels on the roof sections that she initially didn't want panels on. Our representative will meet with her to discuss the best options for her situation.

1/2/2015

Complaint: I'm being overcharged for my solar system usage. My system produces more energy than I need and I'm being billed for it. Any credited energy is lost. Appx. July 2011, a Vivint salesman (****) came to our door & promised we would pay less than what we pay presently for electricity. We don't have to pay for anything, Vivint will take care of everything for 20 years, and then we can buy it from them if we choose. In 11/11, my mom moved out,

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2/12 my son went to Basic military training. Vivint system producing WAY more energy than we were using & we pay Vivint for energy that system produces. So every month, I'm paying more than what I'm using, including excess energy not used. I was told excess energy not used can be "credited" for later use, but all accumulated credits will be lost each November whether we use it or not. I brought this matter up to Vivint Customer Service rep, *****, who stated that Vivint looks at newly installed systems and will consider adjustments to systems will be considered--nothing changed/basically, too bad, they ain't gonna adjust our system. In July of 2013, after getting my HECO bill, which shows accumulated energy (over \$700), I sent it to Vivint Customer Service. I explained that I have already accumulated \$700 worth of credited energy and probably can survive on this the rest of the year. Can I turn off the system, or remove or cover panels, or cease the system from creating more energy, thereby not get any more bills from Vivint for the rest of the year? I would be willing to survive off the credited (\$700) energy. Vivint Solar's *****, Cust. Svc. Rep. (she was the most accommodating/helpful person at Vivint, at least she understood & tried to help) responded and said she would talk to the proper people to see what could be done. About two months later, she got back to me and said she got approval to credit our Vivint bill for the amount of the credited energy starting in January 2014 until it is exhausted. Fine, no Vivint bill for about three months. Then the bills started coming again, of course, with excess energy being billed to me. Same thing, in July or Aug. 2014, I asked for the use of excess credit again starting January 2015. This time she said "cannot"...so that's where I am now. I don't want to keep "overpaying" for solar service to Vivint for the next 17 or so years, AND losing all accumulated credits in November of each year. that's negative cash flow...but Vivint is digging in their heels, because they what they do is sell all my excess earned credits to HECO and would be losing a "cash cow" if I reduce or cease my solar power system from them. See what I mean? Please help. I don't want to be stuck with this arrangement for the next 17-18 years...and there after too. Thank you & assistance required please.

Desired Settlement: reduce the number of solar panels on my roof (there are less individuals residing in my house since installation) OR give me yearly credit on my Vivint bill annually...that's all I'm asking for. OR let me or Vivint "shut down" my solar panel system for maybe the last two-three months of the calendar year...I'm willing to live off the accumulated energy accumulated the first 8-9 months of the year...

Business Response: Contact Name and Title: ***** - Supervisor

Contact Phone: *****

Our Resolution department is currently working with the customer to resolve their concerns.

Consumer Response: (The consumer indicated he/she DID NOT accept the response from the business.)

the response only said that Vivint Inc.is currently working on a resolution to resolve the situation...in essence, their response is, 'we're working on it...', but no proposal or resolution provided..

Business Response: We are currently in the process of contacting the customer. We will continue to work on an acceptable resolution.

Consumer Response: (The consumer indicated he/she DID NOT accept the response from the business.)

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There still is NO resolution/proposal/offer from the company...it APPEARS they are "stalling"...we are STILL at square ONE...no progress...

Business Response: This issue is being resolved. We have been able to fulfill one of the customer's request. We have been trying to contact him. We figured since the holiday is over we should be able to get a hold of him today.

Consumer Response: (The consumer indicated he/she DID NOT accept the response from the business.)

I contacted Ms. ***** on the telephone last week; I received a "temporary" resolution/proposal for the past year's production, but nothing confirmed as far as numerical proposal...it appears that the company is working on a more long-term/resolution rather than a temporary "Band-Aid" agreement. I'd like to wait & see for something a little more permanent rather than immediate...

Business Response: We have been in contact with this customer as a resolution was going through approval. A resolution has now been established for the customer.