

**ENERGY & ENERGY CODE RELATED COMPLAINTS 2005-2023**

**VERMONT ATTORNEY GENERAL'S OFFICE, CONSUMER ASSISTANCE PROGRAM**

Year	Matter Summary	Claimed	
		Losses	Town/County
2023	solar panels not working	12,000	
2023	refusing to remove panels - not working	5,950	Vergennes
2023	Can't get panels reinstalled	-	Milton
2023	Panels installed incorrectly	35,000	
2022	Problems with panels	10,000	Brattleboro
2020	solar panels not working	680	
2019	Powerwall not installed correctly; something burning	20,834	Plainfield
2019	Soz	5,000	Burlington
2019	Panels installed wrong; roof leaking	-	Bennington
2019	Panels installed wrong; roof leaking	-	
2019	Panels installed wrong; roof damage	-	
2019	Panels not installed correctly	-	
2019	Panels installed wrong; roof damage	-	
2018	Solar system never connected	30,000	
2018	Panels not working	-	Essex Jct.
2017	Roof leaking/bad roof install	3,000	
2015	Sysstem doesn't work.	12,500	
2013	Panels cause drainage issue w gutters	1,000	
2013	Panels cracked while under warranty; no replacement.	540	
2013	Panels installed incorrectly	110	
2022	Did not install 2 flues as agreed.	12,265	Colchester
2022	Improper installation causing leak.	1,800	Putney
2017	Improper installation.	2,250	
2017	Improper installation, fire resulting.	-	
2014	Installer damaged floor and thermostat.	-	
?	Improper installation	-	
?	Misfunctioning under warranty; installer will not fix.	-	
2022	Windows wrong size; work not completed.	10,000	South Burlington
2022	Door not installed correctly	-	Wash. County
2021	Weatherization caused damage including to furnace.	-	
2019	Improper installation; ice dams and leaks	-	
2018	Roof not installed correctly and flue no longer working	3,000	
2017	Weatherization damaged the roof	12,464	
?	Not installed properly	-	
?	Air sealed incorrectly; water damage resulting	-	
?	Work not done correctly	-	
2023	Heat pump not functioning correctly	13,073	
2022	Heat pumps installed; not sufficient for house.	7,300	Montpelier
2021	Equipment defective; neither replaced nor refunded.	6,389	Swanton
2022	Water heater not installed correctly.	5,000	Waitsfield
2022	Modular home not set correctly so seams are exposed.	-	Panton
2022	Plumbing & sewer installed incorrectly, mold resulting	10,000	Hyde Park
2022	Incorrect expansion tank installed.	375	Richmond

2021	Heater not installed on time, then defective.	-	Lamoille County
2021	Boiler repaired wrong, twice; flooding and corrosion resulting.	4,542	
2021	New home: electrical, septic and heating problems.	-	
2019	Multiple items installed incorrectly: hot water heater; foundation; outlets; insulation.	600	
2018	Incorrect installation; did not finish.	9,800	
2018	improper/defective plumbing work	16,279	
2018	Heating system & window issues	10,000	
2018	Improper chimney flue install	1,100	
2014	Heating system does not function.	-	
?	new windows installed incorrectly; causing ice dams	-	
2012	Defective heating system install.	500	
?	Defective heating system install.	15,000	
?	Defective heating system install.	527	
?	Defective heating system install.	-	
?	Panelized home with multiple defects	100,000	
?	Defective heating system install.	3,977	
?	Defective windows installed	14,000	
?	Defective turbine install	1,500	
?	Poor work	-	
2022	Insufficient and defective insulation install	2,000	Essex Jct.
2021	defective window & insulation install	10,000	
2019	Insulation improperly installed	-	
2018	Vinyl siding & insulation improperly installed	-	Rutland County
2017	Improper insulation installation	-	
?	Insufficient insulation installed	500	
2022	Defective porch installation	9,000	Panton
?	Improper window install	7,020	
2023	Battery sized wrong for furnace	17,900	Wheelock
2022	Improper furnace install	4,372	
2022	Defective wood furnace/install	-	
2021	Improper furnace install	4,445	Fairlee
2017	Improper boiler install	1,585	
?	Defective AC and furnace install	13,850	
?	Improper furnace install	590	
?	Improper furnace install	-	
?	improper furnace install	325	
?	Improper furnace install	3,400	
?	improper furnace repair	-	
?	improper furnace install	-	

**COMPLAINTS FILED WITH SECRETARY OF STATE, OFFICE PROFESSIONAL REGULATION SINCE 4/1/23**

2023	missing insulation and doors	54,000
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527,342