2024/6/12 Sunnova BBB Complaint: Failure to repair and using incorrect lower Guaranteed Production Schedule

The Houston BBB · https://sunnova-solar-fraud.org/kb/bbb/2024-6-12-sunnova-bbb-complaint-failure-to-repair-and-using-incorrect-lower-guaranteed-production-schedule/

9/23/24 Update: Houston BBB and Sunnova Racketeering

Please click on the links in the right column to quickly navigate through this long page with the seemingly never ending BBB attempts to get us to NOT respond so they can resolve our complaint in Sunnova's favor and improve its BBB rating.

On 9/9/24 the Houston BBB advised:

> Answered – the business addressed the issues within the complaint, but the consumer remains dissatisfied.

A blatant LIE.

The BBB ignored the ongoing FRAUD and Sunnova's failure to answer any of our questions.

Racketeering.

https://www.law.cornell.edu/wex/racketeering

> Racketeering is a set of illegal activities aimed at commercial profit that may be disguised as legitimate business deals. Racketeering is defined by a coordinated effort by multiple people to repeatedly earn a profit. Typically, by fraud, extortion, bribery, threats, violence, or other illegal means. (See 18 U.S.C. § 1961)

Corrupt corporations like Sunnova deceive and defraud with impunity while the Houston BBB IMPROVED its "F" rating to a "C+" rating -- presumably for received or expected Sunnova payments.

My 9/18/24 questions to the BBB with the 9/27/24 due date for its response:

https://sunnova-solar-fraud.org/kb/solar/bbb/2024-9-18-questions-to-houston-bbb-regarding-its-false-sunnova-energy-rating/

What a racket!

Our 6/12/24 Sunnova complaint with the Houston BBB SUMMARY

Sunnova failed to repair the system for over half a year and refused to explain why it is using a **Guaranteed Production Schedule** [Exh. 1, Contract p. 15] with values LOWER than in the contract. As the system has been consistently underperforming, the credits under the guarantee were LESS than they should be.

Additionally, Sunnova has failed to answer any other questions, such as how to calculate the credit under the **OUTPUT Guarantee**.

They promised answers, but we received no reply to my emails [Exh. 2]

We are currently looking for $25,000 compensation for our expenses and the many years of trouble.

However, if we don't resolve the issues that number will go up -- we don't work for free!

Our 6/12/24 BBB Complaint

Sadly, the BBB strips out all line breaks, making it very difficult to read and comprehend. This is how we submitted our complaint:

> In 2014 we signed the 25-year $50,000 Sunnova solar system lease and in 2018 we settled in BBB mediation for 4 additional solar panels.
>
> In the fall of 2023 the system was not producing and after several calls, emails, and technician appointments, Sunnova advised that tiles would have to be removed from our roof by a roofing

company for safe repairs. The system has produced at best at 50% and was often entirely offline – to date.

I retained Christine Baker to assist but Sunnova failed to provide meaningful responses to our questions:

1) Why is Sunnova basing its underperformance compensation on a Guaranteed Production Schedule with lower guarantees than in the contract? [Exh. 1, 2]

2) How does Sunnova calculate compensation under its B. (iv) Output Warranty? [Exh. 1, 2]

“The System’s electrical output during the first ten (10) years of the Lease Term shall not decrease by more than fifteen percent (15%). This output warranty is in addition to the Energy Production Guarantee in Section 2(c)(i) of this Exhibit 2 and you will be provided a refund check for underproduction as set forth in Section 2(c)(i).”

Please define “during the first ten (10) years” and “15%” of WHAT?
Please provide a sample calculation to determine the amount of the refund.

3) Why does Sunnova’s website sometimes estimate production for several days and with much higher production? [Exh. 2]

4) Sunnova has failed to provide a single reply to several emails. [Exh. 2]

What is a reasonable time to expect answers from Sunnova?

Why did Sunnova fail to answer our questions?

5) Why did Sunnova ignore our request to pause payments until the system is functioning again, requiring me to dispute the charge at the branch? [Exh. 2]

I am a senior citizen with medical issues and this never-ending Sunnova ordeal has been extremely stressful and detrimental to my health. Please communicate directly with my representative Christine Baker (*****@trado.info).

Thank you for your assistance.

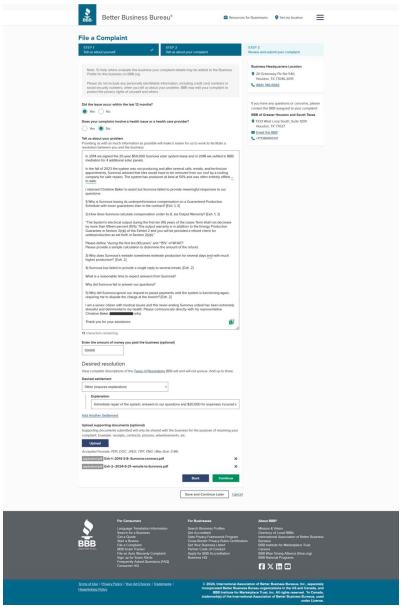
Exhibit 1: The 2014 California Sunnova Solar Contract:

Exh-1--2014-3-8--Sunnova-contract_Redacted

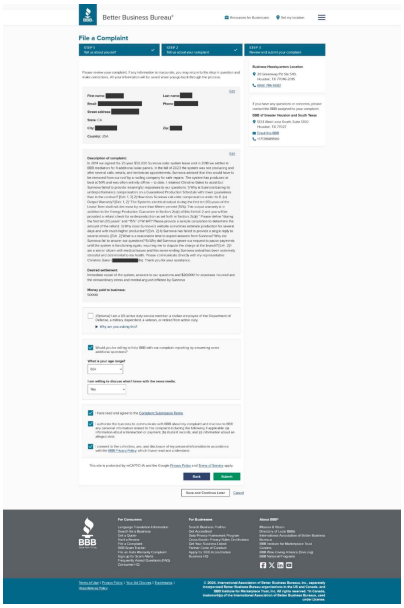
Exhibit 2: Our emailed questions to Sunnova with NO reply:

Exh-2--2024-5-21--emails-to-Sunnova_Redacted

The screenshot prior to submission:



The screenshot of the submitted complaint:



6/29/24 BBB Notice with Sunnova Response

> Dear [redacted]:

> This message is in regard to your complaint submitted on 6/12/2024 against Sunnova Energy International Inc.. Your complaint was assigned ID 21841706.
>
> The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message are below or attached. Please respond to this message via the link provided, if you received this notice by email, at your first convenience. We do need your response in writing only (via the link or by email, fax, mail) as verbal updates are not accepted. Please respond within the next 10 calendar days. If we do not hear from you in the next 10 days your case will be closed as assumed resolved. We welcome your feedback at anytime, even if after the 10 calendar days, so that we may further assist you with your complaint.
>
> Regards,
>
> **MESSAGE FROM BUSINESS:**
>
> Sunnova apologizes for any delays caused by this situation. We are actively working on Work Order 0001369968 to address the system concerns. The assigned case owner will stay in communication until all issues are resolved

My client received countless calls and emails to schedule service and repairs and replacement of panels were done by 7/3 after multiple tech visits.

However, no answers to our questions were received. Sunnova and the BBB ignored our requests to contact me directly.

7/3/24 BBB Complaint Status

For about the last week, my client has received numerous emails and calls to schedule appointments (CHAOS!!!), several techs came by and today they have been working on the system all day. Two panels were broken, so they bypassed those panels and they will replace them in a couple of weeks.

Notably, they had LIED when they had told my client previously that a roofer would have to take tiles off for repairs and that they were scheduling a roofer. They did NOTHING until they received the BBB complaint.

To date, Sunnova has FAILED to answer any of our questions and instead emailed my client their request to call them. Obviously, they hoped to get her to accept the repair of the system as a

resolution and planned to lie to her again.

NO MORE CALLS!!!

NO MORE LIES!!!

Sunnova acknowledged receipt and acceptance of my client's power of attorney so they could communicate directly with me.

Our 7/5/24 Response: We need ANSWERS

> Better Business Bureau:
>
> I have reviewed the response made by the business in reference to complaint ID 21841706, and have determined that this proposed action would not resolve my complaint.
>
> From the complaint:
>
> “Please communicate directly with my representative Christine Baker (christine@trado.info)”
>
> Please at least send copies of all communications to me to avoid delays of our responses. Thank you!
>
> After not showing up for last week’s appointment and chaotic scheduling, Sunnova’s techs diagnosed the system on 7/1 and bypassed broken panels on 7/3. New panels are supposed to be installed in a few weeks.
>
> We received NO answers to our questions in the BBB complaint:
>
> 1) Why is Sunnova basing its underperformance compensation on a Guaranteed Production Schedule with lower guarantees than in the contract? [Exh. 1, 2]
>
> 2) How does Sunnova calculate compensation under its B. (iv) Output Warranty? [Exh. 1, 2]
>
> “The System’s electrical output during the first ten (10) years of the Lease Term shall not decrease by more than fifteen percent (15%). This output warranty is in addition to the Energy Production Guarantee in Section 2(c)(i) of this Exhibit 2 and you will be provided a refund check for underproduction as set forth in Section 2(c)(i).”
>
> Please define “during the first ten (10) years” and “15%” of WHAT?

> Please provide a sample calculation to determine the amount of the refund.
>
> 3) Why does Sunnova's website sometimes estimate production for several days and with much higher production? [Exh. 2]
>
> 4) Sunnova has failed to provide a single reply to several emails. [Exh. 2]
>
> What is a reasonable time to expect answers from Sunnova?
>
> Why did Sunnova fail to answer our questions?
>
> 5) Why did Sunnova ignore our request to pause payments until the system is functioning again, requiring me to dispute the charge at the branch? [Exh. 2]
>
> ——————————————————–
>
> It would be super helpful if the BBB didn't strip out the line breaks in our submissions as it makes it extremely difficult to comprehend the complaint and responses.
>
> Just like the BBB, Sunnova ignored our request to communicate by email directly with me. On 6/28/24 my client received a cryptic email requesting a phone call. There will be NO phone calls with my client other than to schedule appointments for repairs. Sunnova is determined to continue to lie to, deceive and defraud my client. We are demanding WRITTEN responses to ALL our questions.
>
> Our complaint will not be resolved until all our questions are answered, the system is repaired and properly functioning and payment has been made.
>
> Sincerely,
>
> Christine Baker

Our submission includes the questions Sunnova has failed to answer.

7/14/24 Sunnova harassment of my client

The system was repaired on 7/3, but all of a sudden Sunnova started calling and texting my client.

On 7/18/24 I sent this email to Sunnova at customerservice@sunnova.com:

> **Subject: BBB Complaint Case #21841706** 7/18/24
>
> Please immediately stop harassing my client.
>
> STOP CALLING!
>
> Despite our BBB complaint, we still don't have answers to our questions.
>
> WHY?
>
> Sincerely,
>
> Christine Baker
>
> c: [redacted]

No response was received from Sunnova, but the calls stopped. I believe that they intentionally harass customers with needless calls so that they will be so glad when the calls stop that they give up trying to get answers from Sunnova.

I was unable to update the BBB complaint with the Sunnova harassment, even though the BBB site stated that we needed to take action.

On 7/18/24 I wrote to the BBB at info@bbbhou.org:

> **Subject: BBB Complaint Case #21841706 Sunnova**
>
> 7/18/24
>
> Hello,
>
> I cannot figure out how to submit an update regarding our BBB Complaint Case #21841706 Sunnova.
>
> I searched the case info online, used the link you provided in your initial email with Sunnova's response, but my ONLY option seems to be to CLOSE the complaint. I also see that action is required. So confusing.
>
> We greatly appreciate your assistance,

> Christine Baker
>
> c: [redacted]

No response was received from BBB until they notified me of Sunnova's response on 7/23/24.

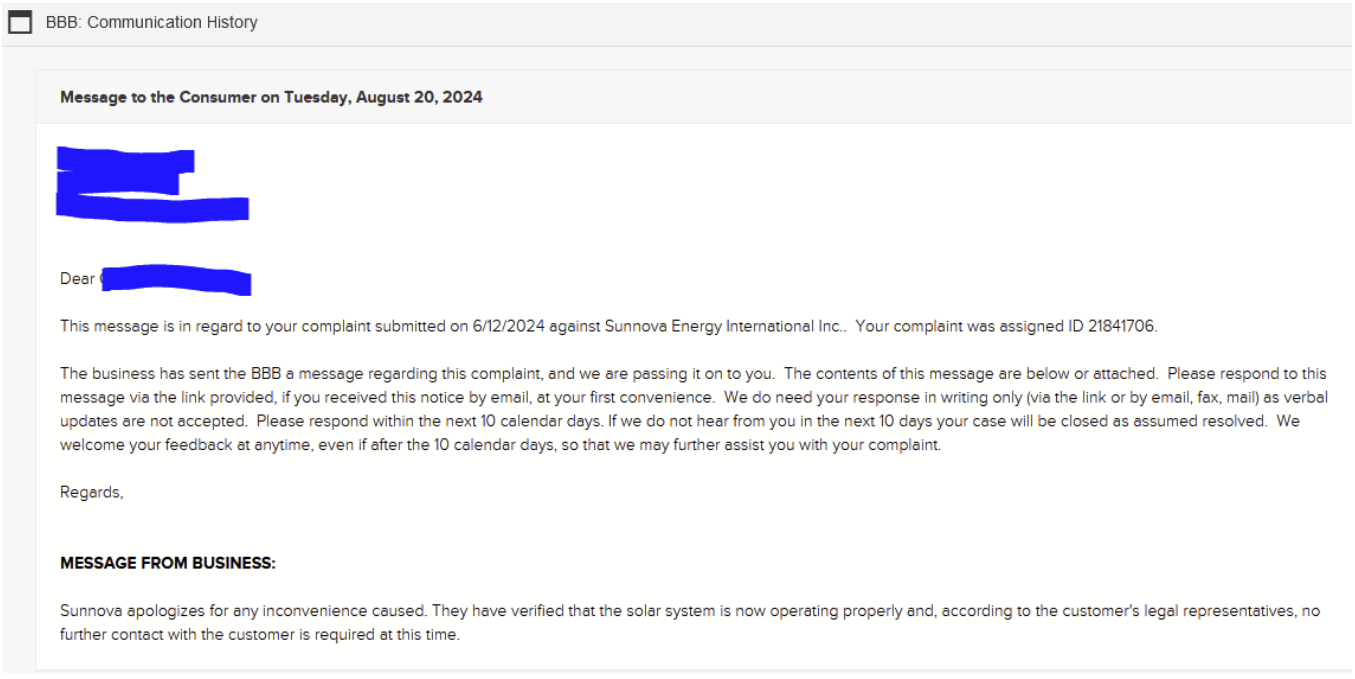
7/23/24 Sunnova BBB response: NO answers

> **MESSAGE FROM BUSINESS:**Sunnova apologizes for any inconvenience caused by this case. The technician visit for work order 0001387828 has been completed. The technician successfully installed both panels and ensured the solar system is now functioning properly.

Our ONLY option was to respond with CLOSING the complaint, advising that the issues are resolved. So, we did NOT respond at all.

8/20/24 Sunnova BBB response: LIES -- written by WHO?

The BBB message refers to Sunnova as if the message was written by someone else.



BBB: Communication History

Message to the Consumer on Tuesday, August 20, 2024

[redacted]

Dear [redacted]

This message is in regard to your complaint submitted on 6/12/2024 against Sunnova Energy International Inc.. Your complaint was assigned ID 21841706.

The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message are below or attached. Please respond to this message via the link provided, if you received this notice by email, at your first convenience. We do need your response in writing only (via the link or by email, fax, mail) as verbal updates are not accepted. Please respond within the next 10 calendar days. If we do not hear from you in the next 10 days your case will be closed as assumed resolved. We welcome your feedback at anytime, even if after the 10 calendar days, so that we may further assist you with your complaint.

Regards,

MESSAGE FROM BUSINESS:

Sunnova apologizes for any inconvenience caused. They have verified that the solar system is now operating properly and, according to the customer's legal representatives, no further contact with the customer is required at this time.

> MESSAGE FROM BUSINESS:

> Sunnova apologizes for any inconvenience caused. They have verified that the solar system is now operating properly and, according to the customer's legal representatives, no further contact with the customer is required at this time.

"They?"

Our 8/24/24 BBB Response: Lies and who is "they?"

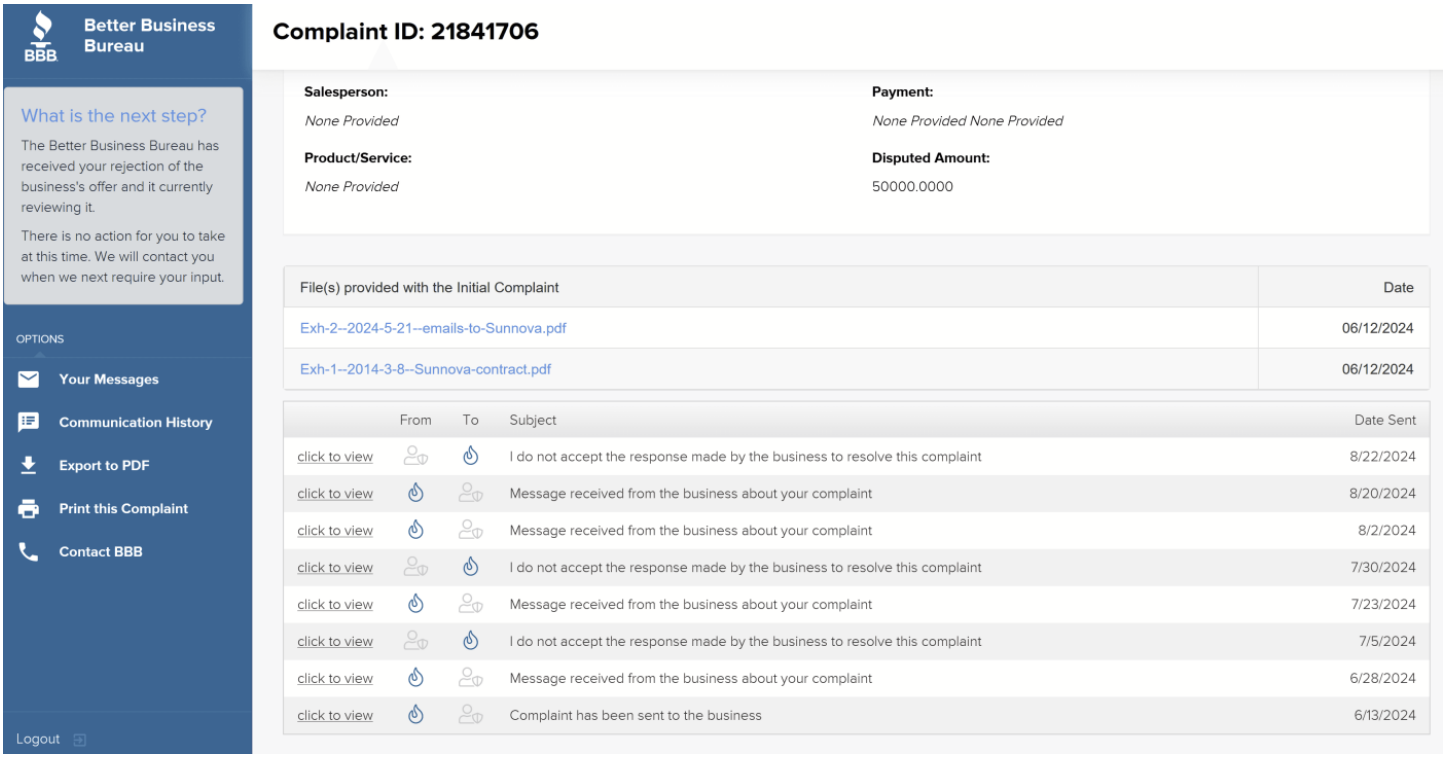
> **Better Business Bureau:**
>
> The 8/20/24 Sunnova message states:
> “Sunnova apologizes for any inconvenience caused. They have verified that the solar system is now operating properly and, according to the customer’s legal representatives, no further contact with the customer is required at this time.”
>
> 1) ”They have verified …”
>
> Who is “they”? Who wrote this message?
>
> While the system has finally been repaired, Sunnova has failed to answer our questions and continues to defraud my client by using a false Guaranteed Production Schedule and it has failed to compensate my client for her expenses, mental anguish, and stress.
>
> 2) Knowing that my client is not to be contacted directly as per the Power of Attorney and our written requests, Sunnova has continued to harass her with countless emails and presumably collection calls, apparently from spoofed numbers.
>
> No monthly payments will be made until this matter is resolved because Sunnova’s unfair contract does not allow us to seek justice in court.
>
> 3) In our 6/12/24 BBB complaint we requested $20,000 compensation for the years of abuse, lies, and fraud. Since then we have wasted countless hours while Sunnova ignored us.
>
> We are now offering to resolve this complaint for $25,000 and correction of the annual guaranteed production figures with the appropriate refunds.
>
> Sincerely,

> Christine Baker

The BBB is working hard to get this complaint "resolved" in favor of Sunnova.

While extremely time-consuming, it is fascinating to discover and document how the BBB manipulates ratings in favor of scummy corporations willing to pay big bucks for good ratings.

Will this back-and-forth go on forever?



9/9/24 BBB Lies and the Sunnova FRAUD continues

While Sunnova continues to defraud my client and failed to answer any of our questions, the BBB wrote:

> Answered – the business addressed the issues within the complaint, but the consumer remains dissatisfied.

Sunnova did not even mention any of our questions. Not once.

Repeatedly we requested answers.

- Sunnova refuses to answer ANY questions and is harassing my client, presumably because no payments are made until this matter is resolved and Sunnova PAID for the damages it maliciously inflicted.
- Sunnova continues to defraud my client by using incorrect lower guaranteed production figures.
- The BBB is actively working on behalf of Sunnova to get our Complaint "resolved" in favor of Sunnova if we do not respond.

How much is Sunnova paying to the BBB?

9/23/24 NEXT: Regulators, legislators, attorneys and media

- 9/27/24 is the BBB due date to answer my questions such as why complaints are no longer online, why they improved the Sunnova rating from F to C+, how much Sunnova pays the BBB, and more: https://sunnova-solar-fraud.org/kb/solar/bbb/2024-9-18-questions-to-houston-bbb-regarding-its-false-sunnova-energy-rating/
- File our complaint with the TX AG.
- Contact the House Energy Committee.
- Contact the FTC regarding Sunnova's fraud, racketeering with the BBB, its apparent purchase of fraudulent reviews at all the review sites with a 4-star or higher rating, and other illegal review manipulations as per new FTC Rules.

They can subpoena Sunnova and BBB executives for depositions and documents for review.