

APR 17 2026

Nathan Ochsner, Clerk of Court

IN THE UNITED STATES BANKRUPTCY COURT
FOR THE SOUTHERN DISTRICT OF TEXAS
HOUSTON DIVISION

In re:

**SUNNOVA ENERGY INTERNATIONAL INC., et
al.,**

Debtors.

Case No. 25-90160

(Jointly Administered)

Hon. Alfredo R. Perez

**NOTICE FROM AFFECTED CUSTOMER REGARDING FAILURE TO HONOR
ASSUMED WARRANTY OBLIGATIONS**

From: Jacob LoMonaco and Rachel Pepper, Pepper Property Investments

Mailing: 5765 N Campbell Rd, Las Vegas, NV 89104

Subject Property: 900 Bonita Ave, Las Vegas, NV 89104

206-861-4337 | pepperpropertyinvestments@gmail.com

Date: April 10, 2026

Re: Failure by Solaris Assets, LLC and SunStrong Management, LLC to Honor Assumed Residential Solar Warranty Obligations — Contract ID NY003483246

TO THE HONORABLE COURT:

Jacob LoMonaco and Rachel Pepper ("Claimants") respectfully submit this notice regarding the failure of Solaris Assets, LLC and SunStrong Management, LLC ("Respondents") to honor residential solar warranty obligations explicitly assumed as part of the Court-approved sale of Sunnova Energy International Inc.'s assets in the above-captioned case.

I. BACKGROUND

Claimants own a 7.92 kW photovoltaic solar system installed at 900 Bonita Ave, Las Vegas, NV 89104 (the "Subject Property"), financed under a 25-year Sunnova Retail Installment Agreement and Sunnova Protect Platinum Warranty Agreement, Contract ID NY003483246, dated January 11, 2021. Claimants' mailing address is 5765 N Campbell Rd, Las Vegas, NV 89104. Claimants continue to make monthly loan payments under the Retail Installment Agreement.

On July 31, 2025, this Court approved the sale of substantially all of Sunnova's assets to Solaris Assets, LLC. The sale closed September 4, 2025. Sunnova's portfolio of residential

solar loan agreements, warranty obligations, and power purchase contracts was assumed in full. SunStrong Management, LLC serves as asset manager and servicer for Solaris's portfolio. Respondents' CEO stated publicly at closing: "Our priority is to maintain the highest levels of service for customers."

II. THE FAILURE AND COMMUNICATIONS RECORD

The system began failing in October 2025 — immediately following the bankruptcy transition — and has been completely non-functional since at least January 2026. NV Energy meter data confirms zero kilowatt-hours returned to the grid in January, February, and March 2026. The March 2026 NV Energy bill was \$301.00; the same period in the prior year with a functioning system was \$27.37.

Prior to the March 6 written demand, Claimants made multiple telephone inquiries to SunStrong seeking resolution, none of which resulted in a concrete repair timeline, confirmed parts order, or scheduled service appointment. The following is the formal communications record from March 6 forward:

Dec 16, 2025: System reported non-operational.

Mar 6, 2026: Formal written demand submitted via email and certified mail. Automated receipt confirmed. Certified mail delivered. No substantive written response received.

Post Mar 6: Claimant called SunStrong, stonewalled, demanded supervisor, received vague voicemail callback with no component identified, no order confirmed, no repair timeline.

Post Mar 6: Claimant's wife called SunStrong independently, received identical treatment.

Mar 31, 2026: Final pre-arbitration demand sent via email and certified mail to both SunStrong Management, LLC and Solaris Assets, LLC. Demanded written answers to six specific questions including repair status, part ordered, order date, supplier, and repair date. Set 10-day deadline. No response received.

Apr 7, 2026: Claimant called SunStrong, told supervisor would call back. No callback received.

Apr 10, 2026: 10-day deadline expired. Zero substantive written responses across all communications. AAA arbitration demand filed concurrently with this notice.

III. RELEVANCE TO THIS COURT

Claimants bring this to the Court's attention for three reasons:

First, the sale approval was premised on representations that customer service and warranty obligations would be maintained. Respondents' failure to honor a clear, documented, and actively accruing warranty obligation calls into question whether those

representations are being honored at the customer level.

Second, Claimants are informed and believe this is not isolated. Public records and customer accounts indicate systemic difficulty honoring warranty and monitoring obligations across the inherited Sunnova portfolio. The structural mismatch between the 25-year warranty obligations assumed and the resources deployed to honor them may represent a broader issue warranting the Court's attention.

Third, the Court's docket reflects ongoing proceedings as recently as March 16, 2026. To the extent the Court retains jurisdiction to enforce the terms of the sale order, Claimants respectfully request that this notice be placed in the record.

IV. RELIEF REQUESTED

Claimants do not seek to re-open the bankruptcy case or assert a claim against the estate. The warranty claim is directed at the assuming parties and is being pursued through AAA arbitration as required by the Contract, filed concurrently with this notice.

Claimants respectfully request only that this notice be placed in the docket of Case No. 25-90160, and that the Court consider whether any action is warranted to ensure that the representations made at the time of sale approval are being honored by the acquiring parties.

Respectfully submitted,

Jacob LoMonaco & Rachel Pepper

Pepper Property Investments

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April 10, 2026

cc: Solaris Assets, LLC / SunStrong Management, LLC (support@sunstrongmanagement.com) | IR@goodfinch.com | American Arbitration Association (AAA demand filed concurrently) | Nevada State Contractors Board | Public Utilities Commission of Nevada