

From: [Braz, Madison](#)
To: eli.wolfe@fairwarning.org
Subject: Eli Wolfe - Solar - Public Records Act Request
Date: Friday, July 26, 2019 4:44:08 PM
Attachments: [2019-07-26 Wolfe PRA request.pdf](#)
[Example Correspondence.pdf](#)

Dear Eli Wolfe,

Thank you for contacting the Vermont Attorney General's Office. According to the Vermont Public Records Act, the Attorney General's Office is not required to create work products such as descriptions, summaries, etc., however we would be happy to provide you with the original consumer complaints against "contractors/companies that market, sell, and or/install solar panel equipment on residential homes."

Concerning your request for "a brief description of any action taken by the Office," I would like to provide you with an overview of what our office provides for consumers. The Attorney General's Consumer Assistance Program (CAP) offers an informal letter mediation service between Vermont consumers and businesses. Consumers submit written complaints to CAP, which are public record, and then letter mediation begins. We use standard letter templates when corresponding between parties. A typical "first letter" to a consumer when they have submitted a complaint is attached for your reference.

To summarize, we will be providing consumer complaints (which would include the date that the complaint was filed) to fulfill your request. If you have any questions regarding this process, feel free to reach out via email or phone. I will be returning to the office on Tuesday, July 30, at which time I will follow up regarding your request and a potential cost estimate.

Sincerely,

Madison Braz

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Website: consumer.vermont.gov

Email: ago.cap@vermont.gov

Phone: (800) 649-2424 (toll free from VT phone)

Re: Complaint Matter 000-000000

Dear John Doe,

Thank you for contacting us with your complaint. We have sent a copy to the business asking it to contact you within 7 days to resolve this problem. We have also asked the business to notify us of the action it takes. Your complaint and the business response will become part of our public record for six years. It is our experience that two of every three complaints are successfully resolved through this procedure.

In 14 days, please update us on the complaint status by using the [Complaint Response Form](#) located on our website. Please note, upon receipt of your update we may do one of the following:

1. If you indicate that your complaint was resolved, we will close the file accordingly.
2. If you indicate that the business has not contacted you, we will contact the business again on your behalf.
3. If you indicate that the business contacted you but your complaint remains unresolved, the action we take will depend in great part on the business response. If the response is unsatisfactory, we may pursue this matter further. If your complaint is not appropriate for further action on our part, we may refer you to small claims court or suggest that you consult a private attorney.

Thank you for bringing your complaint to our attention.

Sincerely,

Complaint Specialist

State of Vermont
Office of the Attorney General
Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

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Phone: (800) 649-2424