From: Braz, Madison
To: agrequests@ohmanalytics.com
Subject: PRA Request
Date: Wednesday, March 18, 2020 10:40:52 AM
Attachments: 2020-03-13 Collins PRA request.pdf
2020-03-16 Complaints.pdf
2020-03-16 Matter Summary 2019-15072.pdf

Re: Public Records Request

Dear Chris Collins,

I write in response to your Public Records Act request dated March 13, 2020, a copy of which is attached for your convenience.

The Consumer Assistance Program identified 4 complaints against “Tesla” (labelled as "Solar City PPA aka Tesla" in our system) between October 1, 2019 and March 13, 2020. We have no responsive records between October 1, 2019 and March 13, 2020 concerning complaints against “GoSolar NH”, “Under Cover Roofing Labor Inc”, “SunCommon”, or “Vivint Solar”.

The documents pertaining to your request are attached. The file titled “2020-03-16 Complaints” contains a spreadsheet that includes the matter summary for each complaint. One matter (2019-15072) contained a lengthy matter summary provided by the consumer, and as such has been included as an attachment: “2020-03-16 Matter Summary 2019-15072”.

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond. Such appeal should be in writing:

Josh Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Madison Braz
Consumer Advisor

State of Vermont
Office of the Attorney General

Consumer Assistance Program
109 State Street
Montpelier, VT 05609-1001

Email: ago.cap@vermont.gov
Website: http://www.uvm.edu/consumer
Phone: (800) 649-2424 (toll free from VT phone)
Fax: (802) 304-1014

Matter Summary: 2019-15072

Since 11/1 customer has experience multiple power shortages and surges at home. Smelled electric smoke that required vacation of home. Customer believes that blowout could be traced to Tesla Powerwall device as home is surge protected and had no prior incidents before installation of Powerwall. Electrician found that ground line to Powerwall was loose. Under service representative's advice consumer reset Powerwall which resulted in blow out of several lights and lights flickering. Examination also found that no power was going to furnace. One 11/2, Tesla electrician confirmed loose ground line and found Tesla gateway had faulty wiring. During examination and repair additional lights blew out and dishwasher began to emit smoke. During events the phone and stove were damaged. Consumer believes Powerwall was improperly installed and is responsible for damages, states that service rep and electrician caused more harm, and that device did not function as advertised. Consumer desires disconnection and reimbursement of Powerwall purchase and installation ($18420). Consumer also desires compensation for damage to property resulting from Powerwall.

-Electric Convection Stove (739.42)
-Dishwasher ($368.74) + Installation ($200)
-Furnace ($956.18)
-10 Lighbulbs ($20)
-3 Surge Protectors ($90)
-House Phone ($40)
Consumer desires a total of $20,834.34 in compensation.

To Tesla energy customer support,

On 11/1/19 at ~2:00a we awoke to burning electrical smell in our bedroom. We noticed the smell in the bedroom and also in the kitchen. The stove clock was flashing and reset – indicating a power disruption. There was no apparent fire. On inspection of breaker panel, no breakers were flipped. I turned off breakers to bedroom and kitchen. The odor persisted and was quite strong. We called the fire department who advised that we immediately leave the home. Fire department responded and assessed the house. They found no fire and suspected electrical surge of unknown cause. They recommended keeping kitchen and bedroom circuits off until electrician could assess situation. We returned to the house and, after ventilating the bedroom, determined that a surge protector power strip (with nothing plugged into it) in our bedroom was the source of smell upstairs. All appliances other than those on single kitchen and bedroom circuits appeared to be functioning – this includes all light bulbs, house phone, furnace and electric range/stove.

Regarding initial surge, please note the following:

It was raining on and off the night of surge with no thunder/lighting. I did check the weather radar maps while fire department assess the house and there was no recent strikes in the entire state of VT.
Prior to this surge, I have never had an electric surge or any electrical issues in my house – other than Tesla Powerwall burning out furnace ignition at the time of the initial installation.
I have a whole house surge protector on my meter.
No neighbors, including neighbor with whom I share a transformer had a surge or outage that night.
Furnace, lights, house phone and electric range were all working after this initial surge.
Later that morning, I contacted my electrician and requested that he assess the system and he

scheduled a visit when available later in the day.

Approximately twelve hours later at ~14:00 strong winds in the region brought down multiple power lines all over central Vermont. We lost grid power. The Powerwalls did not turn on. When I got home at ~17:00, I opened the Tesla app and could not access the Powerball Gateway. On visual inspection one Powerwall had a green flashing light and one Powerwall had a solid green light. I followed troubleshooting instructions and turned off the Powerwalls by setting the switch to OFF position. I turned off the AC breakers for the system (Gateway and Powerwall). I waited 2 minutes and then turned the AC breakers on and then the Powerwalls. Less then a minute later, power to the house did come on briefly; lights flickered and then went off minutes later. At this point, I turned off power and breakers to the Powerwalls and Gateway and attempted to contact Tesla support. I was on hold with Tesla support waiting to speak with a representative for 45 minutes. I had to hang up and call back and again waited for 30+ minutes. No representative picked up and call dropped. My electrician did come to the house to take a look at electrical panel. He found no issues and advised that he would have to reassess after grid power returned. He did open the Gateway box to visually inspect for any damage or fire hazards – he noted that a ground line appeared loose and recommended having Tesla assess as he is not a Tesla specialist.

Later in the evening, I received a call from Tesla Sales Department to discuss an inquiry I had made a few days prior regarding tesla solar panels. The sales representative understood I was not interested in discussing solar panels at that time and was able to connect me with a service representative. The service representative accessed Powerwalls by cell phone. Battery power was noted to at 94%. He recommended turning Powerwalls and breakers on and off again (same as I did before). Again lights came on. A few LED lights in the basement blew out. It was noted that no power was going to the furnace. Tesla recommended switching off appliance drawing heavy power (well pump and furnace). They noted that they were scheduling a Tesla technician to evaluate the system the following day. Less than 20 minutes later lights flickering. They advised leaving Powerwalls ON and lights on but to keep furnace and well pump off. Shortly after getting off the phone, lights flickered and additional LED bulbs blew out in basement. I decided to turn off batteries.

The following day 11/2/19, Darrin Green, Tesla electrician, arrived in the early afternoon to evaluate the system. Working with phone tech support he was able to determine that a specific wire needed to be replaced in the gateway (the wire initially installed was “too small”). He also noted that the ground wire in the gateway was in fact loose. While working on the system lights were flickering, one additional LED bulb blew out, and the dishwasher started releasing smoke. Multiple electrical appliances and equipment were damaged (see damage below).

Mr. Green completed work on the Powerwalls and did turn off grid power to test the system. On initial test, Powerwalls did restore power but then when grid power was switched back on, the Powerwalls did not switch over to grid. After reset, on subsequent testing, Powerwalls did switch on and off.

The cause of the initial overnight surge has not been determined. The electric utility does not believe the surge came from the grid. I am concerned that the surge originated from the Powerwalls. I am interested in Tesla’s assessment of this from data obtained from the Powerwalls. I am specifically concerned that the Powerwalls were not installed appropriately – loose ground wire and gateway communication wire that was “too small” and had to be replaced after surge.

It is quite apparent that subsequent Powerwall output when attempting to reset and turn on – as

instructed by Tesla phone support and by Tesla electrician on site – resulted in over voltage surges that damaged the furnace, thermostat switches, LED light bulbs, house phone and range/stove (all of these devices were functioning after initial surge). To be clear, much of the electrical damage occurred after initial surge and while Tesla was trouble shooting equipment. I believe this to be a result of improper installation and loose ground wire.

In addition, the Powerwalls did not turn on when grid power was lost. I purchased the Powerwalls for the sole purpose of providing off-grid power in event of a utility outage. The Powerwalls did not perform as marketed. I have maintained system care and maintenance requirements listed in manual including environmental requirements and have m

Matter #	Opened Date	Trade Code	Subtrade Code	Received Date/ Status	Matter Summary	Claimed Losses
2020-02104	2/14/2020	34 - Home Improvements	34O - Solar Panels	2/11/2020 Open	Consumer leased solar panels from Solar City. Needed them to send consumer a copy of the lease agreement, however they were dodging his calls and forged his signature.	$150.00
2019-15072	12/27/2019	34 - Home Improvements	34Z - Other	12/16/2019 Open	Please see letter sent to Solar City, sent by e-mail to your *See attachment (summary exceeds cell size availble)*	$20,834.34
2019-14142	12/6/2019	34 - Home Improvements	34O - Solar Panels	12/5/2019 Open	Consumer claims they have been billed incorrectly by Tesla Solar City since 2017. Seeking refund and cancellation of services. Since 2017, I have been getting charged incorrectly by Solar City and have no received an explanation from them, despite several phone calls and letters. This occurred throughout all of 2018 as well. I called customer service and sent them a letter, and I was reimbursed for a portion of the amount I was owed, but not the entire amount. As an example, April of 2018, 229kwH were generated by the solar system. My usage was 124kwh that month. Solar City charged me 282.96kwh for the same month, which amounted to an extra $23.71 charged. They attempted to run the same scheme in 2019, and I ended up turning off the system completely. I also have a current bill of $251 from them, for electricity that I have not used. I would like to cancel my contract with them, which they have refused to do. At this point, I need legal help.	$147.00

2019-13070	11/13/2019	34 - Home Improvements	34O - Solar Panels	11/6/2019 Open	[REDACTED]. Constituent had solar panels put onto roof. Consumer is [REDACTED]. Panels installed by Solar City. Roof is now leaking. Consumer received panels in September 2016. Roof was inspected by Solar City, and solar panels were installed. Roof ended up leaking, consumer reached out to Lonergan & Thomas insurance and insurance gave money to fix roof. Insurance sent money in June 2018 (Bathroom); September 2018 (Kitchen); November 2018 Insurance sent a restoration specialist, advised consumer that panels were installed incorrectly. Insurance sent money to consumer x3 to fix. Insurance doesn't want to fix the house damage until the roof is repaired. Consumer continuously reaching out to Solar City, and is not getting an answer. Consumer has stopped paying Solar City until they fixed roof, or took off solar panels. Solar City wanted $500+ to remove the panels. Consumer is named [REDACTED]