



Sunrun solar complaints

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Complaints come in many different forms, though they typically focus around these key points:

Hawaii's top solar companies are Sunrun, ION Solar and LA Solar Group. Compare ...

Are you wondering what homeowners who've worked with Sunrun have to say about the company, or about any Sunrun solar complaints they may have submitted? Maybe you've heard horror stories of long wait periods or high bills after the installation. Or maybe you've heard bad things about the solar industry in general.

If so, you might be surprised to find that the majority of Sunrun reviews are actually pretty positive, noting great sales and customer service with fast installation times. However, sometimes everything seems to go wrong for a few unlucky homeowners working with Sunrun. What's going on? Read on for common Sunrun solar complaints from homeowners.

Before we move on to Sunrun complaints, here's a little background on how Sunrun works:

When compared to other solar installers/financiers like SolarCity, Sunrun has an interesting business model. SolarCity owns the entire installation process, from sales to installation and final inspection. Obviously, this can be quite expensive. You have to staff sales, designers, installers, managers, and everything else you need to make your business run smoothly.

Sunrun on the other hand, outsources much of the work. They work with third-party sales staff and hire small, local installation companies in each city they work in to complete their projects. In Sunrun's mind, this allows them to keep costs as low as possible and keep their business streamlined, increasing profitability (in theory, since neither Sunrun nor SolarCity has yet to see a profit).

This presents complications, since as many as three different companies (Sunrun, the sales company, and the installation company) need to be aware of the progress of your project - and all the others they are working on - at any given time.

And this is where many of Sunrun's customer experience problems come in. Communication between companies (and even between departments) can break down and cause project details, homeowner requests, or important information to be lost in the shuffle; eventually these things lead to construction delays and angry reviews.

Overall, Sunrun's reviews are middle of the road, with an average review of around 3.5 out of 5 stars. Here's Sunrun's average rating from four popular review sites:



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Best Company and Consumer Affairs allow you to dig a little deeper into the review data, showing why many reviewers gave a certain number of stars. The results are quite interesting. These reviews paint a picture, not of a company that provides average customer experiences all the time, but a company that either gives a really, really great customer experience or a really, really poor one.

Since Sunrun works with local, independent installers in all its different branches - and even the Sunrun branches have their own internal installers - experiences vary wildly. Take a look at Sunrun's reviews on Yelp. Above, we aggregated reviews from 5 different cities, but when you look at each branch's review individually, they are quite different. The branches in San Francisco, Portland, and Los Angeles enjoy 3.5-star reviews, but Phoenix and Las Vegas (though Sunrun no longer works in Nevada) both have 2.5-star reviews.

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