

**GOVERNMENT OF PUERTO RICO
PUERTO RICO PUBLIC SERVICE REGULATORY BOARD
PUERTO RICO ENERGY BUREAU**

NEPR Received: Apr 16, 2026 8:19 PM
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IN RE: REQUEST FOR CERTIFICATION OF
SUNRUN, INC.

CASE NO.: NEPR-CT-2019-0002

SUBJECT: DR Aggregator Request for
Certification

MOTION IN COMPLIANCE WITH MARCH 17 RESOLUTION AND ORDER

TO THE HONORABLE ENERGY BUREAU:

COMES NOW, Sunrun Inc. ("Sunrun"), represented by the undersigned legal counsel, and respectfully submits the following:

1. On March 5, 2026, Sunrun filed before the Honorable Energy Bureau its Motion to Request Certification as a DR Aggregator and Request for confidential treatment.
2. On March 17, 2026, the Bureau issued a Resolution and Order (the "March 17 R&O") whereby Sunrun was granted its Demand Response Aggregator Certification under the special circumstances of the TPP and LUMA's Emergency DR Program. The Bureau also granted Sunrun 30 days to submit evidence of publication of its consumer complaint procedure, as required by Section 6.03 of Regulation 9246 and to clarify in its Privacy Policy that: (i) the company may not disclose private or proprietary customer information with or to its affiliates, subsidiaries, or any other third party to market services or product offerings to a retail electric customer who does not already subscribe to that service or product, as required by Section 6.01(D)(3) of Regulation 9246; and (ii) the company has a contract prohibits third parties from further disclosing or selling any private or proprietary customer information obtained from the DR Program Provider to a party that is not the DR Program Provider and not a party to the

contract with the DR Program Provider, as required by Section 6.01(D)(4) of Regulation 9246.

3. In compliance with Regulation 9246 and the March 17 R&O, Sunrun hereby respectfully submits the required evidence of publication, as well as the requested clarifications to its Privacy Policy (Attachment 1). The applicable Terms and Conditions have been published and are available at <https://www.sunrun.com/poweron-pr-tc-a> and <https://www.sunrun.com/poweron-pr-tc>. The clarifications to the Privacy Policy are available at <https://www.sunrun.com/puerto-rico-privacy-policy>. (**Attachment 1**).

WHEREFORE, Sunrun respectfully requests that the Honorable Bureau take notice of this Motion and declare it in compliance with the March 17 Resolution and Order.

RESPECTFULLY SUBMITTED.

In San Juan, Puerto Rico, on April 16, 2026.

McCONNELL VALDÉS LLC

Counsel for Sunrun Inc.

PO Box 364225

San Juan, Puerto Rico 00936-4225

270 Muñoz Rivera Avenue

San Juan, Puerto Rico 00918

www.mcvpr.com



André J. Palerm Colón

PR Supreme Court ID No. 21196

Tel. (787) 250-5636

apc@mcvpr.com

ATTACHMENT 1

 Call us at (833) 324-5886



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PowerOn Puerto Rico Terms and Conditions (Auto-Enrolled)

[Plans & Pricing](#)

Below are the full participant Terms and Conditions for Sunrun’s PowerOn Puerto Rico. Description of Customer Battery Energy Sharing (CBES) Your battery, along with ease strain on the electrical grid, prevent outages, and reduce greenhouse gas emissions.

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1. Eligibility

To become a Participant in the Program, a qualifying Sunrun customer must have a compatible solar and battery system installed and operational (“Device”). Upon activation of the Device, or as soon as practicable thereafter, Sunrun will submit an application to enroll the Device in LUMA’s CBES program, and it must be accepted by LUMA.

Customers must also:

- Be at least 18 years of age;
- Have an active customer agreement in good standing with Sunrun;
- Meet certain pre-qualification factors determined by Sunrun, including but not limited to, system health, battery type, etc.;
- Have an active electric account and a qualifying NEM agreement with LUMA in the Puerto Rico; and
- Remain unenrolled in another Distributed Resource Program that would result in double counting of Device export during the term of this program, of which doing so may also result in financial penalty;
- Accept these Terms and Conditions;
- Be responsive and provide access for device troubleshooting efforts by Sunrun when resolving connectivity, firmware and other Device-related issues during the Program Period.

Meeting these requirements ensures eligibility (“Eligible Participant”).

2. Program Term

By enrolling, Participant authorizes Sunrun to operate their Device until June 2026 from the date of enrollment (“**Program Term**”). The Program Term will be terminated in the event that the Participant no longer meets the eligibility criteria above, unenrolls, or is otherwise disqualified from participation.

The Program Term is subject to Sunrun’s discretion to continue operating this Program during and after the term. Sunrun reserves the right to amend these Terms, suspend or discontinue Program participation at any time during the Program Term. Participant may be automatically re-enrolled in subsequent Program Terms at Sunrun’s discretion, subject to the then-current terms and eligibility for the Program.

3. Unspecified Consent

If eligible and accepted by LUMA for participation, Sunrun will automatically enroll the Eligible Participant and send notification by email and mobile app. Eligible Participants will receive simple instructions to opt-out of the Program for a maximum of 30 days before official Participation begins.

Unless an Eligible Participant chooses to opt out, Sunrun hereby acknowledges consent to become a Participant in this Program. Participants agree that enrollment is voluntary and

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have accepted these Terms and Conditions.

4. Unenrollment

Participants may opt out of the Program at any point by contacting Sunrun at grid@sunrun.com. Sunrun will action unenrollment requests within 5 business days and inform LUMA/PREPA of the change.

Opting out prior to the end of the Program Term will result in no longer being able to earn additional rewards, but your system's export during any previous grid events will still be validated. See Sunrun Incentive below for additional details.

5. Participation Requirements

Participant agrees to allow Sunrun to control the Participant's Device during the Program Term to reduce stress on the grid. Such adjustments are referred to as "**Grid Events.**" Grid Events may signal the Device to charge, discharge, or change its mode of operation, change device mode, setpoint, or other settings.

Sunrun will control and monitor the Device, providing a seamless experience for the Participant. During a Grid Event, the Device will be programmed by Sunrun to connect to the home and local grid and this will not impact the usage of electricity in the home.

Grid Events may occur for up to 4 hours, Monday through Sunday, excluding holidays. It is not expected that Grid Events will occur more than 75 times per year.

On Grid Event days, Device settings may be overridden to satisfy event requirements. On non-event days, Device will continue operating under default settings. Sunrun may conduct up to 10 additional tests annually to confirm Device functionality.

When the Program Period is complete or terminated, the Device will automatically resume pre-program modes of operation. If a Participant determines any Device deficiencies, problems, operational issues, or wants to no longer participate in the program, they must contact Sunrun at grid@sunrun.com.

6. Grid Event Opt Out

Prior to a Grid Event, Participant may select to opt out of an upcoming Grid Event using the

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Sunrun or Tesla mobile app.

7. Backup Power and Home Resiliency

During Grid Events, Participant's Device will be initially programmed to reserve 80% of overall capacity to power their home for resiliency during power outages. Participants can adjust their backup reserve settings within a range of 5%-80% directly in their mobile apps (Sunrun and/or Tesla if applicable). During a grid event, the lower your grid backup reserve is set, the more energy your battery will export, and the more money you'll earn.

Participant's Device will not send any power to the grid during an outage. Storm Mode (an automatic Sunrun setting for any non-Tesla Powerwall systems) or Storm Watch (if enabled in the Tesla app for Powerwalls) will keep Participant homes prepared for critical storms.

8. Sunrun Incentive

Participants can earn a reward of \$1.00 per kilowatt-hour (kWh) for all energy exported from the Device during a Grid Event for the duration of the Program Term.

Participants can maximize earnings by adjusting the backup reserve settings found in the Sunrun or Tesla mobile apps, therefore allowing more energy to be exported to the grid.

The Sunrun Incentive can be claimed on a bi-annual basis. Sunrun will notify Participants when the Sunrun Incentive is available, with instructions to view or claim the incentive.

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9. Sunrun Incentive Administration

Sunrun will accept all funds from LUMA and distribute them after an internal review. LUMA/PREPA will not be responsible for any compensation, refunds, or other payments relating to PowerOn Puerto Rico. Sunrun does not have a liability to the customer to compensate them for missed events because of delays in the approval process, or technology failures.

Incentive payments are contingent upon the continued existence of the Program. Participant must remain in good standing under their Sunrun agreement, including but not limited to having no past due bills, and have a valid email address and ACH information on file with Sunrun in order to receive the Sunrun Incentive described above.

The Sunrun Incentive may be paid via a prepaid reward card or as a Sunrun bill credit,

determined solely at Sunrun's election, which may be subject to change each year. The Sunrun Incentive is associated with the Device, not the customer, as such, whomever is the active account holder with Sunrun at the time of the Incentive disbursement will receive the claim instructions or applicable bill credits.

If tax information is required, Participant agrees to provide correct and accurate information. Participant also agrees to [these general Sunrun Terms and Conditions for Promotional Offers \(the "Offer Terms and Conditions"\)](#).

If reward cards are used in fulfillment of the Sunrun Incentive, Participant agrees to [these Terms of Service for Sunrun Promotions](#). Additionally, the Participant's ability to claim the Sunrun Incentive expires three (3) months from the date such reward card is sent via email to the Participant for redemption.

Sunrun reserves the right to report all payments as income where required by law. Sunrun reserves the right, in its sole discretion and without prior notice, to amend, suspend or cancel the Incentive, or substitute the Incentive for any reason.

10. Privacy and Data Sharing

Participant authorizes Sunrun to: 1) collect and exchange data related to identity, contact information, opt-out status, energy usage and/or energy production, LUMA account, electricity usage, and other operational data about the Device (collectively, "Program Data"), solely for the purposes of determining eligibility for the Program and operating the Program; 2) review and analyze all Program Data for the purposes of improving the Program and as otherwise permitted by applicable law, and to exchange conclusions with each other and publish results of those conclusions, provided that they treat all such Program Data in accordance with the privacy policies; 3) automatically signal Device to respond to Grid Events for this Program or for general system testing purposes; 4) send emails, text messages, pre-recorded messages and other notifications related to the Program, including about enrollment status and Program-related adjustments to the Device; 5) send emails, text messages, pre-recorded messages and other notifications related to surveys about the Program and to share responses to such surveys; 6) summarize the results of the Program in publicly-available studies, provided that any Program Data included in such studies will be anonymous such that Participant is not individually identifiable.

As a reminder, Sunrun will handle any personal information or data according to our [privacy policy](#).

11. Disqualification

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Sunrun may terminate a Participant's involvement in the Program and their eligibility for any Sunrun Incentive at any time and without liability. This may occur for any reason at Sunrun's discretion, including if a Participant: (1) tampers or attempts to tamper with the operation of the Program; (2) provides any false information; (3) violates these Terms or applicable law; (4) fails to comply with any reasonable request related to the Program; (5) is declared ineligible for the Program; (6) no longer has an account in good standing with the Utility, or Sunrun; (7) does not maintain a continuous connection between their enrolled Device and the Service; or (8) enrolls in a conflicting energy program. Disqualification from the Program will not affect a Participant's payment obligations for their Sunrun Device, and their Sunrun customer agreement will remain in effect.

12. Program Termination

Sunrun's ability to offer the Program is contingent on receiving certain approvals and acceptances from the Program Administrator. If such approvals and acceptances are withheld or withdrawn, or if the Program is declared unlawful, the Program will be terminated along with the Sunrun Incentive. In the event of such termination, Sunrun will provide notice by email. Termination of the Program will not affect payment obligations for the Sunrun Device, and the Sunrun customer agreement will remain in effect.

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13. General Conditions

This Program is governed by the laws of Puerto Rico without regard to its applicable principles of conflicts of law. Any failure to enforce any term of these Terms shall not constitute a waiver of that provision. SUNRUN (AND EACH OF THEIR RESPECTIVE AFFILIATES, AGENTS, DIRECTORS, OFFICERS, AND EMPLOYEES) ARE NOT RESPONSIBLE FOR ANY INCORRECT OR INACCURATE PROGRAM APPLICATION INFORMATION, AND ASSUME NO RESPONSIBILITY FOR (I) TYPOGRAPHICAL OR OTHER ERRORS IN THE PRINTING OF THE PROGRAM MATERIALS OR THE OFFERING OR ANNOUNCEMENT OF ANY INCENTIVE, (II) ANY ERROR, OMISSION, INTERRUPTION, DEFECT OR DELAY IN OPERATION OR TRANSMISSION AT ANY WEBSITE, (III) FAILURE OF ANY APPLICATION TO BE RECEIVED DUE TO TECHNICAL PROBLEMS, TELEPHONE SERVICE PROBLEMS, PRINTING ERRORS, HUMAN ERROR OR TRAFFIC CONGESTION ON THE INTERNET OR AT ANY WEBSITE, (IV) COMMUNICATIONS LINE, HARDWARE AND/OR SOFTWARE FAILURES, (V) DAMAGE TO ANY COMPUTER OR DEVICE (SOFTWARE OR HARDWARE) RESULTING FROM PARTICIPATION IN THE PROGRAM, (VI) THEFT OR DESTRUCTION OF, TAMPERING WITH, UNAUTHORIZED ACCESS TO, OR ALTERATION OF APPLICATIONS AND/OR PROGRAM APPLICATION INFORMATION, OR (VII) APPLICATIONS WHICH ARE LATE OR LOST, OR (VIII) ANY LOSS OF INCOME DUE TO DEVICE CONTROL.

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Participants agree to marketing outreach related to the Program and DPPs from Sunrun via

email, phone, and text.

14. Changes to the Terms

Sunrun may modify these Terms at any time with notification by email at the most current email address that it has on record, including the effective date of the modified Terms, which will be after the date of the notice. Participation thereafter signifies acceptance to such modified Terms. The modified Terms will apply only to disputes that arise after the effective date of such modified Terms. Sunrun will also post the most current version of the Terms on its website, which Participant is encouraged to check frequently: [<https://www.sunrun.com/poweron-pr-tc-a>]

Contact Information

To ask questions or comment about these terms and our privacy practices, contact us:

Sunrun Inc

600 California St Suite 1800,

San Francisco, CA 94108

<https://www.sunrun.com/poweron-puerto-rico> | grid@sunrun.com

(855) 478-6786

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Language Preference | Preferencia de idioma

You have requested to receive your Program information in English. If you wish to change your language preference to Spanish, please contact us at 713-207-7777 or 1-866-222-7100.

Exhibit A: How to File a Complaint

You may submit a complaint to Sunrun using any of the following methods:

- Email: grid@sunrun.com
- Phone: 844-210-9168

- Mail: Sunrun. Attn: Grid Services - 600 California St., Suite 1800, San Francisco, CA 94108

Your complaint should include: (a) your name and address; (b) a description of the issue; (c) the date(s) the issue occurred; and (d) your requested resolution.

Timeframe for Submitting Complaints

You must submit any complaint within sixty (60) days of the event giving rise to the complaint, or within sixty (60) days of the date you discovered the issue, whichever is later.

Sunrun's Review and Response

Sunrun will acknowledge receipt of your complaint within five (5) business days. Sunrun will investigate and provide you with a written determination within sixty (60) days. If additional time is required, Sunrun will notify you of the expected timeline.

Request for Reconsideration

If you are dissatisfied with Sunrun's initial determination, you may request reconsideration within fifteen (15) days of receiving the determination. Your request must explain the basis for your disagreement and include any additional supporting information. Sunrun will provide a final determination within fifteen (15) days of receiving your reconsideration request.

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Complaints Regarding Disclosure of Private or Proprietary Information

If your complaint concerns the sale or unauthorized disclosure by Sunrun of your private or proprietary information for the purpose of marketing services or product offerings, Sunrun will conduct a formal investigation. Sunrun will acknowledge receipt within five (5) business days and will provide you with a written determination within sixty (60) days. If additional time is required, Sunrun will notify you of the expected timeline and the reasons for the extension.

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Regulatory Contacts

You may contact the following agencies for assistance:

Independent Consumer Protection Office (OIPC) The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico.

- Phone: (787) 523-6962
- Email: info@oipc.pr.gov
- Address: World Plaza Building, 268 Avenida Muñoz Rivera, San Juan, PR 00918
- Website: www.oipc.pr.gov

Puerto Rico Energy Bureau (PREB)

- Phone: (787) 523-6262
- Email: nepr@jrsp.pr.gov
- Address: World Plaza Building, 268 Muñoz Rivera Ave., San Juan, PR 00918
- Website: www.energia.pr.gov

Right to File a Complaint with the Energy Bureau

If you are dissatisfied with Sunrun's final determination regarding your complaint or grievance, you may file a complaint with the Puerto Rico Energy Bureau for review of such determination pursuant to Regulation 8543, known as the Regulation on Adjudicative, Notice of Noncompliance, Rate Review and Investigation Procedures. Regulation 8543 is available at <https://energia.pr.gov/wp-content/uploads/sites/7/2015/09/RE-8543-EN1.pdf> (English) or <https://energia.pr.gov/wp-content/uploads/sites/7/2015/09/RE-8543-EN1.pdf> (Spanish).

Last Updated: April 15, 2026

Data from certain Sunrun customers may be subject to the Cayman Islands Data Protection Law, 2017 (the "DPL").

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PowerOn Puerto Rico Terms & Conditions (Opt-In)

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Below are the full participant Terms and Conditions for Sunrun’s PowerOn Puerto Rico. Description of Customer Battery Energy Sharing (CBES) Your battery, along with others, will help ease strain on the electrical grid, prevent outages, and reduce greenhouse gas emissions.

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1. Eligibility

To become a Participant in the Program, a qualifying Sunrun customer must have a compatible solar and battery system installed and operational (“Device”). Upon activation of the Device, or as

soon as practicable thereafter, Sunrun will submit an application to enroll the Device in LUMA's CBES program, and it must be accepted by LUMA.

Customers must also:

- Be at least 18 years of age;
- Have an active customer agreement in good standing with Sunrun;
- Meet certain pre-qualification factors determined by Sunrun, including but not limited to, system health, battery type, etc.;
- Have an active electric account and a qualifying NEM agreement with LUMA in the Puerto Rico; and
- Remain unenrolled in another Distributed Resource Program that would result in double counting of Device export during the term of this program, of which doing so may also result in financial penalty;
- Accept these Terms and Conditions;
- Be responsive and provide access for device troubleshooting efforts by Sunrun when resolving connectivity, firmware and other Device-related issues during the Program Period.

Meeting these requirements ensures eligibility ("Eligible Participant").

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2. Program Term

By enrolling, Participant authorizes Sunrun to operate their Device until June 2028 from the date of enrollment ("**Program Term**"). The Program Term will be terminated in the event that the Participant no longer meets the eligibility criteria above, unenrolls, or is otherwise removed from participation.

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The Program Term is subject to Sunrun's discretion to continue operating this Program during and after the term. Sunrun reserves the right to amend these Terms, suspend or discontinue Program participation at any time during the Program Term. Participant may be automatically re-enrolled in subsequent Program Terms at Sunrun's discretion, subject to the then-current terms and eligibility for the Program.

3. Unspecified Consent

Unless you choose to opt out, Sunrun hereby acknowledges your consent to participate in this Program. As a participant, you agree that your enrollment is voluntary and that you have read and acknowledged these Terms and Conditions.

4. Unenrollment

Participants may opt out of the Program at any point by contacting Sunrun at grid@sunrun.com. Sunrun will action unenrollment requests within 5 business days and inform LUMA/PREPA of the change.

Opting out prior to the end of the Program Term will result in no longer being able to earn additional rewards, but your system's export during any previous grid events will still be validated. See Sunrun Incentive below for additional details.

5. Participation Requirements

Participant agrees to allow Sunrun to control the Participant's Device during the Program Term to reduce stress on the grid. Such adjustments are referred to as "**Grid Events**." Grid Events may signal the Device to charge, discharge, or change its mode of operation, change device mode, setpoint, or other settings.

Sunrun will control and monitor the Device, providing a seamless experience for participants. During a Grid Event, the Device will be programmed by Sunrun to send energy to the local grid and this will not impact the usage of electricity in Participants' home.

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Grid Events may occur for up to 4 hours, Monday through Sunday, excluding holidays. It is expected that Grid Events will occur more than 75 times per year.

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On Grid Event days, Device settings may be overridden to satisfy event requirements. On non-event days, Device will continue operating under default settings. Sunrun may conduct periodic and additional tests annually to confirm Device functionality.

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When the Program Period is complete or terminated, the Device will automatically resume pre-program modes of operation. If a Participant determines any Device deficiencies, problems, operational issues, or wants to no longer participate in the program, they must contact Sunrun at grid@sunrun.com.

6. Grid Event Opt Out

Prior to a Grid Event, Participant may select to opt out of an upcoming Grid Event using the Sunrun or Tesla mobile app.

7. Backup Power and Home Resiliency

During Grid Events, Participant's Device will be initially programmed to reserve 80% of overall capacity to power their home for resiliency during power outages. Participants can adjust their backup reserve settings within a range of 5%–80% directly in their mobile apps (Sunrun and/or Tesla if applicable). During a grid event, the lower your grid backup reserve is set, the more energy your battery will export, and the more money you'll earn.

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Participants can earn a reward of \$1.00 per kilowatt-hour (kWh) for all energy exported from the Device during a Grid Event for the duration of the Program Term.

Participants can maximize earnings by adjusting the backup reserve settings found in the Sunrun or Tesla mobile apps, therefore allowing more energy to be exported to support the grid.

The Sunrun Incentive can be claimed on a bi-annual basis. Sunrun will notify Participants when the Sunrun Incentive is available, with instructions to view or claim the reward.

9. Sunrun Incentive Administration

Sunrun will accept all funds from LUMA and distribute them after an internal review. PREPA will not be responsible for any compensation, refunds, or other payments resulting from PowerOn Puerto Rico. Sunrun does not have a liability to the customer to compensate them for missed events because of delays in the approval process, or technology failures.

Incentive payments are contingent upon the continued existence of the Program. Participant must remain in good standing under their Sunrun agreement, including but not limited to having no past due bills, and have a valid email address and ACH information on file with Sunrun in order to receive the Sunrun Incentive described above.

The Sunrun Incentive may be paid via a prepaid reward card or as a Sunrun bill credit, determined solely at Sunrun's election, which may be subject to change each year. The Sunrun Incentive is associated with the Device, not the customer, as such, whomever is the active account holder with Sunrun at the time of the Incentive disbursement will receive the claim instructions or applicable bill credits.

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If tax information is required, Participant agrees to provide correct and accurate information. Participant also agrees to [these general Sunrun Terms and Conditions for Promotional Offers \(the "Offer Terms and Conditions"\)](#).

If reward cards are used in fulfillment of the Sunrun Incentive, Participant agrees to [these Terms of Service for Sunrun Promotions](#). Additionally, the Participant's ability to claim the Sunrun Incentive expires three (3) months from the date such reward card is sent via email to the Participant for redemption.

Sunrun reserves the right to report all payments as income where required by law. Sunrun reserves the right, in its sole discretion and without prior notice, to amend, suspend or cancel the Incentive, or substitute the Incentive for any reason.

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Participant authorizes Sunrun to: 1) collect and exchange data related to identity, opt-in or opt-out status, energy usage and/or energy production, LUMA account, electric bill, and operational data about the Device (collectively, "Program Data"), solely for the purposes of determining eligibility for the Program and operating the Program; 2) review and analyze all F the purposes of improving the Program and as otherwise permitted by applicable exchange conclusions with each other and publish results based on those conclusions, provided that they treat all such Program Data in accordance with the privacy policies; 3) signal Device to respond to Grid Events for this Program or for general system te 4) send emails, text messages, pre-recorded messages and other notifications related to the Program, including about enrollment status and Program-related adjustments to send emails, text messages, pre-recorded messages and other notifications rel about the Program and to share responses to such surveys; 6) summarize the results of the Program in publicly-available studies, provided that any Program Data included in such studies will be anonymous such that Participant is not individually identifiable.

As a reminder, Sunrun will handle any personal information or data according to our [privacy policy](#).

11. Disqualification

Sunrun may terminate a Participant's involvement in the Program and their eligibility for any Sunrun Incentive at any time and without liability. This may occur for any reason at Sunrun's discretion, including if a Participant: (1) tampers or attempts to tamper with the operation of the Program; (2) provides any false information; (3) violates these Terms or applicable law; (4) fails to comply with any reasonable request related to the Program; (5) is declared ineligible for the

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Program; (6) no longer has an account in good standing with the Utility, or Sunrun; (7) does not maintain a continuous connection between their enrolled Device and the Service; or (8) enrolls in a conflicting energy program. Disqualification from the Program will not affect a Participant's payment obligations for their Sunrun Device, and their Sunrun customer agreement will remain in effect.

12. Program Termination

Sunrun's ability to offer the Program is contingent on receiving certain approvals and acceptances from the Program Administrator. If such approvals and acceptances are withheld or withdrawn, or if the Program is declared unlawful, the Program will be terminated along with the Sunrun Incentive. In the event of such termination, Sunrun will provide notice by email. Termination of the Program will not affect payment obligations for the Sunrun Device, and the Sunrun customer agreement will remain in effect.

13. General Conditions

This Program is governed by the laws of Puerto Rico without regard to its applicable principles of conflicts of law. Any failure to enforce any term of these Terms shall not constitute that provision. SUNRUN (AND EACH OF THEIR RESPECTIVE AFFILIATES, AGENTS, OFFICERS, AND EMPLOYEES) ARE NOT RESPONSIBLE OR LIABLE FOR ANY INCORRECT OR INACCURATE PROGRAM APPLICATION INFORMATION, AND ASSUME NO RESPONSIBILITY FOR: (I) TYPOGRAPHICAL OR OTHER ERRORS IN THE PRINTING OF THE PROGRAM MATERIALS, (II) THE OFFERING OR ANNOUNCEMENT OF ANY INCENTIVE, (III) ANY ERROR, OMISSION, INTERRUPTION, DEFECT OR DELAY IN OPERATION OR TRANSMISSION AT ANY WEBSITE, (IV) FAILURE OF ANY APPLICATION TO BE RECEIVED DUE TO TECHNICAL PROBLEMS, (V) SERVICE PROBLEMS, PRINTING ERRORS, HUMAN ERROR OR TRAFFIC CONGESTION, (VI) INTERNET OR AT ANY WEBSITE, (VII) COMMUNICATIONS LINE, HARDWARE AND/OR SOFTWARE FAILURES, (VIII) DAMAGE TO ANY COMPUTER OR DEVICE (SOFTWARE OR HARDWARE) RESULTING FROM PARTICIPATION IN THE PROGRAM, (IX) THEFT OR DESTRUCTION OF, TAMPERING WITH, UNAUTHORIZED ACCESS TO, OR ALTERATION OF APPLICATIONS AND/OR PROGRAM APPLICATION INFORMATION, OR (X) APPLICATIONS WHICH ARE LATE OR LOST, OR (XI) ANY LOSS OF INCOME DUE TO DEVICE CONTROL.

Participants agree to marketing outreach related to the Program and DPPs from Sunrun via email, phone, and text.

14. Changes to the Terms

Sunrun may modify these Terms at any time with notification by email at the most current email

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address that it has on record, including the effective date of the modified Terms, which will be after the date of the notice. Participation thereafter signifies acceptance to such modified Terms. The modified Terms will apply only to disputes that arise after the effective date of such modified Terms. Sunrun will also post the most current version of the Terms on its website, which Participant is encouraged to check frequently: [<https://www.sunrun.com/poweron-pr-tc-a>]

Contact Information

To ask questions or comment about these terms and our privacy practices, contact us:

Sunrun Inc

600 California St Suite 1800,

San Francisco, CA 94108

<https://www.sunrun.com/poweron-puerto-rico> | grid@sunrun.com

(855) 478-6786

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Language Preference | Preferencia de idioma

You have requested to receive your Program information in English. If you wish to change your language preference to Spanish, please contact us at 713-207-7777 or 1-866-22

Exhibit A: How to File a Complaint

You may submit a complaint to Sunrun using any of the following methods:

- Email: grid@sunrun.com
- Phone: 844-210-9168
- Mail: Sunrun. Attn: Grid Services - 600 California St., Suite 1800, San Francisco, CA 94108

Your complaint should include: (a) your name and address; (b) a description of the issue; (c) the date(s) the issue occurred; and (d) your requested resolution.

Timeframe for Submitting Complaints

You must submit any complaint within sixty (60) days of the event giving rise to the complaint, or within sixty (60) days of the date you discovered the issue, whichever is later.

Sunrun's Review and Response

Sunrun will acknowledge receipt of your complaint within five (5) business days. Sunrun will investigate and provide you with a written determination within sixty (60) days. If additional time is required, Sunrun will notify you of the expected timeline.

Request for Reconsideration

If you are dissatisfied with Sunrun's initial determination, you may request reconsideration within fifteen (15) days of receiving the determination. Your request must explain the basis for your disagreement and include any additional supporting information. Sunrun will issue a final determination within fifteen (15) days of receiving your reconsideration request.

Complaints Regarding Disclosure of Private or Proprietary Information

If your complaint concerns the sale or unauthorized disclosure by Sunrun of your proprietary information for the purpose of marketing services or product offerings, Sunrun will conduct a formal investigation. Sunrun will acknowledge receipt within five (5) business days and will provide you with a written determination within sixty (60) days. If additional time is required, Sunrun will notify you of the expected timeline and the reasons for the extension.

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Regulatory Contacts

You may contact the following agencies for assistance:

Independent Consumer Protection Office (OIPC) The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico.

- Phone: (787) 523-6962
- Email: info@oipc.pr.gov
- Address: World Plaza Building, 268 Avenida Muñoz Rivera, San Juan, PR 00918
- Website: www.oipc.pr.gov

Puerto Rico Energy Bureau (PREB)

- Phone: (787) 523-6262

- Email: nepr@jrsp.pr.gov
- Address: World Plaza Building, 268 Muñoz Rivera Ave., San Juan, PR 00918
- Website: www.energja.pr.gov

Right to File a Complaint with the Energy Bureau

If you are dissatisfied with Sunrun's final determination regarding your complaint or grievance, you may file a complaint with the Puerto Rico Energy Bureau for review of such determination pursuant to Regulation 8543, known as the Regulation on Adjudicative, Notice of Noncompliance, Rate Review and Investigation Procedures. Regulation 8543 is available at <https://energja.pr.gov/wp-content/uploads/sites/7/2015/09/RE-8543-EN1.pdf> (English) or <https://energja.pr.gov/wp-content/uploads/sites/7/2015/09/RE-8543-ES.pdf> (Spanish).

Last Updated: April 15, 2026

Data from certain Sunrun customers may be subject to the Cayman Islands Data Protection Law, 2017 (the "DPL").

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Sunrun Inc. and its subsidiaries and affiliates (“Sunrun,” “we,” “us,” “our”) respect your privacy. This Privacy Policy (“Privacy Policy” or “Policy”) describes how we collect, use, and disclose information and any rights you may have with respect to such information. It goes into detail about the information we collect through our websites (including www.sunrun.com and www.mysunrun.com), mobile applications, and/or other digital devices (collectively, the “Sites”) and personal information we collect from you or third parties through any other means to provide our services or perform other business activities (collectively, the “Services”). The Policy does not apply to personal information we collect in an employment context, such as information collected from or about job applicants or employees.

Please read this Privacy Policy, which is part of our [Website Terms](#), before using our Sites or Services. By accessing or using our Sites or Services, you agree to the Terms of Use and this Policy.

1. INFORMATION WE COLLECT

We may collect information that personally identifies, relates to, describes, or is capable of being associated with you (“personal information”), including:

- **Identifiers**, including name, physical address, email address, phone number, social security

number, driver's license or other government identification information, account identifiers and login credentials, and credit and identity information relating to data used to identify an individual.

- **Characteristics of protected classifications under applicable laws**, including age and date of birth.
- **Commercial information**, including payment card or bank account information, account history relating to an individual's purchases, service profile information relating to an individual's purchases and interests, feedback information, communication preferences, customer service and communication history, information related to home ownership or energy usage, and utility provider.
- **Internet or other electronic network activity information**, including IP address, log data, analytics data, application data, device ID, and other data collected through cookies and similar technologies.
- **Geolocation data**, including general geographic location or more precise location when permitted by law.
- **Audio, electronic, visual, thermal, olfactory, or similar information**, including, where permitted by law, recordings of phone calls between us and individuals and audio, image, and video recordings of visitors to our offices or events.
- **Professional or employment-related information**, including the business or organization an individual represents, their title with that business or organization, and information relating to their role with the business or organization.
- **Sensitive Personal Information**, including social security number, driver's license or other government identification information, precise geolocation data, and account identifiers and login credentials. Each type of Sensitive Personal Information may also fall under another category of personal information.
- **Demographic information**, including age and date of birth.
- **Inferences drawn from other personal information or data**, including our inferences about interests and preferences and related service profile information.

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A. Personal Information

We may collect information that personally identifies, relates to, describes, or is capable of being associated with you ("personal information"). The types of personal information we collect about you will vary based on how you use the Sites and/or Services and your relationship with us, but may include:

- *Identifiers*, including name, physical address, email address, phone number, social security number, driver's license or other government identification information, account identifiers and login credentials, and credit and identity information relating to data used to identify an individual.
- *Characteristics of protected classifications under applicable laws*, including age and date of birth.

- *Commercial information*, including payment card or bank account information, account history relating to an individual's purchases, service profile information relating to an individual's purchases and interests, feedback information, communication preferences, customer service and communication history, information related to home ownership or energy usage, and utility provider.
- *Internet or other electronic network activity information*, including IP address, browser type, device type, system type, and the domain name from which you accessed the Sites, log data, analytics data, application data, device ID, and other data collected through cookies and similar technologies.
- *Geolocation data*, including general geographic location or more precise location when permitted by law.
- *Audio, electronic, visual, thermal, olfactory, or similar information*, including, where permitted by law, recordings of phone calls between us and individuals, pictures captured on job sites, and audio, image, and video recordings of visitors to our offices or events.
- *Professional or employment-related information*, including the business or organization an individual represents, their title with that business or organization, and information relating to their role with the business or organization.
- *Inferences drawn from other personal information or data*, including our predictions about interests and preferences and related service profile information.

Some of the personal information listed above may be considered sensitive personal information under relevant privacy laws. Under applicable law, this may include social security number, driver's license or other government identification information, precise geolocation data, account login credentials, and financial information.

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B. Usage Information

We may collect information about your use of the Sites, including the date and time you visit the Sites, the content, areas, or pages of the Sites that you visit, the website or app from which you navigated to the Sites, the page or app you visit after leaving the Sites, the amount of time you spend viewing or using the Sites, the number of times you return to the Sites, as well as other click-stream or usage data, and whether you open, forward or click-through an email to the Sites. For legal compliance purposes, we may also capture or record your interactions with www.sunrun.com to confirm that your information was submitted to us through www.sunrun.com.

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C. Communication Recordings

We may record calls and retain the content of text messages, chat transcripts, emails, or other written/electronic communications between you and us. By communicating with us, you consent to our recording and retention of communications.

D. De-identified Information

We may at times receive, or process personal information to create, de-identified data that can no longer reasonably be used to infer information about, or otherwise be linked to, a particular individual or household. Where we maintain de-identified data, we will maintain and use the data in de-identified form and not attempt to reidentify the data except as required or permitted by law.

2. HOW WE COLLECT INFORMATION

There are several ways that we may collect personal information, including information you provide us, information we receive from third parties, and information that we automatically collect.

A. From You

We may collect personal information directly from you when you provide it to us through the Sites or Services. This may include when you use our Sites or Services, register or create an online account with us, purchase products or services, request information from our website, request newsletters or our email list, enter into sweepstakes or other promotion, fill out a survey, request customer support, or otherwise communicate with or contact us (e.g., information you provide to Sunrun representatives or at retail store kiosks). We may also capture personal information when you contact us by phone, email, or through other means.

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B. Information Collected from Other Sources

We may collect personal information from other sources as follows:

- *From our service providers:* We may use third-party service providers to support our Sites and Services and perform other business processes on our behalf, including, without limitation, to perform credit checks and process credit card payments, and we may obtain personal information from these third parties.
- *From other third parties:* We may collect personal information from other third-party sources, including data aggregators, public databases, analytics firms, marketing partners, other consumers, and government agencies.

C. Information Automatically Collected Via Cookies and Other Automated Tools

Whenever you interact with the Sites or Services, we may use a variety of technologies such as cookies, clear GIFs, web beacons, pixel tags, log files, flash cookies, and other automated

technologies or third-party services, such as LeadID (collectively “cookies”) to collect personal information and Usage Data.

We and third parties use cookies to track and analyze your interaction with our Sites and Services, improve the experience of our Sites and Services, and conduct cross-context behavioral or targeted advertising (collectively “targeted advertising”). Certain features of our Sites may not work if you delete or disable cookies.

We use the following types of cookies:

- *Necessary*: These cookies are essential to operate the Sites and provide you with services you have requested.
- *Marketing*: These cookies allow us and third parties to learn more about you, including your use of our Sites and other websites, and advertise products or services that might interest you as further indicated below.
- *Analytics*: These cookies help us and third parties understand how our Sites are working and who is visiting our Sites.

You can opt-out of certain types of cookies and other tracking tools by clicking the “[Cookies](#)” link in the footer on our Sites.

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D. Information You Provide Through Third-Party Websites or Services

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If you connect or link to us through a third-party website or service, such as a social media account, we may automatically receive certain information about you based on your privacy and privacy settings on those third-party websites or services. This may include, but is not limited to, your name, username, demographic information, updated address or contact information, location, interests, and publicly-observed data, such as online activity. You should review the Privacy Policy of any website from which you reached our Sites to determine what information the operator collects and how it uses such information. We may retain information about you provided to us by other websites and will use it in accordance with this Privacy Policy. Such information may be associated with other Usage Data or Personal Information.

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E. Targeted advertising

We may work with third-party advertisers, search providers, and ad networks (“Advertisers”) to learn more about you and show you ads or other content that we believe would be relevant to you. Advertisers may collect and use information about your use of our Sites or Services as well as other websites and services. These companies may use cookies to collect and use your information. We and/or Advertisers may also append other data to the data collected by

Advertisers to create an interest profile of individual users. Our Privacy Policy does not cover any use by an Advertiser of information that they may collect from you. Advertisements may be shown via our Sites or on third-party websites.

If you want to minimize the amount of targeted advertising you receive, you can also visit the [Digital Advertising Alliance \(DAA\) Consumer Choice Page](#) or the [Network Advertising Initiative Consumer Opt-Out Page](#). These websites allow you to opt-out of participating advertising networks. Opt-outs may be device and browser specific. Please note that opt-outs only apply to targeted advertising. You may still receive other types of online advertising. To opt out of the use of your mobile device ID for targeted advertising, please see <http://www.aboutads.info/appchoices>.

F. Information from Advertisements

If you arrive at our Sites via an advertisement (e.g., banner ad), we may collect information regarding the advertisement with which you interacted and your interactions (e.g., item clicked, date and time).

G. Social media features

The Sites may include social media features, such as Facebook, YouTube, Pinterest, LinkedIn, Instagram, and X widgets. These features may collect information about your IP addresses, the pages you visit on our Sites as well as other personal information. A cookie may be used to ensure that a feature properly functions. Your interactions with features are governed by the privacy policies of the companies that provide them and you should review the relevant privacy policies before interacting with these features.

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H. Combination of Information

We may combine the personal information that we receive from and about you, including information you provide to us and information we automatically collect through the Sites and/or Services, as well as information collected from other online or offline sources, including from third-party sources and from your installed solar system.

3. HOW WE USE AND DISCLOSE YOUR INFORMATION

A. Generally

We may use personal information and sensitive personal information for business purposes,

such as:

- *Provide and improve goods and services.* To provide our Sites and/or Services and their contents to you. To analyze, improve, operate, and maintain the Sites, Services, and other systems, and to develop new products and services.
- *Communications.* To provide you with information about our products and services or your account and to otherwise contact and communicate with you when necessary, including updates about our Sites and Services.
- *Energy programs.* To plan, implement and evaluate energy-use and efficiency programs, such as demand response programs.
- *Account management and servicing.* To allow you to take certain actions related to your account, including, but not limited to, tracking the progress of your solar system installation, making and managing payments, viewing billing history, calculating your post-solar savings, reviewing and monitoring your solar production, managing your account and contact information, and viewing and downloading your solar system agreement.
- *Billing and collections.* To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- *Eligibility and pricing.* To determine if consumers are eligible for certain products, services or offers and the pricing related to such offers;
- *Product research and development.* To conduct research and analysis for protecting, and developing services, increase and maintain the safety of our services, and prevent misuse;
- *Business operations.* To evaluate, develop, and improve business operations, services offered, conduct audits, evaluate contractors and technicians, and business administration and other normal business activities;
- *Compliance.* To comply with applicable legal requirements, industry standards, obligations, our policies, and take actions that we deem necessary to preserve and enforce our rights and the rights of others;
- *Information security and fraud prevention.* To operate information security and anti-fraud programs; and
- *Other purposes.* As described to you at the point of collection, with your consent, or as otherwise required by applicable laws.

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We do not and will not (without your consent) use precise geolocation data to draw inferences about (i) your past, present, or future physical or mental health status or (ii) any attempts you make to acquire or receive health services or supplies.

B. Disclosures You Authorize or Direct

The Sites offer many ways to find, enjoy, and share content. Your activity in connection with the Sites may include filling out surveys, reviewing and rating products or services, inquiring about or purchasing products or services, participation in online communities, "liking" or "sharing" our

content to your social media accounts or pages or otherwise interacting with the Sites. Any information you may disclose through the Sites, in blogs, on message boards, in chat rooms, or on other public areas through the Sites or other third-party websites, applications, or services that these Sites may link to, becomes public information. Please exercise caution when disclosing personal information in these public areas.

C. Service Providers

We may provide your personal information to other businesses, including affiliates, to provide services to us or on our behalf.

D. Third-Party Sharing

We may disclose personal information to third parties in situations that qualify as “sharing” (for targeted advertising purposes) under applicable privacy laws. In the previous 12 months, we shared personal information as follows:

- *Affiliates*: we disclosed identifiers, characteristics of protected classification information, geolocation data, audio/visual/electrical and similar information, and inferences for marketing and general business purposes.
- *Nonprofits*: we disclosed identifiers, characteristics of protected classification information, commercial information, non-precise geolocation data, and inferences for marketing purposes.
- *Energy providers*: we disclosed identifiers, characteristics of protected classifications, commercial information, internet or other electronic network activity information, geolocation data, audio/visual/electrical and similar information, and inferences for connection with demand response and similar programs.
- *Marketing partners*: we disclosed identifiers, characteristics of protected classifications, commercial information, non-precise geolocation data, and inferences for marketing purposes.
- *Advertising, social media, and analytics companies*: we disclosed identifiers, commercial information, internet or other electronic network activity information, non-precise geolocation data, and inferences for analytics and targeted advertising purposes.

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Although we may share Identifiers generally, we do not share text message “opt-in” data. Your choice to opt into text message and similar marketing programs is not transferable to unaffiliated third parties.

E. Other third-party disclosures

We may occasionally disclose data, including each category of personal information, to third parties for other purposes such as:

- *Sale or Transfer of Business or Assets:* We may sell or purchase assets during the normal course of our business. If another entity acquires us or any of our assets, information we have collected about you may be transferred to such entity. In addition, if any bankruptcy or reorganization proceeding is brought by or against us, such information may be considered an asset of ours and may be among the assets transferred.
- *Compliance with Laws:* We may access and disclose your information to comply with any court order, law, or legal process, including responding to any subpoenas, judicial processes, or government or regulatory requests and investigations.
- *Enforcing Our Rights:* We may disclose your information to enforce or apply our terms of service (see www.sunrun.com/terms-of-service) and other agreements, including for billing and collection purposes, or to protect the security of our Sites, servers, network systems, and databases.
- *Safety:* We may access and disclose your information if we believe disclosure is necessary or appropriate to protect our rights, property, or safety, or the rights, property, or safety of our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- *Aggregate or Anonymous Non-Personal Information:* We may disclose aggregated, anonymous, or de-identified non-personal information to third parties for marketing or analytics uses.
- *Other:* We may disclose your information as described to you at the point of collection.

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F. Unsubscribing from our Marketing Communications

We provide our customers, as well as individuals referred by our customers, with the ability to opt out of having their information used for purposes not directly related to placement, processing, fulfillment, or delivery of a product or service. To opt out of marketing communications or to request to be added to our Do Not Call List or Do Not Mail List, you may use one of these convenient methods:

- *Email Offers:* If you receive commercial email from us, you may unsubscribe at any time by following the instructions contained within the email, or by sending us an email at privacy@sunrun.com or writing to us at the address listed below. You should note that unsubscribing from our emails will not automatically unsubscribe you from emails sent by any third party, and you will need to separately unsubscribe from such third party's communication, if desired.
- *Direct Mail Offers:* If you do not wish to be notified by postal mail regarding products, services, events, programs, and offers that we believe you may find of interest, send us an email or write to us at the address listed below.
- *Telemarketing:* If you do not want to receive marketing phone calls from us, you may: (i)

email us at privacy@sunrun.com with "Do Not Call" in the subject line; (ii) call customer care at 855-478-6786; (iii) ask to be placed on our Do Not Call list when you receive a call from us; or (iv) mail us at the address listed below. Once we place your name on our internal "Do Not Call" list, we will no longer call you for marketing purposes (unless you submit another inquiry or request another consultation/quote from us after your initial do-not-call request). We will honor your request as soon as reasonably practicable. You may still receive calls from third parties who are not calling on our behalf regarding their products and services, and you will need to separately request that those parties not call you.

If you receive marketing communications from one or more of our affiliates or subsidiaries, you must opt out individually from each.

G. Accessing and Updating Your Information

If you become a Sunrun customer, you can create an account with us. You can contact your sales representative or Sunrun Customer Care representative to request a correction to or deletion of certain information you provided in connection with your account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

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4. THIRD-PARTY CONTENT, LINKS, AND PLUG-INS

The Sites may contain links to third parties who partner with us. If you use those links, these third parties may collect information about you. We do not control third-party links or how these third parties collect and use your personal information. If you have any questions about their practices, you should view their privacy policies and/or contact those third parties.

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The Sites also may offer you the ability to interact with social plugins from social media sites, which may allow us and/or the social media site to receive data from or about you. In some cases, we may know that you clicked on a social plugin, such as a Twitter Follow button, or received other information from the social media sites. Similarly, if you have previously provided personal information to a third party operating a plug-in on the Sites, then such third party may recognize you on the Sites. Your choice to use social network plugins and provide your information to them is subject to each social media site's privacy policy, which may be different from ours, so please read these policies carefully to understand their policies and your options. As with linked sites, we have no control over the information that is collected, stored, or used by social network plugins, and are not responsible for the practices of such sites.

5. CHILDREN'S AND MINORS' PRIVACY

Protecting minors' privacy is important to us. We do not direct the Sites to, nor do we knowingly collect or sell any personal information from, individuals under the age of 18. If we learn that a minor provided personal information through our Sites or Services, we will use reasonable efforts to remove such information from our files. If you (or your dependent) are a minor and believe we collected information from you (or your minor dependent), please contact us directly at privacy@sunrun.com. Please note we may not be able to modify or delete your information in all circumstances.

6. THIRD PARTY CONTENT, LINKS, AND PLUG-INS

We have implemented measures designed to secure your information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to ensure the integrity and security of our network and systems, we cannot guarantee our security measures.

We retain personal information only for as long as is reasonably necessary to fulfill the purpose for which it was collected. However, if necessary, we may retain personal information for longer periods of time, until set retention periods and deadlines expire, for instance where we are required to do so in accordance with legal, tax and accounting requirements set by a regulator or other government authority.

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To determine the appropriate duration of the retention of personal information, amount, nature and sensitivity of the personal information, the potential risk of unauthorized use or disclosure of personal information and if we can attain our objectives by other means, as well as our legal, regulatory, tax, accounting and other applicable

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Therefore, we retain personal information for as long as the individual continues to use our Sites and/or Services for the purposes explained in our **Privacy Policy**. When an individual discontinues the use of our Site and Services, we will retain their personal information for as long as necessary to comply with our legal obligations, to resolve disputes and defend claims, as well as, for any additional purpose based on the choices they have made, such as to receive marketing communications. In particular, we will retain personal information supplied when joining our services, including complaints, claims and any other personal information supplied during the duration of an individual's contract with us for the services until the statutory limitation periods have expired, when this is necessary for the establishment, exercise or defense of legal claims.

Once retention of the personal information is no longer necessary for the purposes outlined above, we will either delete or de-identify the personal information or, if this is not possible (for example, because personal information has been stored in backup archives), then we will

securely store the personal information and isolate it from further processing until deletion or de-identification is possible.

7. CHANGES TO OUR PRIVACY POLICY

We will post any changes to our Privacy Policy here, as well as provide a notice of the update on applicable website and mobile app home pages. If we make material changes that allow us to use your personal information in a less restricted way, we will make reasonable efforts to notify you and take additional actions required by applicable law. Changes to our Privacy Policy are effective upon posting. The date the Privacy Policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting the Sites to check for updates to the Privacy Policy. Your continued use of the Sites and/or Services after we change the Privacy Policy means you accept those changes.

8. ADDITIONAL PRIVACY RIGHTS AND DISCLOSURES

A. Notice of Privacy Rights

You may have additional rights to access and control your personal information. Exemptions may apply. Applicable privacy rights may include:

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<p>Right to Know</p>	<p>The right to request twice per 12-month period that we provide you (i) the categories or specific pieces of personal information we collected about you; (ii) the categories of sources from which your personal information was collected; (iii) the business or commercial purpose(s) for which we collected your personal information; and (iv) the categories of third parties with whom we sold, shared, or disclosed your personal information, including the categories of personal information sold, shared, or disclosed to each and the purposes for doing so. Residents of certain jurisdictions may have the right to receive the names of third parties to whom we disclosed personal information. We will not provide specific pieces of personal information unless you expressly request them.</p> <p>To protect your personal information, you must provide the required information and/or documentation to verify your identity. We will process verified requests within 45 days, subject to any applicable exceptions and extensions permitted by law.</p> <p>We cannot provide access to specific pieces of personal information if the personal information is sensitive or creates a high risk of potential harm from disclosure to an unauthorized person.</p>
<p>Right to Access and Portability</p>	<p>The right to obtain access to the personal information we collect about you and, where required by law, the right to obtain a copy of that information in a portable and, to the extent technically feasible, readily usable format that allows you to transmit the data to another party without hindrance.</p>
<p>Right to Correct</p>	<p>The right to request that we correct inaccurate personal information we maintain about you. After you request to correct inaccurate personal information, we will provide instructions for you to provide us with documentation to support your request and we will consider it. We may decline to correct your personal information if a legal exemption applies such as if we determine that your request is fraudulent or abusive or if we determine, based on the totality of the circumstances, that your correction is more likely inaccurate than accurate. We may decide to delete your allegedly inaccurate personal information instead of correcting it. We will process verified requests within 45 days, subject to any applicable exceptions and extensions permitted by law.</p> <p>If you only wish to update your contact information or other personal information rather than disputing its accuracy, please call our toll-free number 855-478-6786 and one of our representatives will assist you.</p>
<p>Right to Delete</p>	<p>The right to request that we delete any personal information we have collected about you. Exemptions may apply, for example if we need the</p>

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	<p>information to complete a requested or reasonably anticipated transaction, prevent security incidents or fraud, enable internal uses that are reasonably aligned with your expectations, or comply with legal obligations. To prevent unauthorized individuals from making deletion requests, you must provide required information and/or documentation to verify your identity. We will process verified requests within 45 days, subject to any applicable exceptions and extensions permitted by law. We will retain a record of your deletion request as required by law.</p>
<p>Right to Opt-Out of Sharing of Personal Information</p>	<p>The right to direct us not to share (for targeted advertising) your personal information to third parties. We will process verified requests as soon as possible, subject to any applicable exceptions and extensions permitted by law.</p>
<p>Right to Opt-Out of Automated Decision-Making / Profiling</p>	<p>The right to direct us not to use automated decision-making or profiling for certain purposes.</p>
<p>Right to Appeal</p>	<p>You have the right to appeal our decision to deny, in full or in part, one or more of your privacy requests. We will process appeal requests within 45 days of receipt, subject to any applicable exemptions and extensions permitted by law. If we deny your appeal, we will provide you with an explanation of the reasons for our decision. If you are not satisfied with our explanation for the denial of your appeal, you may have an appeal under certain laws to contact your Attorney General to submit a request about the appeal results. In such case, we will provide you with instructions for doing so.</p>

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B. Submitting Privacy Rights Requests

To submit a request to exercise one of the privacy rights identified above, please:

- Navigate to our Privacy Preference Center and complete our [online form](#); or
- Call 1-855-478-6786.

Before processing certain types of requests, we may need to verify your identity and confirm you are a resident of Puerto Rico. In order to verify your identity, we will generally either require

the successful authentication of your email, or the matching of sufficient information you provide us to the information we maintain about you in our systems. As a result, we require certain requests to include first and last name, phone number, email, street address, city, state, and zip code. We may at times need to request additional personal information from you, taking into consideration our relationship with you and the sensitivity of your request.

In certain circumstances, we may decline a privacy rights request, particularly where you are not a resident of one of the eligible jurisdictions or where we are unable to verify your identity.

To opt-out of third-party data collections from our Sites that relate to targeted advertising, you must also (1) select your cookie preferences using the link in the footer on our Sites or (2) use your browser or a browser extension to send us a [Global Privacy Control](#) (GPC) signal.

C. Submitting Authorized Agent Requests

You are permitted to use an authorized agent to submit requests on your behalf through the designated methods set forth above where we can verify the authorized agent's authority to act on your behalf. In order to verify the authorized agent's authority, we generally require evidence of either (i) a valid power of attorney or (ii) a signed letter containing your name and contact information, the name and contact information of the authorized agent, and a signed authorization for the request. Depending on the evidence provided, the type of request, and your jurisdiction of residency, we may still need to separately reach out to you to verify that your authorized agent has permission to act on your behalf and to verify your identity with the request.

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D. Non-Discrimination Notice

We will not discriminate against any consumer for exercising their privacy rights under law or this Privacy Policy. However, the exercise of the rights described above may result in a different price, rate or quality level of product or service where that difference is reasonably related to the impact the right has on our relationship or is otherwise permitted by law.

E. Additional Disclosures

Our Privacy Policy shall be construed to be consistent with the principles of the DataGuard Energy Data Privacy Program Voluntary Code of Conduct (available at https://www.smartgrid.gov/files/documents/DataGuard_VCC_Concepts_and_Principles_2015_01_08_FINAL.pdf). To the extent any provision of this policy is finally determined by the Puerto Rico Energy Bureau, or by a court of competent jurisdiction, to be not consistent with the DataGuard Energy Data Privacy Program

Voluntary Code of Conduct as applied to a Puerto Rico consumer, the DataGuard Energy Data Privacy Program Voluntary Code of Conduct will be deemed to apply and the inconsistent terms of this Policy shall be treated as void as applied to Puerto Rico consumers.

We do not sell (as contemplated under Puerto Rico law) the private or personal customer information of Puerto Rico customers to any third parties. In addition, we will not disclose to or share with affiliates, subsidiaries, or any other third party, private or proprietary Puerto Rico customer information to market services or product offerings to a Puerto Rico retail electric customer who does not already subscribe to that service or product.

Notwithstanding the foregoing, we may share private or personal Puerto Rico customer information with our Demand Response (DR) vendors, verifiers, and evaluators, provided that such data sharing is limited to that which is necessary for effectively operating our DR program or programs or the verification or evaluation of such programs. We may disclose private or proprietary Puerto Rico customer information to a third party with which we have a contract where such contract is directly related to conduct of our business and the services being provided, provided that the contract prohibits the third party from further disclosing or selling any private or proprietary Puerto Rico customer information obtained from us to a party that is not us and not a party to the contract with us. We may also collect and release Puerto Rico electric customer information in aggregate form if the aggregated information does not identify a specific customer to be identified

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9. CONTACT INFORMATION

To ask questions or comment about this privacy policy and our privacy practices

Mail: Sunrun Inc., Attn - Marketing (Privacy), 600 California Street, Floor 18, San Francisco, CA 94108

Email to: privacy@sunrun.com

Toll-free number: 855-478-6786

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