

## Consumer Protection Working Group Meeting, Equity Accountability System Webinars, and Deadline to Cure Annual Report Deficiencies

September 30, 2022

### Program News

- **First Expanded Consumer Protection Working Group Meeting Next Friday, October 7, 2022**

As previously announced, the Agency is excited to expand and recalibrate the Consumer Protection Working Group and hopes to engage a diverse set of stakeholders to generate robust discussion of consumer protection issues. The agenda for the October 7, 2022, meeting has been [posted online](#). If you would like to receive further updates about the Working Group, please sign up using this link: <https://illinoisabp.com/cp-working-group/>

- **Upcoming Equity Accountability System Webinars**

On Tuesday, October 4, 2022, at 12:00 p.m. CT, the Program Administrator and IPA will hold a webinar formally introducing the Equity Accountability System (EAS), outlined in Chapter 10 of the [Final 2022 Long-Term Plan](#). This webinar, the first in a two-part introductory series, will provide an overview of the EAS, discussion of key elements, its applicability to the Adjustable Block Program including future opportunities and requirements for Approved Vendors and Designees, and available support from the Program Administrator. Participants are encouraged to ask questions during the Question & Answer section of the webinar. **Attendees can join the webinar via Zoom at this link:** <https://energy-solution.zoom.us/j/93965102181>

All AVs and Designees are strongly encouraged to attend the webinar series or to view the recording to ensure comprehension and compliance with Program requirements. An attestation will be included so that Approved Vendors and Designees can indicate their viewing of the webinar and provide information about how they will incorporate EAS plans into their organization. The webinar series will be recorded and posted on the Program website as well as the [ABP YouTube Channel](#) for later viewing by anyone who cannot attend.

- **Waiver of Net Metering Requirement for Projects Where Net Metering is Unavailable**

As previously shared, the IPA is introducing a waiver process for AVs and Designees that make offers to customers to install solar projects for which net metering is unavailable. Section IV of the [Consumer Protection Handbook](#) prohibits making offers to customers if the customer cannot utilize net metering.

The Agency recognizes that some customers may, with full understanding of the issue, still wish to move forward with a solar project. Therefore, a waiver process can be used as explained at this link: <https://illinoisabp.com/faqs/#netmeterwaiver>; stakeholders can access both [fillable](#) and [standard PDFs](#) of the waiver.

- **Ongoing Program Portal Updates**

The Program Administrator continues to update and optimize the new Program Portal. A release of improvements on September 29, 2022 included the following:

- Ability for Community Solar Disclosure Forms to be created with a “TBD” vendor and/or project
- Improvements to the Portal registration process for Designees
- Various bug fixes for Part I application process and document uploads

- **Ongoing Operations Updates**

The Program Administrator continues to work diligently in ensuring that Program operations and processes are functioning efficiently and effectively. With each week and phase of the current Program year, updates

will be shared with Approved Vendors and Designees to provide a deeper look into continued Program operations and processes. Recent updates for the week of September 26, 2022, include:

- Completing October REC invoices, which will be placed in SharePoint. AVs will receive an email if they have an invoice.
- Reviewing applications in the order they were received. Part II Application processing will resume in the coming week.
- Working with AVs to cure discrepancies in Annual Reports by the **October 1, 2022 deadline**.
- Verifying community solar subscriber workbooks. The Program Administrator will reach out to AVs with specific questions or follow-up as needed.

## **Transition Updates**

- **Program Administrator Office Hours**

To support AVs and Designees experiencing technical difficulties with use of the Portal or in resolving other challenges, the Program Administrator is pleased to continue offering open “office hours” to answer questions, provide support, and gather feedback. Sessions are held with individual AV or Designee points of contact, via Zoom, utilizing a waiting room for individual appointment privacy. Many Approved Vendors and Designees continue to take advantage of the office hours, which are supported by members of the Program Administrators service, strategy, operations and technical teams, and provide an opportunity to establish direct relationships with the Program Administrator. Upcoming office hours are planned for the following dates and times, with more dates expected to follow:

- Wednesday, October 5 – 10:00 a.m. - 11:00 a.m. CT – Join link: <https://energy-solution.zoom.us/j/95588710302>
- Wednesday, October 12 – 10:00 a.m. - 11:00 a.m. CT – Join link: <https://energy-solution.zoom.us/j/95588710302>
- Wednesday, October 19 – 10:00 a.m. - 11:00 a.m. CT – Join link: <https://energy-solution.zoom.us/j/95588710302>

**REMINDER:** All transition updates can be found on the [ABP Transition Hub webpage](#).

**CONTACT US:** For Portal, application, or Program-specific questions and inquiries, please contact [admin@illinoisabp.com](mailto:admin@illinoisabp.com) or call 877-783-1820.

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## **Requirements and Reminders**

- **Annual Report Discrepancies – Curing Discrepancies Required by October 1, 2022**

The Program Administrator continues to review Annual Reports that were submitted in July 2022 and identify discrepancies that must be cured by Approved Vendors. The Program Administrator is reaching out directly to Approved Vendors who have discrepancies in their Annual Reports to ensure that issues are cured by the October 1, 2022, deadline. Failure to cure deficiencies may result in the contracting utility drawing on collateral or other consequences outlined under the REC delivery contracts. **Reminder, all discrepancies must be cured by October 1, 2022.**

- **Program Year 2022-2023 Resources Available for Stakeholders**

On September 1, 2022, the launch of the Program Year 2022-2023, a variety of resources were released for Prospective and Approved Vendors and Designees. Resources are available at the following links.

- [Approved Vendor Application](#)
- [Welcome to Program Year 2022-2023 Webinar](#)
- [Program Year 2022-2023 Resource Guide](#)
- [Program year 2022-2023 Webinar Q&A](#)