

# Illinois Power Agency Issues Request for Approved Vendors and Designees Interested in Serving Stranded Adjustable Block Program (Illinois Shines) Distributed Generation Customers

**January 18, 2023**

In light of an increased volume of “stranded customers” within the Adjustable Block Program, the Program Administrator intends to compile a list of Approved Vendors and Designees interested in serving “stranded customers.”

“Stranded customers” are Adjustable Block Program Distributed Generation customers whose Approved Vendor and/or Designee has gone out of business, is unable to meet Program requirements, or is suspended as a result of disciplinary action and prohibited from advancing projects through the application process. The stranded customer may be left without an Approved Vendor and/or Designee to submit application materials, advance their application through the review process, complete system installation, and/or to pass through promised REC payments from the contracting utility (where applicable).

Pursuant to Section 7.7.1 of the 2022 Long-Term Plan, the Agency may refer customers to an Approved Vendor or Designee that is willing to take on stranded customers since many customers will not have the time, interest, or ability to find a new Approved Vendor or Designee on their own. Stranded customers are seen throughout the application process timeline. Most of the current stranded customers identified by the Program Administrator fit into the two categories in Exhibit 2, with the majority of cases seen prior to Part I application submission. (For stranded customers in unique situations, the Program Administrator will also plan to utilize Approved Vendors/Designees from the list.)

The Program Administrator seeks to create and maintain a list of Approved Vendors and Designees willing to take on stranded customers. The Agency is setting out eligibility guidelines outlined in Exhibit 1 for Approved Vendors and Designees who have expert knowledge in navigating Illinois ABP application submissions, have a good record with the Program, and have the bandwidth to support these customers. There are a variety of procedural hurdles attached to applications in stranded status; Approved Vendor/Designees that apply to be on the list must have the staffing availability to navigate non-standard application processes to ensure an optimal customer experience. This list will be used to communicate with affected customers and assist them in finding another Approved Vendor and/or Designee. Approved Vendors and Designee on the list will not be *required* to take on every customer who reaches out to them, but should generally have interest and capacity to take on some stranded customers.

To be included on the list, Approved Vendors and Designees must meet the eligibility requirements below.

Exhibit 1

Eligibility Guidelines for Candidates
Must be a registered Approved Vendor and/or Designee through the Illinois Adjustable Block Program.
Must not be currently suspended nor have been suspended or received any warning letters in the past 6 months. <i>IPA and the Program Administrator have the discretion to exclude a company based on ongoing investigations of Consumer Protection issues.</i>
Must have a demonstrated history of responsiveness to the Program Administrator and customers.
Must have successfully completed a minimum of 20 Illinois Adjustable Block Program applications, from signing disclosure forms to REC invoicing.

The Program Administrator will review submissions as they are received. Approved Vendor/Designees that are selected for the list will be notified via email and posted to the Illinois Adjustable Block Program website the following week. The

Program Administrator may update the list to add new Approved Vendor/Designees that submit requests, or to remove Approved Vendor/Designees if they no longer meet the eligibility guidelines. Interested Approved Vendors and Designees should email [admin@illinoisabp.com](mailto:admin@illinoisabp.com) with the following information:

- Approved Vendor/Designee name
- Illinois Adjustable Block Program AV or Designee ID number
- Customer support email and telephone number
- Geographic area in which the entity provides services (if services are not provided across the entire state of Illinois)
- List of linked Approved Vendor/Designees with their Approved Vendor or Designee ID numbers
- Customer category(ies) the entity would be able to assist from the list presented in Exhibit 2

## Exhibit 2: Types of Stranded Customers

When AV and/or Designee becomes unavailable	Concern Related to Customer	Considerations	What would be expected from AV/Designee
<p>1. After customer signs the Disclosure Form/contract but before application is submitted to Program.</p> <p>*There is a subset of customers who no longer have an AV <u>AND</u> Designee due to both entities exiting the market. In these cases, a customer will need to work with a new entity (or entities) to submit their application AND install their system, if not already installed*</p>	<p>Customer does not have a path for project application, and may therefore not receive promised REC incentive payment (where applicable)</p>	<ul style="list-style-type: none"> <li>Former AV/Designee may have exited IL ABP marketplace.</li> <li>Former AV/Designee may be unavailable to obtain application materials for Part I submission</li> <li>Customer may already have contract with the former AV/Designee.</li> </ul>	<ul style="list-style-type: none"> <li>Designee may be necessary to install or fix installation issues with project</li> <li>AV would need to assemble application materials</li> <li>AV would need to submit project application and commit to successfully moving the application through the Program, including passing through promised REC incentive (as applicable) to the customer</li> <li>AV should provide a proposal to the customer that includes all costs and estimated timeline</li> </ul>
<p>2. After Part I verification and before Part II submission</p>	<p>Customer does not have a path to completing the application process and may therefore not receive promised REC incentive payment (where applicable)</p>	<ul style="list-style-type: none"> <li>Customer may have contract transferring RECs to the former AV</li> <li>Project may be part of a batch; AV/D will need to work closely with PA to determine a path forward</li> <li>Project might still need to be installed at this stage as well</li> </ul>	<ul style="list-style-type: none"> <li>Designee may be necessary to install or fix installation issues with project</li> <li>AV would need to assemble application materials</li> <li>AV would need to submit project application and commit to successfully moving the application through the Program, including passing through promised REC incentive (as applicable) to the customer</li> <li>AV should provide a proposal to the customer that includes all costs and estimated timeline</li> </ul>