

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, June 2, 2023

| TOPIC 1 | Feedback on Situations Requiring Generation/Signing of New Disclosure Forms |
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| BACKGROUND | <p>A key consumer protection requirement in both the Illinois Shines and Illinois Solar for All programs is the standard Disclosure Form. Both programs require that all customers receive and sign a standard Disclosure Form before signing their installation contract (for distributed generation) or subscription (for community solar). The purpose of the Disclosure Form is to provide clear, consistent information to the customer about the Program, the specific offer by the Approved Vendor/Designee, and consumer rights. The Programs require Approved Vendors/Designees to obtain a second signed Disclosure Form in certain instances when there are material changes to the information contained on the original Disclosure Form, i.e., in DG, when the AC size of the system change by more than the greater of 5% or 1kW.</p> <p>The Program Administrator is considering providing additional guidance on which situations trigger the requirement to generate (and have signed) an updated Disclosure Form.</p> |
| ISSUES/ QUESTIONS TO DISCUSS | <p><i>Discussion questions:</i></p> <ul style="list-style-type: none">○ <i>What are the common situations experienced by Approved Vendors and Designees that currently require new Disclosure Forms to be generated and signed? Have Approved Vendors and Designees encountered situations where it was unclear whether a new Disclosure Form was required? If so, what were those situations?</i>○ <i>What feedback have agencies, advocacy groups and other stakeholders received from consumers on the requirements surrounding the need to re-sign Disclosure Forms in certain situations?</i>○ <i>Are there situations requiring new Disclosure Forms that stakeholders believe should not require Disclosure Forms in the future? If so, what are these situations?</i> |

| TOPIC 2 | Potential Disclosure Form Efficiencies |
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| <p>BACKGROUND</p> | <p>On May 18, 2023, the Program Administrator hosted a webinar focusing on the June 1, 2023, rollout of the updated Disclosure Forms in the portal. The updates to the Disclosure Form were made to streamline the Disclosure Forms, create new consumer protection requirements, and clarify existing requirements. Both during and after the webinar, the Program Administrator received feedback requesting that the Program Administrator consider developing additional efficiencies or functionalities related to Disclosure Forms.</p> <p>For example, one entity requested the ability to duplicate entries in certain fields from one Disclosure Form to the next to save time with re-entering identical information.</p> <p>The Program Administrator seeks input from Approved Vendors and Designees on potential additional efficiencies or functionalities that could be considered in the future for Disclosure Form completion.</p> |
| <p>ISSUES/ QUESTIONS TO DISCUSS</p> | <p><i>Discussion question:</i></p> <ul style="list-style-type: none"> ○ <i>What changes to the Disclosure Form portal functionality do market participants want considered in order to improve efficiency in completing the Forms?</i> |