

CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, July 7, 2023

Poll Question Series 1:

Which marketplace participant best describes you?	
Approved Vendor	
Designee	
Consumer	
Government Agency	
Non-Profit Advocacy/Community Group	
Prospective Approved Vendor/Designee	
Other	

TOPIC 1	Customer Education
BACKGROUND	<p>As the new Illinois Shines and Illinois Solar for All Programs start the next program year, the Illinois Power Agency and Program Administrator would like input on consumer education media that market participants, governing agencies and consumer advocates believe would assist Illinois consumers in navigating the solar market and making decisions regarding participation in the Illinois Shines and Illinois Solar for All Programs. Currently, the Illinois Shines website contains a number of resources for consumers, including a Going Solar two-page guide, links to the Program Guidebook, Consumer Protection Handbook, Program brochures, the Long-Term Renewable Resources Procurement Plan, links to governing law and rules, and a Consumer Protection Database with information on Approved Vendor and Designee complaints and disciplinary action. This information is located on the Illinoisshines.com “Resources” tab and the Consumer Complaint Center. The Illinois Solar for All Program website contains the Consumer Protection Handbook, Program Brochures, Complaint Database, and sample Disclosure forms on the Consumer Protection page.</p> <p>While the resources are available to answer many consumer questions, the Agency and the Program Administrator would like to ensure the information is provided, displayed and organized in the most user-friendly way.</p>
ISSUES/ QUESTIONS TO DISCUSS	<p><i>Discussion questions:</i></p> <ul style="list-style-type: none"> ○ What are the key pieces of information consumers need to determine whether to participate in either the Illinois Shines or Illinois Solar for All Programs? <ul style="list-style-type: none"> ○ Representation of current offers? ○ High level “how net metering works” information? ○ Detailed information on the application process? ○ More accessible information on Approved Vendors and Designees? ○ How could each website be organized in a way that is more consumer friendly and easier to navigate? ○ Would additional resources like informational videos, FAQs, language translation, or other types of media be more user friendly and provide consumers with information they need in a digestible way?

Poll Question #2

Do Approved Vendors, Designees, the Illinois Commerce Commission, the Attorney General’s office or other consumer advocates or community groups receive inquiries from consumers for general programmatic information?	
Not really, most calls are regarding customers who have already elected to participate	
Yes, customers are confused about aspects of the program and need assistance to guide their decision-making	

TOPIC 2	Consumer Satisfaction Surveys
BACKGROUND	The Illinois Power Agency has considered implementing consumer satisfaction surveys to determine how the Illinois Shines and Illinois Solar for All Programs are received by consumers, and seeks input from market participants, governing agencies and consumer advocates regarding the most useful way to design and administer such a survey.
ISSUES/ QUESTIONS TO DISCUSS	<p><i>Discussion question:</i></p> <ul style="list-style-type: none"> ○ <i>What elements of the Programs should be the focus of the surveys?</i> ○ <i>What level of customer participation in the surveys would be necessary to obtain useful, actionable results?</i> <ul style="list-style-type: none"> ○ <i>This could include a sample group of customers who have heard about the program and don't participate along with customers who have participated.</i> ○ <i>Should the survey differ between Illinois Shines and Illinois Solar for All customers?</i> ○ <i>Should the survey differ between Community Solar and Distributed Generation across both Programs?</i>