

# Illinois Power Agency Issues Request for Approved Vendors and Installer Designees Interested in Serving Stranded Illinois Shines Distributed Generation Customers

June 21, 2023

The Program Administrator has compiled a list of Approved Vendors and Designees interested in serving “stranded customers.” An [announcement](#) was released on January 18, 2023, requesting Approved Vendors and Designees submit interest to be included on a shortlist for stranded customers. This list is used to communicate with affected customers and assist them in finding another Approved Vendor and/or Designee.

**This announcement serves as a reminder that the Program Administrator is continuing to review submissions on a rolling basis for entities interested in serving stranded customers. The Program Administrator is especially interested in identifying Approved Vendors and/or installer Designees that are willing to assist stranded customers specifically with project maintenance/repair work.**

## Background

“Stranded customers” are Illinois Shines Distributed Generation customers whose Approved Vendor and/or Designee has gone out of business, is unable to meet Program requirements, or is 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 pass through promised REC payments from the contracting utility (where applicable).

Stranded customers are seen throughout the application process. Most of the current stranded customers identified by the Program Administrator fit into the five categories in Exhibit 2, with the majority of cases seen prior to Part I application submission.

## Need for Maintenance and Repair Services

Over the past few months, the Program Administrator has observed a growing number of stranded customers whose systems require repair or maintenance work. Stranded customers may need a new Designee/Approved Vendor to provide services through the duration of the project life and the 15-year REC contract. **The Program Administrator intends to update the list of AVs and Designees to clarify which entities are specifically willing and able to assist stranded customers in maintenance/repair services.**

## Eligibility for Joining the AV and Designee Shortlist for Stranded Customers

The Agency has established eligibility guidelines outlined in Exhibit 1 for Approved Vendors and Designees to join the shortlist. These entities are expected to have expert knowledge in navigating Illinois Shines 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 and projects in stranded status. Approved Vendor and 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.

Approved Vendors and Designees 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 Shines 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 Shines Program applications, from signing Disclosure Forms to REC invoicing. This may not apply to entities interested in assisting with only maintenance/repair work.
Entities interested in assisting with maintenance/repair work must have successfully worked on 20 projects.
Must have a certified electrician on staff for entities interested in assisting with maintenance/repair work.

The Program Administrator will review submissions as they are received. Approved Vendor and Designees that are selected for the list will be notified via email. The list will be posted on the Illinois Shines Program website. The Program Administrator may update the list to add new Approved Vendor and Designees, or to remove Approved Vendor/Designees if they no longer meet the eligibility guidelines. **Interested Approved Vendors and Designees should email [admin@illinoisshines.com](mailto:admin@illinoisshines.com) with the following information:**

- Approved Vendor/Designee name
- Illinois Shines 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
- Type of work/stranded customers Approved Vendor or Designee would be able to assist with (e.g., only maintenance/repair work, only Illinois Shines project application, or installation and assistance with Illinois Shines application)

## Exhibit 2: Types of Stranded Customers

When AV and/or Designee becomes unavailable	Concern Related to Customer	Considerations <sup>1</sup>	What would be expected from AV/Designee
Before system installation and Illinois Shines application is submitted	Customer does not have a path forward for project application or installation and may therefore not receive promised REC incentive payment (where applicable).	<ul style="list-style-type: none"> <li>Former AV/Designee may be unavailable to obtain application materials for Part I submission.</li> <li>Some customers may not have received a Disclosure Form or may have minimal documentation of their prior proposal.</li> </ul>	<ul style="list-style-type: none"> <li>The entity is expected to complete customer installation and submit (or work with an AV) to submit an Illinois Shines application on the customer's behalf.</li> <li>Customer may have already gone through the proposal stage with another entity that may have exited the market. AV/Designee should be able to discuss expectations with the customer on their prior proposal versus their new proposal from their new AV/Designee.</li> </ul>
Before system installation and after Part I of Illinois Shines application is submitted	Customer does not have a path forward for project application or installation and may therefore not receive promised REC incentive payment (where applicable).	<ul style="list-style-type: none"> <li>Former AV/Designee may be unavailable to obtain application materials for Part II submission.</li> <li>Some customers may have minimal documentation of their prior proposal. The Program Administrator may assist by providing the Part I application information/materials.</li> </ul>	<ul style="list-style-type: none"> <li>The entity is expected to complete customer installation and submit (or work with an AV) to submit an Illinois Shines application on the customer's behalf.</li> <li>Customer may have already gone through the proposal stage with another entity that may have exited the market. AV/Designee should be able to discuss expectations with the customer on their prior proposal versus their new proposal from their new AV/Designee.</li> <li>Customer's Part I application may have to be withdrawn and re-applied by new AV/Designee.</li> </ul>

<sup>1</sup> Most stranded customers have worked with an AV/Designee that may have exited the Illinois Shines marketplace. The customer may already have a contract with the former AV/Designee.

<p>After system installation and before a Part I Illinois Shines application has been submitted</p>	<p>Customer does not have a path forward for project application and may therefore not receive promised REC incentive payment (where applicable). Customer may need an entity to perform any necessary maintenance/repair service.</p>	<ul style="list-style-type: none"> <li>• Former AV/Designee may be unavailable to obtain application materials for Part I &amp; II submission.</li> <li>• Customer may need repair service performed before being able to continue with an Illinois Shines application.</li> </ul>	<ul style="list-style-type: none"> <li>• The entity is expected to submit (or work with an AV) to submit an Illinois Shines application on the customer's behalf.</li> </ul>
<p>After system installation and after Part I verification and before Part II submission</p>	<p>Customer does not have a path forward for project application and may therefore not receive promised REC incentive payment (where applicable). Customer may need an entity to perform any necessary maintenance/repair service.</p>	<ul style="list-style-type: none"> <li>• Former AV/Designee may be unavailable to obtain application materials for Part II submission.</li> <li>• Customer may need repair service performed before being able to continue with an Illinois Shines application.</li> </ul>	<ul style="list-style-type: none"> <li>• The entity is expected to submit (or work with an AV) to submit an Illinois Shines application on the customer's behalf.</li> </ul>
<p>After system installation and completion of Illinois Shines application/ project invoicing</p>	<p>Customer may need an entity to perform any necessary maintenance/repair service.</p>	<ul style="list-style-type: none"> <li>• Customer may need repair service performed sometime throughout system's lifetime and 15-year REC contract.</li> </ul>	<ul style="list-style-type: none"> <li>• The entity is expected to complete the customer's repair/maintenance request.</li> </ul>