

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, May 3, 2024

Poll Question Series 1:

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

| TOPIC 1 | How do solar companies explain customers' "expected savings" for solar projects or community solar subscriptions? |
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| BACKGROUND | <p>The Program Administrators are seeking feedback from the market on current practices and trends related to conveying potential and/or expected savings of solar projects and subscription agreements to customers. Section I.C of the Consumer Protection Handbook describes Program requirements surrounding what Program participants may, and may not, say in terms of customer savings during the sales process. The standard Disclosure Form contains several fields related to fees and costs associated with a system or subscription agreement. Illinois Shines purchase Disclosure Forms also include a field for any potential pass-through Renewable Energy Credit (REC) payment the customer may receive for distributed generation systems. However, the Program Administrators understand that market participants employ a range of additional approaches during sales efforts to describe potential or expected savings to the customer.</p> <p>The Program Administrators are interested in learning more about how Approved Vendors and Designees in both Illinois Shines and ILSFA market potential or expected savings to customers to better understand market practices and potentially consider updates to the Disclosure Form in subsequent Program Years.</p> |
| ISSUES/ QUESTIONS TO DISCUSS | <ul style="list-style-type: none"> • <i>How do Approved Vendors and Designees explain expected savings customers may experience with their project or subscription agreement?</i> • <i>What data and assumptions do Approved Vendors and Designees use to show the expected savings associated with a solar project or subscription agreement?</i> • <i>How, and in what form, do Approved Vendors and Designees convey these data and assumptions to customers during the sales process?</i> • <i>What questions do customers ask related to expected savings?</i> • <i>Do ILSFA Approved Vendors and Designees do any calculations for savings estimates independent of those calculated for the Disclosure Form?</i> • <i>What information do agencies and consumer groups provide to customers regarding expected savings and what feedback do they hear from customers?</i> |