

**EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA**

**Friday, May 3, 2024**

**Poll Question Series 1:**

Which marketplace participant best describes you?	
Approved Vendor	12 of 38
Designee/Nested Designee	8 of 38
Consumer	0 of 38
Government Agency	12 of 38
Non-Profit Advocacy/Community Group	3 of 38
Prospective Approved Vendor/Designee	0 of 38
Other	3 of 38

<b>TOPIC 1</b>	<b>How do solar companies explain customers' "expected savings" for solar projects or community solar subscriptions</b>
<b>BACKGROUND</b>	<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>
<b>ISSUES/ QUESTIONS TO DISCUSS</b>	<ul style="list-style-type: none"> <li>• <i>How do Approved Vendors and Designees explain expected savings customers may experience with their project or subscription agreement?</i></li> <li>• <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></li> <li>• <i>How, and in what form, do Approved Vendors and Designees convey these data and assumptions to customers during the sales process?</i></li> <li>• <i>What questions do customers ask related to expected savings?</i></li> <li>• <i>Do ILSFA Approved Vendors and Designees do any calculations for savings estimates independent of those calculated for the Disclosure Form?</i></li> <li>• <i>What information do agencies and consumer groups provide to customers</i></li> </ul>

	<i>regarding expected savings and what feedback do they hear from customers?</i>
<b>MEETING MINUTES</b>	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"><li>• One Community Solar provider explained that their company provides an estimate of savings in the contract based on the customer’s historical usage.</li><li>• One community solar provider mentioned that customers often wonder what happens if their electricity usage increases; the community solar provider can help customers evaluate subscription size based on recent utility bills</li><li>• Multiple participants noted that they receive questions from customers about net metering. Further, one stakeholder mentioned that some misleading marketing implies that energy bill credits are going away completely and urges customers to sign up for solar soon to "lock in savings."</li><li>• Several commenters mentioned issues with community solar credits not appearing on customer bills resulting from ComEd’s new billing system, leading to issues with community solar providers not being able to bill customers either and the potential for large subscription bills once credits are applied to customer accounts.</li></ul>