

From: [Caitleen Dagatan](#)
To: [IPA.Solar](#)
Subject: [External] [SUSPECTED SPAM] Proliance – Stakeholder Feedback on CP Initiatives
Date: Monday, October 7, 2024 4:43:18 PM

Hello Illinois Power Agency,

I hope this message finds you well. My name is Caitleen, and I serve as the Solar Pipeline Manager at Proliance. I am writing to provide feedback on the proposed escrow process as outlined in your request for stakeholder feedback regarding Approved Vendors that fail to pass through promised incentive payments.

After reviewing the details of the restitution program, I would like to share the following suggestions for your consideration:

Escrow Process Activation: While the criteria for triggering the escrow process seem reasonable, I suggest setting the threshold for reports/complaints at a balance that protects customers but does not overly penalize vendors for minor or isolated incidents. A combination of absolute reports (e.g., 3 credible complaints) and a percentage-based approach (e.g., 1% of projects) might strike a fair balance.

Program Timeline: While the current two-year claim period offers flexibility, I believe that shortening this timeline may better serve customers. A more condensed claim window could encourage quicker resolution of disputes and ensure that customers remain engaged in the process while the issues are still top of mind. In my experience, extended timelines sometimes lead to delays in addressing critical matters, potentially diminishing customer satisfaction and confidence in the program.

Vendor Assistance and Support: As the solar industry continues to grow, newer or smaller vendors may occasionally make unintentional mistakes as they navigate complex regulatory requirements. To address this, I would recommend implementing an additional support mechanism specifically for such vendors. Providing early intervention, clear guidance, and step-by-step assistance for these vendors could help them comply with program requirements more effectively. This could reduce the likelihood of customer harm and lower the overall burden on the restitution program itself. Additionally, such a support system would foster a culture of learning and continuous improvement within the solar market, especially for those vendors genuinely committed to customer satisfaction.

Additionally, since the document mentions funding from forfeited collateral, it could be helpful to look into other ways to strengthen this fund in the future. As the solar industry grows and more customers join, having enough financial support for the restitution program will be important.

Thank you for the opportunity to provide feedback. I appreciate the Agency's commitment to protecting customers and improving the integrity of solar programs across Illinois. Please do not hesitate to reach out if you would like to discuss these points in greater detail or if I can be of further assistance.

Warm regards,

| **Caitleen Anne Dagatan**

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