

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, February 7, 2025

Poll Question Series 1:

Which marketplace participant best describes you?	
Approved Vendor	33% (11/33)
Designee/Nested Designee	9% (3/33)
Consumer	6% (2/33)
Government Agency	21% (7/33)
Non-Profit Advocacy/Community Group	18% (6/33)
Prospective Approved Vendor/Designee	0% (0/33)
Other	12% (4/33)

TOPIC	Solicitation of feedback on potential new consumer education materials
BACKGROUND	<p>In 2025, the Illinois Power Agency and Program Administrators intend to develop and release new educational resources aimed at improving consumers’ understanding of the Program, specifically, and solar more generally.</p> <p>Currently, the Agency and Program Administrators are developing consumer resources to be posted on the Program’s website on the following topics:</p> <ul style="list-style-type: none"> • “Homeowner Handout Series” - green and red flags to consider when selecting a solar company; • “Homeowner Handout Series” - Financial literacy around solar purchase and loan offers; • “Homeowner Handout Series” - Guidance on what to consider when purchasing or selling a home that already has solar; and • An overview of the Solar Restitution Program. <p>Additionally, the Illinois Shines Program Administrator is considering developing resources for real estate companies educating them on issues to consider around buying and selling homes with solar.</p> <p>The Agency and Program Administrators are interested in soliciting feedback on the above topics and understanding if there are additional topics related to consumer education that should be considered for future resource development.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>What specific issues related to the above planned educational resources do stakeholders recommend the Agency and Program Administrators address?</i> <ul style="list-style-type: none"> ○ <i>For example, are there any specific areas of common confusion from customers that could be addressed in the educational materials?</i> ○ <i>What are common misconceptions or important things for customers to know with respect to solar loans? With respect to buying or selling a house that has solar through Illinois Shines?</i>

	<ul style="list-style-type: none"> • <i>What additional topics do stakeholders recommend the Agency and Program Administrators consider for development?</i> • <i>What is the best format in which to present these consumer resources?</i>
<p>MEETING MINUTES</p>	<p>Stakeholder Feedback included:</p> <ul style="list-style-type: none"> • Stakeholders noted that the following topics would benefit from educational materials from the Programs: <ul style="list-style-type: none"> ○ Differences between different loan/financing models ○ Information on circumstances when a company could put a lien on solar project equipment vs. home ○ How insurance and property taxes may be affected by a system installation ○ How customers can monitor a system’s production to ensure it is delivering as promised ○ Understanding net metering credits and net metering rollover on utility bills • One stakeholder suggested a one-page document that could easily be posted on bulletin boards at community centers with links/QR codes to resources on various issues • Some stakeholders suggested written materials are more impactful to customers than videos as it was unclear whether customers watched educational videos • One stakeholder recommended ensuring educational resources are drafted in multiple languages