

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, February 7, 2025

Poll Question Series 1:

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	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>

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| | <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> |
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