

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, April 4, 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 1	Continuing efforts to build stranded customer support
BACKGROUND	<p>The Agency and Program Administrator for Illinois Shines took several steps in 2024 to continue to improve assistance for customers who are “stranded” when their original Approved Vendor or Designee goes out of business or is otherwise unable to continue with their application, installation, or other contracted work. Following up on the 2023 creation of the stranded customer short list (a list of companies who are interested in assisting stranded customers and have met certain eligibility criteria), 2024 improvements included:</p> <ul style="list-style-type: none"> • Proactively reaching out to customers when their Approved Vendor (<i>e.g.</i>, Revolution Solar, Iowa Wind and Solar DBA Simpleray) or Designee (<i>e.g.</i>, Titan Solar) went out of business to provide them with complaint and stranded customer resources. • Improved coordination with companies on the stranded customer short list to ensure the Program Administrator is providing information related to stranded customer projects as efficiently as possible and that companies assisting stranded customers are timely moving forward with stranded customers’ project applications. • Updating the Program website stranded customer page to include information related to recent companies who have gone out of business. <p>Additionally, the Agency and Program Administrator have been developing two new initiatives aimed at further improving support for stranded customers:</p> <ul style="list-style-type: none"> • Stranded Customer Renewable Energy Credit (“REC”) Adder – Including an additional financial incentive in the form of an increased price in the REC Contract for RECs generated by projects that were stranded and then “unstranded” by an Approved Vendor or Designee. • Unbatch and Reassignment – Allowing for projects that are batched together to be unbatched and then individual (or small subsets of) projects can be reassigned to a new Approved Vendor willing to unstrand those customers’ projects.

	<p>As the Program continues to grow in terms of overall submitted application numbers and more companies exit the market or close operations outright, the Program Administrator and Agency expect that the numbers of stranded customers will increase as well. Accordingly, the Program Administrator and Agency continue to seek new entities interested in assisting stranded customers. Currently, the requirements to be included on the public-facing stranded customer short list are:</p> <ul style="list-style-type: none"> • Registration with the Illinois Shines program • No suspension or Warning letter in the past six months • Demonstrated history of responsiveness to the Program Administrator and customers • Successful completion of at least 20 Program applications, from signing Disclosure Forms through REC invoicing
<p>ISSUES/ QUESTIONS TO DISCUSS</p>	<ul style="list-style-type: none"> • <i>What questions do companies have with the process and expectations around assisting stranded customers?</i> • <i>What questions or feedback do companies have on the requirements to be added to the stranded customer shortlist?</i> • <i>What questions do stakeholders have about the implementation of the upcoming Stranded Customer REC Adder and unbatch/reassignment processes and how those will be integrated into stranded customer assistance? (Note: this question is not intending to reopen for discussion the recent stakeholder feedback on the REC Adder process, given the public feedback response time has closed)</i> • <i>What feedback do entities currently assisting stranded customers have on the existing process? Do those companies have any recommendations for process improvements?</i>