

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, April 4, 2025

Poll Question Series 1:

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| Which marketplace participant best describes you? | |
| Approved Vendor | 32% |
| Designee/Nested Designee | 14% |
| Consumer | 5% |
| Government Agency | 27% |
| Non-Profit Advocacy/Community Group | 18% |
| Prospective Approved Vendor/Designee | 0% |
| Other | 5% |

| TOPIC 1 | Continuing efforts to build stranded customer support |
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| 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. |

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| | <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> |
| <p>MEETING MINUTES</p> | <p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> • One stakeholder asked if the Program Administrator intends to continue to proactively reach out to customers of Approved Vendors or Designees who are exiting the market. The Program Administrator confirmed it intends to do so. • One stakeholder had a question about the “history of responsiveness” criteria for a company to be added to the Stranded Customer shortlist. The Program Administrator clarified that it may make companies ineligible for the shortlist if they have a pattern of nonresponsiveness and/or have received disciplinary action related to nonresponsiveness. • One stakeholder asked if there would be training materials provided for the unbatch/reassignment process. The Program Administrator confirmed materials would be developed for Approved Vendors. • One stakeholder asked if the unbatch/reassignment process would require participation from the original Approved Vendor, noting significant delays dealing with Approved Vendors who may have gone out of business or become nonresponsive. The Program Administrator confirmed that the |

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| | <p>current version of the REC Contract amendment requires the original Approved Vendor's signature to complete the unbatch/reassignment process.</p> <ul style="list-style-type: none">• One stakeholder noted that a current hurdle experienced with stranded customers is that customers do not retain all relevant documents (for example, contracts, plan sets, utility approvals) and the original Approved Vendor may not be responsive to requests. |
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