



Illinois Shines

Building Our Solar Future

Consumer Protection Overview

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Disclosure Forms and Brochure

- The Disclosure Form is a key consumer protection requirement in Illinois Shines.
- Purpose is to provide customers with clear, consistent information about the Program, the specific offer, and consumer rights.
- The Approved Vendor or Designee must provide a copy of the applicable standard Disclosure Form, with all relevant fields completed, to the customer, including the relevant Informational Brochure attached as the first two pages.
- The Approved Vendor or Designee must provide the completed standard Disclosure Form, and the customer must sign that Disclosure Form, before the customer signs a contract or subscription agreement.
- It is a Program violation for the Disclosure Form to be signed after a contract – see [here](#) for explanation of when new DF is/is not required.
- See the Disclosure Form Deep Dives [here](#).

Distributed Generation with Illinois Shines
on-site solar serving the energy needs of your home or business

What is Illinois Shines?
Illinois Shines is a state-administered incentive program to support the development of new solar projects. Through the program, Illinois electric utilities provide payments to Approved Vendors in exchange for 15 or 20 years of Renewable Energy Credits (RECs) generated by new solar projects. Approved Vendors are solar companies that are vetted and approved to participate in Illinois Shines. Approved Vendors may use Designees, who are also registered with the program, to help with sales, marketing, and installation work.

What is Distributed Generation?
A distributed generation solar project generates electricity that is used on-site. It can be installed on a roof or built on the ground at a home or business.

What Are RECs?
RECs represent the environmental attributes of the electricity generated from solar panels, but not the electricity itself. Whoever owns the RECs has the right to say they used that solar power. By participating in Illinois Shines, the RECs from your solar project will be transferred to an Illinois electric utility. The sale of your RECs will not affect your solar project's production or your ability to use the electricity generated by your solar project. Utilities purchase RECs to meet their obligation to supply a certain amount of power from renewable energy. For more information on RECs, see a video at [illinoisshines.com/13255232](https://www.illinoisshines.com/13255232).

Will I Be Paid Directly for the RECs My Solar Project Generates?
Your Approved Vendor will receive an incentive payment from the electric utility for the RECs your project will generate over time. Your Approved Vendor may pass along a portion of the incentive payment to you, or they may use the payment to reduce the amount you pay for your solar project (such as a lower purchase price or lower lease rate). If your Approved Vendor passes along part of the incentive payment to you, this may happen several months after your project is installed. Illinois Shines is not a rebate program, and the State of Illinois does not make direct payments to customers.

What Are the Ownership and Financing Options When Installing Solar?
The most common options are 1) PURCHASE: buy the project outright or finance with a loan 2) LEASE: make regular payments to the project owner, or 3) POWER PURCHASE AGREEMENT (PPA): pay the project owner for the electricity generated by the project at an agreed upon per kilowatt-hour rate. If you lease or sign a PPA, you don't own the solar project, but you get to use the electricity generated by the solar project.

When deciding on the best option for you, consider:

- If you're buying the project, how much will it cost? Will you take out a loan to pay for it? How do the loan payments compare to projected reductions in your monthly electric bill?
- If you're leasing the project, how much is your monthly lease payment? How does that compare to projected reductions in your monthly electric bill? Do you have to put money down at the start?
- If you're signing a PPA for the project, how much is the per kilowatt-hour price for the energy produced? How does that compare to your current electricity cost?

Illinois Shines | **IPAA**
ILLINOIS POWER AGENCY

Illinois Shines Program Admin
admin@illinoisshines.com
(877) 781-8120

Illinois Shines Solar Project Purchase Disclosure Form
Solar Project Purchase Disclosure Form - ID# 505481

Illinois Shines is a state solar incentive program. An installer or other vendor is required to provide you with this disclosure form so that you have accurate information about the solar project, including its size, cost, operations, warranties, and financial benefits. More information about Illinois Shines is available at www.illinoisshines.com and a guide to understanding your disclosure form is available at <https://www.illinoisshines.com/consumer-protection/disclosure-form-resources>. Another state solar incentive program, Illinois Solar for All, is available for income-eligible customers and includes savings guarantees (visit www.illinoisforall.com for more information).

This form is not a substitute for your contract. **Carefully read your contract before signing.** You may want to compare offers from multiple installers or Approved Vendors. You should take whatever time you need to shop around and to fully understand the contract before signing.

You may rescind your installation contract and receive a refund of any deposit by contacting the project seller within the period allowed by your contract or law, which cannot be less than three calendar days.

If you are unable to resolve a complaint with your installer or Approved Vendor, you may contact the Illinois Shines Program Administrator by emailing complaints@illinoisshines.com or by calling (877) 708-3400. If you have been subject to fraudulent or deceptive sales practices, the Consumer Protection Division of the Illinois Attorney General's office may also be able to help; call (800) 243-0618 or visit <https://illinoisattorneygeneral.gov/File-A-Complaint/>.

Customer Information		Approved Vendor	
Name	John Doe	Legal Name	IGS Solar LLC
Address	123 Illinois St, Chicago, IL 60131	Marketing Name	
Phone	123-123-1234	Address	6100 Emerald Pkwy, Dublin, OH 43016
Email	jdoe@illinoisatp.com	Phone	614-659-5675
Service utility	AmerenIllinois	Email	IGS_IL_incentive@igs.com
Customer type	Residential/Small Commercial		

Project Seller		Project Installer	
Legal Name	Seller	Legal Name	Seller
Marketing Name		Marketing Name	
Address	123 AV lane, Chicago, IL 43016	Address	123 AV lane, Chicago, IL 60131
Phone	123-123-1234	Phone	123-123-1234
Email	seller@solar.com	Email	seller@solar.com

Consumer Protection Overview

- The Consumer Protection team investigates consumer complaints and other potential Program violations and enforces requirements laid out in the [Consumer Protection Handbook](#) and [Program Guidebook](#).
- When the Consumer Protection Team reaches out to an Approved Vendor regarding a consumer complaint or potential violation, the communication will include:
 - A summary of the alleged issue(s)
 - A deadline to acknowledge receipt of the communication
 - A deadline to respond to the potential violation(s), contact the customer (when necessary), and offer a proposed resolution to the matter
- The Consumer Protection team will take the Approved Vendor's responses, actions taken to resolve consumer complaints and potential violations, and responsiveness into consideration when determining whether to move forward with corrective action, compliance plan, warning letter, or suspension.



Complaints Process

- Public Consumer Complaint Report
- Complaints process (deadlines, setting expectations, etc.)

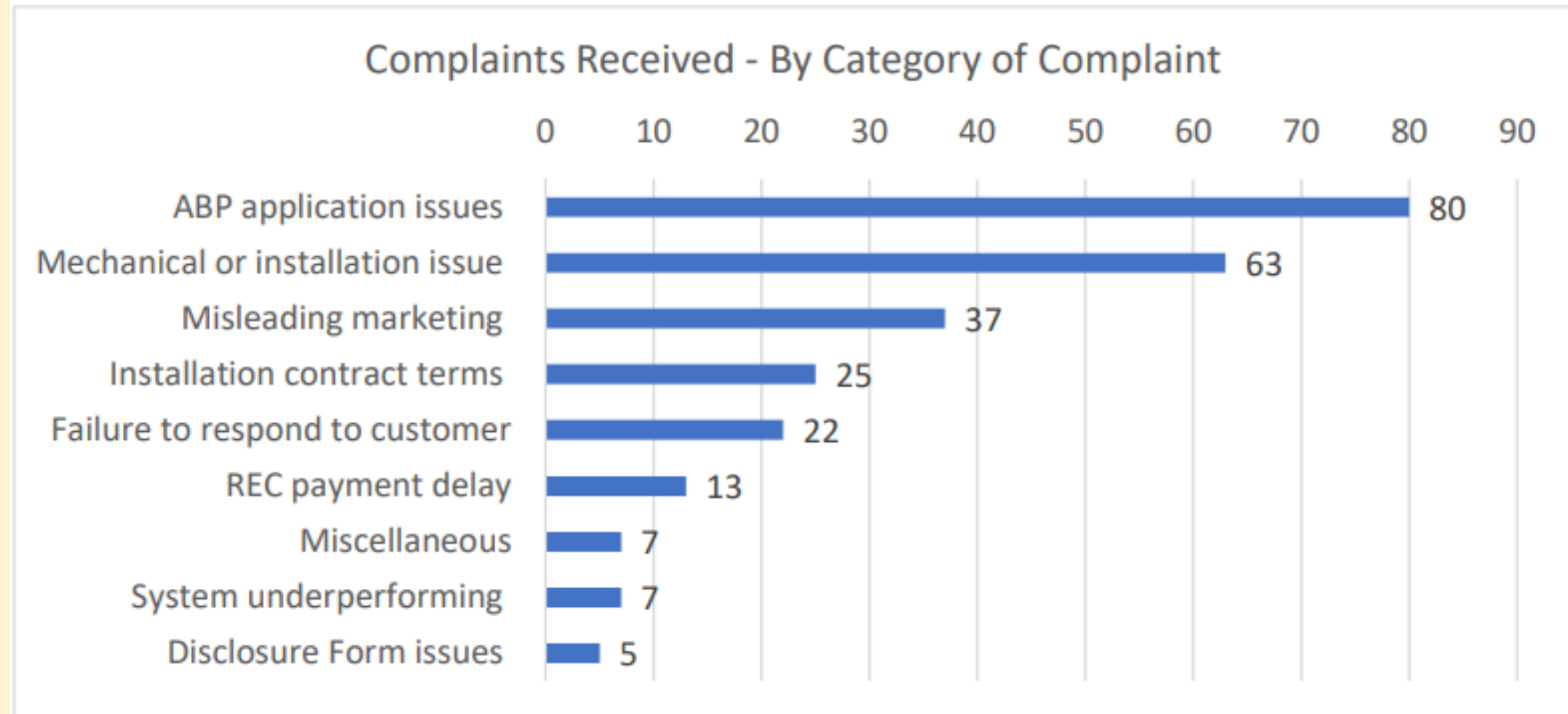


Figure 3: This graph shows the number of complaints received by the Program Administrator for each category in 2022.

Pre-Disciplinary and Disciplinary Processes

- **AVs and Designees have a duty to be responsive to Program Administrator inquiries**
 - Failure to respond to Program Administrator requests/inquiries within specified deadlines may result in finding of violation of Program requirement regarding responsiveness
- **Pre-disciplinary Process**
 - Notice of Potential Violation
 - Warning Letter / Appeal
 - Compliance Plan or Corrective Action / Appeal
- **Disciplinary Process**
 - Suspension / Appeal
 - Reinstatement
- Consequences of Program Violations explained in Consumer Protection Program Violation Response Matrix in the [Consumer Protection Handbook](#)
- In many situations, **responsiveness** to the Program Administrator can help prevent an AV and Designee from advancing through the pre-disciplinary and disciplinary processes



Thank you for watching!

For questions or assistance:

Email: admin@illinoisshines.com

Phone Number: (877) 783-1820

