



Ongoing Support

Presented By:

Jess Blue

Community Solar Sector Strategist

Working Groups and AV Roundtables

Forums are hosted by the Program Administrator on topics for Approved Vendor input and further discussion.

- Consumer Protection Working Group
 - Occurs monthly to discuss market trends, best practices, consumer education, updates to Program requirements and documents and other consumer protection issues for both Illinois Shines and Illinois Solar for All
- Disclosure Form Application Programming Interface (API) Working Group
 - Previous groups formed for the CS and DG Disclosure Form API development, to gain Approved Vendors and Designee input, understand usage, develop requirements, and provide support
- AV Roundtables
 - The Program Administrator has held two rounds of AV Roundtables, designed to solicit sector-specific input, feedback, and dialog to understand opportunities for the Program to better support participating entities



Approved Vendor Support

Help Guides (under AV & Designee Resources menu)

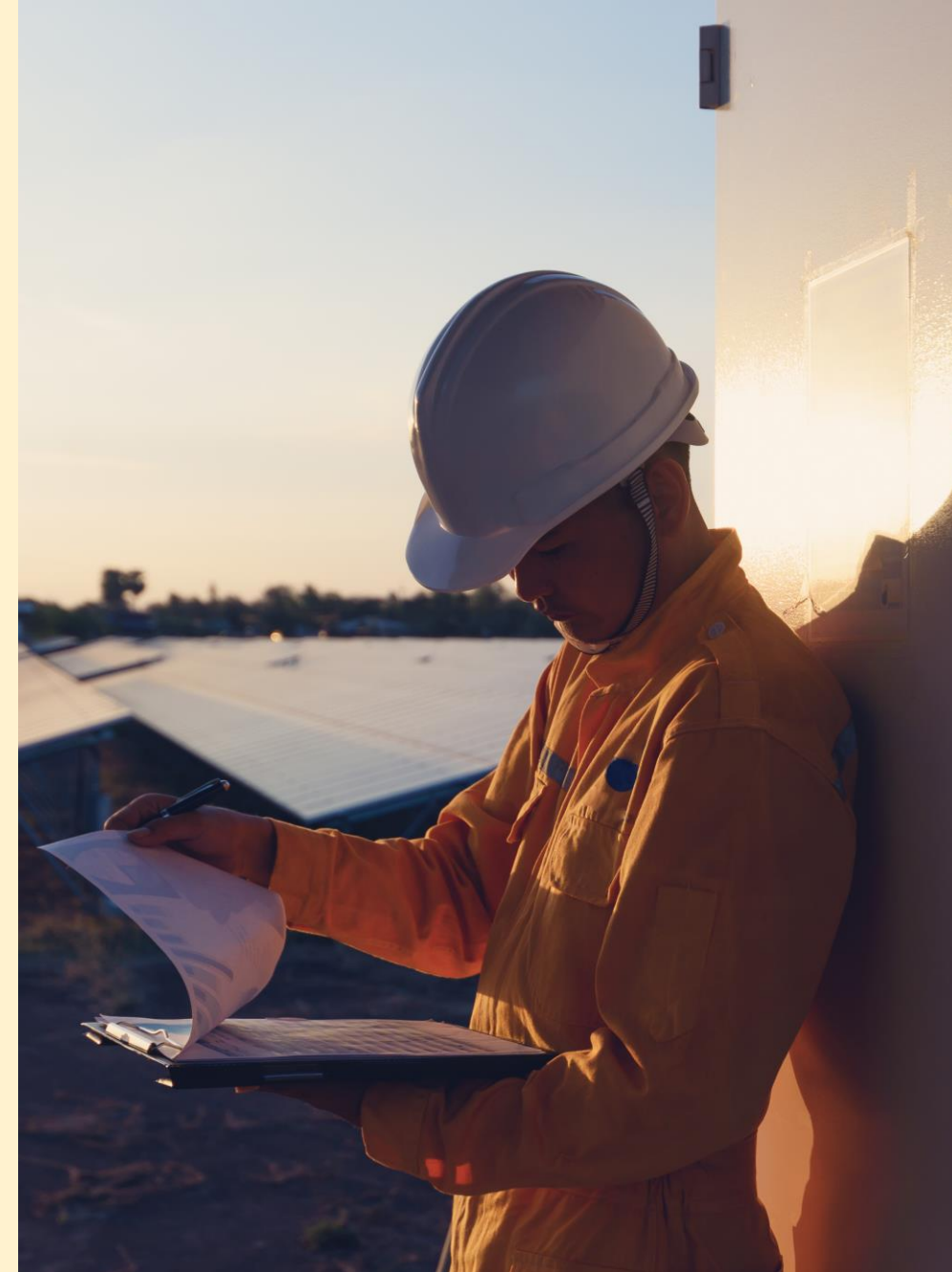
Resources for specific topics and guidance (more one-pagers to come in 2024).

- Portal Guides – Password Reset, Applications, Batching
- Disclosure Forms
- REC Contracts
- Annual Report
- Annual Checklist

Program Year Webinars (under Vendor Updates menu)

Recordings and slides available of past webinars to be used for reference and review.

- Minimum Equity Standard Compliance Plan and Waiver Request
- Annual Report and Delivery Year REC Evaluation
- New Disclosure Form
- Program Year 2023-24



Approved Vendor Support

Program Administrator General Contact

Approved Vendors are encouraged to email or call the Program Administrator with any questions: admin@illinoisshines.com and [\(877\) 783-1820](tel:(877)783-1820)

Sector Strategist 1:1 Support

Approved Vendors may set up a 1:1 meeting with a sector strategist, either one-time or recurring occurrence for Programmatic support.

Office Hours

The Program Administrator has availability weekly on Wednesdays from 10am-11am CT for Approved Vendors who have Programmatic questions, project application inquiries, are experiencing technical difficulties with the Program portal, or seek support in resolving other challenges. See Program Announcements for join links.

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Thank you for watching!

For questions or assistance:

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