

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, June 6, 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	Long-Term Renewable Resources Procurement Plan Stakeholder Feedback
BACKGROUND	<p>As part of the development of the 2026 Long-Term Renewable Resources Procurement Plan ("Long-Term Plan"), the Illinois Power Agency held stakeholder workshops on April 30, 2025 (for Chapter 8 – Illinois Solar for All) and May 1, 2025 (for Chapters 7 and 10 – Illinois Shines and Equity Accounting System). On May 19, 2025, the Agency issued a request for stakeholder feedback as it prepares to develop the 2026 Long-Term Plan. The stakeholder feedback regarding Chapter 9: Consumer Protection included the following topics:</p> <ol style="list-style-type: none"> 1. Solar Restitution Program vendor caps and funding 2. Implementing Program requirements related to solar loan financing 3. Stranded projects when the original Approved Vendor is unable to facilitate assignments <p>The May 19, 2025, announcement explained that stakeholders may provide their feedback via email attachment to ipa.contactus@illinois.gov with the subject "[Responder's Name] - Chapter [insert chapter number] LTP Feedback." The announcement also explained that the deadline to submit feedback is June 9, 2025, at 5pm CST, and that the draft 2026 Long-Term Plan will be released for public comment by August 15, 2025.</p> <p>The Program Administrator for Illinois Shines and Agency are interested in briefly discussing the above three topics that are currently out for stakeholder feedback and encouraging parties to provide any feedback they have on the same by the upcoming June 9, 2025, deadline.</p> <p>Please note: Since the Agency currently has a request for written stakeholder feedback, we encourage stakeholders to submit their feedback in writing, rather than verbally at this meeting.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>What questions do stakeholders have about the consumer protection-related topics covered in the stakeholder feedback?</i> • <i>What questions do stakeholders have about the process through which stakeholder feedback will be considered and the 2026 Long-Term Plan will be drafted?</i>

TOPIC 2	New Consumer Protection Handbook Edits in Effect
BACKGROUND	<p>On April 18, 2025, the Illinois Power Agency released the amended Consumer Protection Handbook for the 2025-26 Program Year. This announcement included a link to a redline version showing all changes to the Consumer Protection Handbook from the 2024-25 Program Year version. As required by the 2024 Long-Term Plan, the Agency published these materials 45 days in advance of them going into effect.</p> <p>Given the 2025-26 Consumer Protection Handbook is now in effect, the Program Administrators and Agency wanted to highlight some key changes to the Handbook to ensure stakeholder understanding and see if stakeholders have any questions about these changes.</p> <p>The changes we would like to highlight are (all page numbers related to the redline version linked above):</p> <ul style="list-style-type: none"> • Nested Designee oversight by Designees (at 1) • Addition of “maintenance and repair” and “community solar subscriber agents” to definition of Designee (at 4) • Requirement regarding explaining to customers the type and duration of agreement the customer is entering into (at 9) • Updated scope regarding professionalism (at 9) • Prohibition on describing the Illinois Shines incentive as a “rebate” of any kind (at 10) • Requirements surrounding marketing of the federal investment tax credit (FITC) and depreciation tax benefits (at 11) • Language of Disclosure Forms and contracts as related to language of sales process (at 23) • Requirement for costs/fees associated with battery for energy storage to be included on the Disclosure Form, if part of the offer (at 25) • Prohibition on creating email accounts for customers (at 25) • Memorializing default requirement of providing new Disclosure Form to customer if original info becomes outdated/inaccurate; and directing entities to potential exceptions to this requirement (at 27) • Discontinuation of Net Metering Unavailability Customer Acknowledgement Form (at 32) • Reduction from 21 days to 7 business days within which entities must provide customers – and the Program Administrator and IPA – with copies of customer contracts (at 41) • Codification of informal outreach process prior to Notices of Potential Violations in certain circumstances (at 45 and 55) • Clarification on which Approved Vendors or parent Designees, the Program Administrator will copy on discipline-related letters (at 46) • Inclusion of the three new consumer protection initiatives – Escrow, Solar Restitution Program, and Stranded Customer Renewable Energy Credit Adder (at 60)
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>What questions do stakeholders have about any of the above changes?</i>