

## EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, June 6, 2025

### Poll Question Series 1:

Which marketplace participant best describes you?	
Approved Vendor	30%
Designee/Nested Designee	11%
Consumer	4%
Government Agency	22%
Non-Profit Advocacy/Community Group	19%
Prospective Approved Vendor/Designee	0%
Other	

TOPIC 1	Long-Term Renewable Resources Procurement Plan Stakeholder Feedback
<b>BACKGROUND</b>	<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 <a href="#">request for stakeholder feedback</a> as it prepares to develop the 2026 Long-Term Plan. The stakeholder feedback regarding <a href="#">Chapter 9: Consumer Protection</a> included the following topics:</p> <ol style="list-style-type: none"> <li>1. Solar Restitution Program vendor caps and funding</li> <li>2. Implementing Program requirements related to solar loan financing</li> <li>3. Stranded projects when the original Approved Vendor is unable to facilitate assignments</li> </ol> <p>The May 19, 2025, announcement explained that stakeholders may provide their feedback via email attachment to <a href="mailto:ipa.contactus@illinois.gov">ipa.contactus@illinois.gov</a> 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>*Deadline extended to June 11, 2025.</p> <p><b>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.</b></p>
<b>ISSUES/</b>	<ul style="list-style-type: none"> <li>• <i>What questions do stakeholders have about the consumer protection-</i></li> </ul>

<b>QUESTIONS TO DISCUSS</b>	<p><i>related topics covered in the stakeholder feedback?</i></p> <ul style="list-style-type: none"> <li>• <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></li> </ul>
<b>MEETING MINUTES</b>	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> <li>• One stakeholder asked about the procedure for filing public comments in advance of finalizing the Long-Term Plan. The IPA clarified that the request for stakeholder feedback has been extended to June 11, 2025. After feedback is considered, the Agency will release a draft of the Long-Term Plan by August 15, 2025, on which stakeholders can again provide public comment on. The draft Long-Term Plan will then be filed with the Illinois Commerce Commission on or before October 20, 2025. The Long-Term Plan then goes through a docketed proceeding where interested parties can intervene. The Final Order and final Long-Term Plan will be released in early 2026.</li> </ul>

<b>TOPIC 2</b>	<b>New Consumer Protection Handbook Edits in Effect</b>
<b>BACKGROUND</b>	<p>On April 18, 2025, the Illinois Power Agency <a href="#">released</a> the amended Consumer Protection Handbook for the 2025-26 Program Year. This announcement included a link to a <a href="#">redline version</a> 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"> <li>• Nested Designee oversight by Designees (at 1)</li> <li>• Addition of “maintenance and repair” and “community solar subscriber agents” to definition of Designee (at 4)</li> <li>• Requirement regarding explaining to customers the type and duration of agreement the customer is entering into (at 9)</li> <li>• Updated scope regarding professionalism (at 9)</li> <li>• Prohibition on describing the Illinois Shines incentive as a “rebate” of any kind (at 10)</li> <li>• Requirements surrounding marketing of the federal investment tax credit (FITC) and depreciation tax benefits (at 11)</li> <li>• Language of Disclosure Forms and contracts as related to language of sales process (at 23)</li> </ul>

	<ul style="list-style-type: none"> <li>• Requirement for costs/fees associated with battery for energy storage to be included on the Disclosure Form, if part of the offer (at 25)</li> <li>• Prohibition on creating email accounts for customers (at 25)</li> <li>• 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)</li> <li>• Discontinuation of Net Metering Unavailability Customer Acknowledgement Form (at 32)</li> <li>• 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)</li> <li>• Codification of informal outreach process prior to Notices of Potential Violations in certain circumstances (at 45 and 55)</li> <li>• Clarification on which Approved Vendors or parent Designees, the Program Administrator will copy on discipline-related letters (at 46)</li> <li>• Inclusion of the three new consumer protection initiatives – Escrow, Solar Restitution Program, and Stranded Customer Renewable Energy Credit Adder (at 60)</li> </ul>
<b>ISSUES/ QUESTIONS TO DISCUSS</b>	<ul style="list-style-type: none"> <li>• <i>What questions do stakeholders have about any of the above changes?</i></li> </ul>
<b>MEETING MINUTES</b>	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> <li>• One stakeholder asked if lead generators need to be registered as Marketing Designees and noted offers marketed on social media. The IPA confirmed that if a lead generation company is marketing projects intended to be applied to the Illinois Shines program, then yes, it needs to be registered with the Program. The IPA and Program Administrator reviews Designee marketing materials and if an apparent violation is found, the Program Administrator may proceed with Informal Outreach or a Notice of Potential Violation.</li> </ul>