

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, August 1, 2025

Poll Question Series 1:

Which marketplace participant best describes you?	
Approved Vendor	30%
Designee/Nested Designee	13%
Consumer	4%
Government Agency	22%
Non-Profit Advocacy/Community Group	17%
Prospective Approved Vendor/Designee	0%
Other	13%

TOPIC 1	Soliciting feedback on sizing and sales of battery components
BACKGROUND	<p>In early 2025, the Illinois Power Agency (“Agency”) and Program Administrators updated the Distributed Generation (Shines), Residential (ILSFA), and Non-Profit/Public Facility (ILSFA) Disclosure Forms to include new fields surrounding battery storage. The new fields include whether the project includes a battery and, if so, the size of the battery. They also require certain information related to the utility battery rebate as well as the customer’s expected annual electricity usage (in kWh).</p> <p>In the final quarter of the 2024-25 Program Year, the Program Administrator for Illinois Shines observed a significant increase in application submissions that included battery components. For example, from April – June 2024, there were only 159 applications submitted that included batteries; however, from April – June 2025, there were 491 such submissions. Moreover, as of July 23, 2025, there had already been 476 additional Part II project applications submitted with battery components in July.</p> <p>As systems with battery components become more common, the Agency and Program Administrator are interested in learning more about how companies are communicating battery options to customers and how they are sizing batteries and inverters.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none">• <i>What feedback do stakeholders have on market interest in adding battery components to their systems?</i>• <i>How are Approved Vendors and Designees approaching the sizing of batteries during the sales process?</i>• <i>How is the addition of batteries impacting the sizing of inverters?</i>

	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> One stakeholder stated that it appeared there were not many Distributed Generation stakeholders present for today's meeting and that they could reach out to one such DG stakeholder to solicit direct feedback. Otherwise, stakeholders did not provide any other substantive feedback on the above questions/topic.
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TOPIC 2	Potential hurdles faced by consumers when selling a home with financed solar
BACKGROUND	<p>The Agency has received feedback about potential difficulties faced by consumers when selling a home that has a financed solar project. For example, some homeowners with solar leases have reportedly been required to satisfy the entire outstanding balance of a lease in order to sell their home.</p> <p>As the Agency and Program Administrators are working on a new Homeowner Handout to guide homeowners (and potential homeowners) on selling/buying a home with solar, the Agency and Program Administrators are interested in gaining more feedback from stakeholders on consumer experiences with selling homes with solar.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> <i>What difficulties or hurdles are stakeholders aware of related to consumers' efforts to sell homes with outstanding loan balances or lease/PPA obligations related to solar projects?</i> <i>At what stage of the sale process are these hurdles arising?</i> <i>How have homeowners navigated these hurdles and have stakeholders been able to assist with the same?</i> <i>Are there any scenarios or specific issues that stakeholders recommend the Agency and Program Administrators include in the Homeowner Handout on selling/buying a home with solar?</i>
MEETING MINUTES	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> Multiple stakeholders noted that if a customer has a lease or PPA and is planning to transfer it to a new homeowner, real estate companies should be able to lift the UCC filing temporarily so the mortgage can go through. The company would then refile the UCC fixture filing after the sales process is complete. Another stakeholder noted concerns around the level of complexity and transparency regarding financing arrangements. Buyers do not always understand financing concerns and thus are hesitant to enter these kinds of scenarios. This stakeholder recommended exploring additional educational resources for consumers to improve their understanding of how a financed solar project may impact a homeowner's ability to sell their home. A final stakeholder said that ultimately this is a title search issue; closing or refinancing won't move forward until the UCC is resolved.

TOPIC 3	Supporting Participants Who Can't Find an AV
BACKGROUND	<p>The Program Administrator for the Illinois Solar for All (ILSFA) Program is soliciting feedback on how to manage prospective participants that face difficulty finding an Approved Vendor (AV) due to geographical or logistical challenges. In some cases, participants live in areas with limited AV coverage or have homes that present unique challenges that make the project burdensome for AVs to pursue.</p> <p>The Program Administrator wants to encourage these customers to continue to reach out to AVs, while setting realistic expectations that a project may not move forward. The Program Administrator often has to explain that AVs are not required to accept every project. The Program Administrator has seen instances where the lack of available AVs is viewed as the program being geographically selective or that AVs are unwilling to service certain areas in Illinois. The Program Administrator is interested in how to deliver clear and friendly messaging to customers (who may be frustrated) that does not erode trust in the program.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>When prospective participants are unable to find an AV due to geographic constraints, what else can the program do to help the prospective participant?</i> • <i>What lessons can we learn from other statewide programs that help support fairness in geographic coverage? Have AVs on the call had to decline to take participants? If so, what has the messaging been?</i>
MEETING MINUTES	<p>Stakeholder feedback included:</p> <ul style="list-style-type: none"> • One stakeholder noted that many single-family homes are not suitable for solar due to various factors like roof condition or shading. So, it is necessary to manage expectations from the beginning. • Another stakeholder (a solar vendor) said that they tell customers that they are geographically constrained. In these cases, the stakeholder said it is best to communicate these constraints early while also sharing the ability to direct customers to another vendor/project if they are unable to take it on. • A third stakeholder suggested that a marketplace might be useful for keeping information current and guiding customers effectively. The ability for companies to accept customers changes daily. So, a centralized location where information can be updated promptly and easily would be helpful for all.