

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, October 3, 2025

Poll Question Series 1:

Which marketplace participant best describes you?	
Approved Vendor	29%
Designee/Nested Designee	4%
Consumer	4%
Government Agency	29%
Non-Profit Advocacy/Community Group	13%
Prospective Approved Vendor/Designee	0%
Other	21%

TOPIC 1	Illinois Shines Customer Satisfaction Survey
BACKGROUND	<p>On July 29, 2025, the Illinois Shines Program Administrator released its 2025 Customer Satisfaction Survey: Results and Analysis report. This report detailed findings from a survey the Program Administrator sent to 19,968 Small Distributed Generation (“DG”) customers whose Illinois Shines applications were submitted, verified, batch paid, and the project energized. Participants included DG Purchase, Lease, and Power Purchase Agreement (“PPA”) customers whose projects had been invoiced before November 27, 2024 (90 days before the survey’s issuance). The survey had a response rate of 11% with 1,800 Purchase customers, 356 Lease customers, and seven PPA customers providing responses.</p> <p>The survey used the CSAT (customer satisfaction score) Metric to demonstrate customer satisfaction. As the report explains, CSAT is a metric that indicates how satisfied customers are with products or services and reflects how many customers Strongly Agree and Agree with a given statement.</p> <p>The Program Administrator had five goals for this survey: (1) better understand customers’ experiences working with Program entities; (2) understand customers’ level of understanding of the Program; (3) compare the results of this survey with the baseline set in the 2024 pilot survey; (4) provide customers with an avenue to provide written feedback to the Program Administrator; and (5) identify customers willing to discuss their experiences further with the Program Administrator.</p> <p>The survey asked participants to answer 10-13 questions including on topics such as how well the customer’s solar company helped them understand the details of their project, responsiveness of their solar company at various stages of the sales and installation process, accuracy of the timeline provided by the solar company on installation and energization of the customer’s project, the role the Disclosure Form played in the customer’s decision making, and the customer’s use of the Illinois Shines program website.</p> <p>During this meeting, the Program Administrator will provide a high-level review of this report with working group participants and seek reactions/feedback to the</p>

	<p>results, as well as input on a few specific questions noted below. The Illinois Shines Program Administrator is also preparing to conduct follow-up focus groups this fall with respondents who volunteered to participate, as well as launch a survey for Illinois Shines community solar customers.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>What reactions or takeaways do stakeholders have from the Customer Satisfaction Survey report?</i> • <i>The CSAT score for customers with Purchase systems (69%) was significantly higher than that from customers with Lease systems (51%). Purchase customers reported higher levels of satisfaction with their solar companies' education and responsiveness than Lease customers. The Program Administrator is interested in any feedback from stakeholders on better understanding the different experiences customers are having with Purchase versus Lease transactions, particularly given the possibility that the percentage of Lease projects may increase over the coming Program years given the expiration of the Federal Investment Tax Credit.</i> <ul style="list-style-type: none"> ○ <i>What specific parts of the Lease process are resulting in customer confusion and dissatisfaction?</i> ○ <i>Are there new Program requirements surrounding Lease systems that the Program Administrator and Illinois Power Agency should explore that would help improve the Lease customer experiences in Illinois Shines?</i> • <i>While the CSAT scores for the questions related to (1) how well the Disclosure Form helped the customer understand key information before signing an installation contract and (2) the usefulness of the Illinois Shines program website to the customer were low relative to other questions, both CSAT scores went up 8% and 10%, respectively, from the 2024 pilot survey.</i> <ul style="list-style-type: none"> ○ <i>Have Program entities found recent updates to the Disclosure Forms or specific additions to the Program website helpful to customer satisfaction?</i> ○ <i>As the Program Administrator is interested in continuing to drive more customers to the Program website as a resource both before contract/subscription signing and throughout their project's lifetime, the Program Administrator is interested in whether – and when – stakeholders recommend customers visit the Program website?</i> • <i>After the Program Administrator completes the upcoming focus groups for Distributed Generation customers, it will release a survey for Community Solar customers.</i> <ul style="list-style-type: none"> ○ <i>What questions are Community Solar entities interested in the Program Administrator potentially asking customers regarding their experiences with the Illinois Shines program?</i>
MEETING MINUTES	<ul style="list-style-type: none"> • One participant noted that customers whose solar companies have gone out of business may negatively skew satisfaction scores. • One stakeholder suggested that the Program Administrator sends emails to customers as their Illinois Shines applications move forward, as some customers may not be aware that they can check their application status on

	<p>the Program website.</p> <ul style="list-style-type: none"> Regarding the upcoming Community Solar customer satisfaction survey, one participant suggested that the Program Administrator ask customers if they understand utility electricity bills that include both subscription fees and credits and whether the Community Solar Disclosure Form added to their understanding of their project. One stakeholder noted that the time of the year that the survey is issued may affect customers' responses and suggested that the Distributed Generation survey be issued in the summer when systems are producing at their peak.
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TOPIC 2	Communicating Program Capacity and Application Status to Potential Participants
BACKGROUND	<p>The Program Administrator for the Illinois Solar for All (ILSFA) program is seeking feedback and constructive input on how Approved Vendors and Designees are conveying project capacity to potential participants, especially considering increased inquiries about application status and concerns regarding program capacity. There is a need to ensure that participants receive accurate, timely information and that no misinformation is spread regarding availability of capacity. The Program Administrator is also interested in understanding how Approved Vendors and Designees are keeping participants informed throughout the application process to prevent confusion or frustration.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> <i>How do AVs/Ds communicate current program capacity to potential participants?</i> <ul style="list-style-type: none"> <i>What internal processes or criteria do Approved Vendors/Designees use to determine whether a participant can be accepted given capacity constraints?</i> <i>Are there any common misunderstandings or challenges in conveying capacity limits to participants?</i> <i>How do Approved Vendors/Designees ensure that participants are kept informed about the status of their project application, especially if the program is at or near capacity?</i> <i>What tools or communication strategies are used to prevent misinformation or misinterpretation of capacity status?</i> <i>If a participant cannot be accepted due to capacity limits, how is this communicated to the participant?</i>
MEETING MINUTES	<ul style="list-style-type: none"> One participant shared that, based on their experience, customers tend to dislike being placed on waitlists. As a result, their company focuses on managing interactions and timelines to avoid putting customers in that situation.