

## EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, December 5, 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	General Request for Feedback in Advance of 2026 Consumer Protection Handbook Updating Process
BACKGROUND	<p>As the Illinois Power Agency and Program Administrators begin considering potential updates to the Consumer Protection Handbook for the 2026-27 Program Year, we are interested in feedback from Program participants and other interested parties on potential areas of Program improvement related to consumer protection requirements.</p> <p>Please know that this informal stakeholder feedback will not replace the formal feedback process that precedes substantive updates to the Consumer Protection Handbook. The Agency will still send a request for formal stakeholder feedback to stakeholders in early 2026 and will release the final version of the revised 2026-27 Consumer Protection Handbook at least 45 days before the new Program Year begins on June 1, 2026, to allow Program participants ample time to adjust their processes to comply with any new requirements.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"><li>• <i>What do stakeholders believe are the most pressing consumer protection concerns or issues in the Illinois market right now?</i></li><li>• <i>What do stakeholders believe will be the biggest consumer protection concerns in the Illinois market over the 2026-27 Program Year?</i></li><li>• <i>What updates or changes would stakeholders like to see in the Illinois Shines consumer protection requirements?</i></li><li>• <i>What feedback do stakeholders have about the Illinois Shines Program Administrator's oversight and enforcement of the Program's consumer protection requirements?</i></li></ul>

TOPIC 2	Compliance with ILSFA Marketing Guidelines
BACKGROUND	The Illinois Solar for All (ILSFA) Program Administrator is seeking feedback on how Approved Vendors (AVs) and Designees (Ds) are meeting the marketing requirements outlined in the 2025 Consumer Protection Handbook and Approved Vendor Manual. Recent reviews have found instances where non-compliant

	<p>marketing materials were published or used without prior approval, creating confusion for participants and raising concerns about potential program violations.</p> <p>As specified in Section 7 of the Approved Vendor Manual and Chapter II of the Consumer Protection Handbook, to ensure accuracy, protect consumers, and uphold program integrity, all marketing materials must be submitted to the ILSFA Marketing Team at <a href="mailto:marketing@illinoisfa.com">marketing@illinoisfa.com</a> for review and approval before they are posted, distributed, or used in outreach. This requirement applies to websites, flyers, social media posts, videos, and door-to-door scripts. Non-compliance may result in corrective or disciplinary action, as outlined in the Program Violation Response Matrix (Section X.D of the Consumer Protection Handbook).</p>
<b>ISSUES/QUESTIONS TO DISCUSS</b>	<ul style="list-style-type: none"> <li>• <i>How do AVs/Ds currently manage the submission and approval process for marketing materials?</i> <ul style="list-style-type: none"> <li>○ <i>What internal workflows or checkpoints are used to ensure compliance?</i></li> </ul> </li> <li>• <i>What are common misunderstandings or challenges AVs/Ds face in interpreting marketing requirements?</i></li> <li>• <i>How can the Program Administrator better support AVs/Ds in developing compliant materials?</i> <ul style="list-style-type: none"> <li>○ <i>Would templates, training, or feedback sessions be helpful?</i></li> </ul> </li> </ul>