

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, March 6, 2026

Which marketplace participant best describes you?	
Approved Vendor	30%
Designee/Nested Designee	5%
Consumer	0%
Government Agency	25%
Non-Profit Advocacy/Community Group	10%
Prospective Approved Vendor/Designee	0%
Other	30%

TOPIC	Reviewing Proposed Consumer Protection Requirements Changes for 2026-27 Program Year
BACKGROUND	<p>On March 4, 2026, the Illinois Power Agency intends to release draft updated versions of the Consumer Protection Handbook and Contract Requirements for the 2026-27 Program Year. The Agency will also publish a draft updated version of the chart with stranded customer categories for the stranded customer REC adder. The Agency will request stakeholders to provide any feedback they have on the proposed edits in writing by March 20, 2026. Updated draft versions of the Illinois Shines Program Guidebook and ILSFA AV Manual will also be released for comment this month.</p> <p>To increase visibility of the proposed edits and ensure stakeholders have every opportunity to provide feedback on the same, the Agency and Program Administrators would like to review and discuss proposed updates during this meeting.</p> <p>Please note: Since the Agency currently has an active request for written stakeholder feedback, we encourage stakeholders to submit their feedback in writing, in addition to any feedback provided during this meeting.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>What questions do stakeholders have on the process for submitting written feedback on the Program Guidebook and Consumer Protection Handbook amendments?</i> • <i>What questions do stakeholders have on these proposed amendments?</i>
NOTES	<ul style="list-style-type: none"> • The Illinois Shines Program Administrator and Illinois Power Agency highlighted important proposed updates to the Consumer Protection Handbook, REC Adder Categories, and Contract Requirements for both Illinois Shines and Illinois Solar for All. • One community solar developer recommended the Agency consider allowing community solar providers to print blank Disclosure Forms and complete them by hand to increase the likelihood of enrollment during tabling events. The Agency said it was not exploring such an option at this

time.

- One participant asked about the reasoning for adding the definition of a customer. The Illinois Power Agency explained that the Solar Restitution Program and escrow process use the term “customer.” Defining “customer” helps clarify how those initiatives work.