



Consumer Protection Initiative Series

Solar Restitution Program



Protecting consumers throughout their Illinois Shines experience is a priority of the Illinois Power Agency and its Program Administrator. The Illinois Shines Consumer Protection team receives and investigates complaints and takes disciplinary action against vendors who have violated program requirements. The team also hosts a regular consumer protection working group, develops educational resources and tools, and provides other support to inform and protect customers.

The [2024 Long-Term Renewable Resources Procurement Plan](#) authorized the development of new consumer protection initiatives, including a Solar Restitution Program.

About the Solar Restitution Program



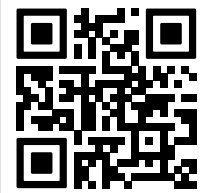
While most customers have a positive experience with the IPA's programs, the Solar Restitution Program helps Illinois Shines and Illinois Solar for All customers who were financially harmed



Developed by IPA and the Program Administrator with stakeholder feedback, Phase I of the SRP launched in May 2025



Funded using forfeited collateral from IPA solar programs and utility-scale solar and wind procurements



If you have concerns that you have not received some or all of your promised pass-through incentive, please visit our online [Complaint Center](#) or call 1-877-708-3456.



Solar Restitution Program Success (Data current through August 2026)

- The Solar Restitution Program (SRP) is being implemented with a “phased” approach. Each phase expands the scope of the program.
- Under Phase I, launched in May 2025, customers were eligible to receive restitution if they were promised a pass-through of the Illinois Shines Renewable Energy Credit (REC) payment by their Approved Vendor (AV), but did not receive any portion of that payment. Phase I included a per-project cap of \$30,000 for all projects and a per-AV cap of \$200,000. As of June 2026, 170 customers have received nearly \$473,000 in restitution from the SRP.
- Phase II, launched in June 2026, expanded the SRP to cover customers who were promised a pass-through payment but received only a portion of that payment. Phase I customers deemed ineligible because they received a portion of their pass-through payment are automatically reconsidered under Phase II.
- Pursuant to the 2026 Long-Term Plan, the per-project caps on restitution payments remain \$30,000 for projects 25 kW or smaller but have increased to \$50,000 for projects larger than 25 kW. Additionally, Phase I or II claims against a single vendor will be paid out in full up to \$3,000,000.
- Following the payment cap expansion, the average restitution payments by project type through June 2026 are:
 - **Small DG: \$7,615**
 - **Large DG: \$17,584**



Customer Eligibility

A customer may be eligible for restitution under Phases I or II if:



The customer [submitted a complaint](#) to the Program Administrator within two years of the date of the customer's harm or the launch of the relevant SRP phase (whichever is later);



The customer cooperated with the complaint investigation process;



The Program Administrator verified the customer was promised a lump sum pass-through payment, the AV received the payment from the utility, but the AV did not deliver some or all of the payment to the customer;



The Program Administrator closed the complaint given the AV's unwillingness to pay the customer the promised share of the pass-through incentive payment, and there is no reasonable likelihood that the AV will pay the customer the promised pass-through amount; and



The customer submitted a restitution claim within six months of the complaint being closed (or from the date of the launch of the relevant SRP phase, whichever is later).



Frequently Asked Questions

How many eligible customers have received Solar Restitution Program payments?

156 customers have received payments as of April 2026.

How are customers paid?

Checks are mailed to customers by an escrow agent.

Can I still qualify for restitution payments if I was not eligible for Phases I or II?

The Program Administrator and Illinois Power Agency intend to expand the program to capture additional types of harm. Consumers may track updates on the [Solar Restitution Program](#) page at the Illinois Shines website.

What is the window for filing a restitution claim?

A restitution claim can be filed up to six months after the date the underlying complaint was closed, or up to six months after the launch date of the SRP phase relevant to your complaint, whichever is later.

How do I know if I'm eligible and where can I find the claim form?

To check eligibility criteria and complete your claim form, please visit the [Solar Restitution Program](#) page at the Illinois Shines website.

Who can I contact with further questions about the SRP?

First, please review the bottom of our [Solar Restitution Program](#) page. If you still have questions afterward, please contact the SRP team at (877) 783-1820 or restitution@illinoisshines.com.