# Updated Subscriber Management Feature Resources, 2026 Small DG Customer Satisfaction Survey Report, CDCS Application Scoring Schedule

November 6, 2026

## Coming up in Illinois Shines

*2026 Program events and due dates can be found at the Key Dates & Deadlines webpage.*

- Key Dates
  - **November 11 –** Veterans Day (IPA Closed)
  - **November 16 –** Program Administrator Drawdown Calculations complete (for AVs that have NOT signed the REC Contract Amendment)
  - **November 19 –** Part II Verification for November and Community Solar Roundtable
  - **November 30 –** 2026-27 Designee Renewal Process Ends
  - **November 30 –** Public Schools 180-day Prioritization Window Ends
- Deadlines
  - **November 13** – Re-Batching Opens for AVs (For December 3, 2026, ICC Meeting)
  - **November 17** – Election Deadline for Project Re-Batch or Withdrawal (For December 3, 2026, ICC Meeting)

## Stakeholder Support

- New! **Program Holiday Hours** – In observance of Veterans Day, the Program will have limited services and updates on Wednesday, November 11, 2026. On this day, the Program Call Center will be closed. Updates to the Block Capacity Dashboard, application tables, application project reports, and waitlists will resume Thursday, November 12, 2026.
- **Program Administrator Office Hours** – November 18, 2026, from 10:00 – 11:00 a.m. CPT – Individual AV or Designee support for Program requirements, Portal, application, or other questions. Join link: https://energy-solution.zoom.us/j/91402926068. The schedule is available at the Key Dates and Deadlines page.
- **Application Tips and Tricks** – The Program Administrator publishes Application Tips and Tricks to help support stakeholders avoid Need Info requests that delay application review and approval. See this week's tip: "System Expansion vs Co-Location"

## Program News

*All Program updates can be found on the Program Updates page.*

- New! **Subscriber Management Portal Feature Updates and Resources** – As previously announced, the Program Administrator released several new enhancements to the Subscriber Management Portal feature, allowing AVs and Designees to edit individual subscriptions directly in the Portal, report the history of a subscriber, and export all historical Subscription Timeline events for one or multiple projects. More information about the Portal feature, an updated Subscriber Management Training Guide, demo video, live Webinar recording, presentation slides, and Q&A, are available on the Portal Updates page. Individual support for these enhancements is also available during Program Administrator Office Hours, held biweekly on Wednesdays from 10:00 – 11:00 a.m. CPT.

- New! **Illinois Shines Publishes Spring 2026 Small DG Customer Satisfaction Survey: Results and Analysis Report** – The 2026 Small DG Customer Satisfaction Survey was launched in April 2026 and sent to select Small DG customers. The survey was designed to obtain insights from customers about their experiences navigating Illinois Shines, and with the solar companies with whom they contracted, including customers' level of awareness and understanding around the Illinois Shines program. Details, outcomes, and analysis are provided in the Spring 2026 Small DG Customer Satisfaction Survey: Results and Analysis report. The IPA and its Program Administrator are continuing to review results and evaluate potential Program enhancements, and will offer focus groups for respondents interested in sharing additional perspectives, as well as future surveys. The 2025 Consumer Satisfaction Survey Report and 2025 Customer Satisfaction Survey Focus Groups Report can be found on the Program website.
- New! **IPA Publishes Blog Post: Top Five Illinois Clean Energy Facts** – The IPA has published a new blog post, *Top Five Illinois Clean Energy Facts*. With Illinois working toward its goal of 100% clean energy by 2050, keeping track of the state's evolving clean energy landscape can be challenging. Nuclear, wind, geothermal, solar – both large-scale and residential – and other clean fuel sources are shaping Illinois' clean energy future. Visit the IPA Blog for more!
- New! **New to the Program Website:**
  - Improved IllinoisShines.com search tool (Sitewide update)
  - Updated Subscriber Management Training Guide (Portal Updates page)
  - Spring 2026 Small DG Customer Satisfaction Survey: Results and Analysis report (About page)
- Updated! **CDCS Project Application Review and Scoring Schedule** – The application submission deadline for Program Year 2026-27 CDCS projects was August 31, 2026. Preliminary scores were sent to AVs on October 30, 2026, and applications have now entered the Scoring Cure Period. Please view this announcement for more information. AVs have two weeks, until November 13, 2026, to review initial score and dispute and resolve any discrepancies. Subsequent dates are as follows:
  - **Scores published**: Final scores will be published on November 20, 2026.
  - **Appeal period:** AVs wishing to appeal their project score will have two weeks from the receipt of scores to submit an appeal to the Program Administrator (November 23 – December 4)
  - **IPA review of appeals** (December 7–11)
  - **Random selection event to ordinally rank projects with tied scores** (December 16)
  - **Final scores and project selection published** (December 18)
- Updated! **2025-26 Annual Report Drawdown Calculations** – The Annual Report Cure Period concluded on October 30, 2026. Annual Report data (including REC delivery quantities and daily average subscription rates) is now considered final. The Program Administrator is calculating any potential Drawdowns for the annual REC performance evaluations and CS systems parameters evaluations. The calculations will include any finalized batch or contract assignments, REC delivery obligation reduction requests, or Force Majeure requests that are reported before October 30, 2026. Once the evaluations are complete and any necessary Drawdowns are determined, the Program Administrator will share results with the utilities for review by November 13, 2026. Following utility review, draft results will be shared with AVs in advance of the official notice of Drawdowns by the Contracting Utility in early 2027.
- **New Project Removal Request Process** – The IPA is launching a new Illinois Shines Project Removal Request Form for the 2026-27 Program Year. This form will allow for more accurate tracking of removal requests, reducing the total review and processing time that AVs experience. The form will allow for single- and multi-project submissions, given all included projects are on the same REC Contract. More details to come on batching submissions. The form will go live on **December 1, 2026.** However, starting **January 1, 2027**, the IPA expects all project removal requests to be made through the Project Removal Request Form and will not accept requests made via email. It should be noted that this process is being implemented for Illinois Shines projects only. Projects participating in Illinois Solar for All should continue to submit removal requests via email.

- **November REC Invoicing Opens November 1, 2026 –** REC invoices and Quarterly Netting Statements were made available for download from AV SharePoint folders on November 1, 2026. Invoices must be submitted to the utility by November 10, 2026, to receive payment for the November invoice period. Any invoice amounts not submitted to the utility by November 10, 2026, will be carried forward and included in the February 2026 period.

- **Part II Verification Cut Off for November –** The last Part II Verification date for November is November 19, 2026. Applications that are Part II verified on or before November 19, 2026, will be included in the December invoicing period. Application processing will continue throughout the last week of the month and any applications that are reviewed between November 20 and November 30, 2026, will be invoiced in January 2027. Part II Verification Cut Off dates for each month have been added to Key Dates and Deadlines page.

- **Reminder: Timing of Requests for Collateral Refund Due to High Interconnection Costs** – Requests for collateral refund due to high interconnection costs (an amount exceeding 30 cents per watt AC of the Designated System's Proposed Nameplate Capacity) must be made within 14 or 30 *calendar* days, not *business* days, of having received the subject interconnection cost estimate, depending on the REC Contract Version. Section 4.2 of the 2019 REC Contract specifies that the Seller must request a refund within fourteen (14) days, not fourteen (14) business days. Section 7.2 of the 2021, 2022, 2024 and 2026 REC Contracts specify that the Seller must request a refund within thirty (30) days, not thirty (30) business days.

- **Reminder: Standing Orders Must Be Initiated from an AV's Own Registry Account** – Per Section 6 of the Program Guidebook, Renewable Energy Credit Management and Assignments, AVs are required to set up an irrevocable Standing Order for the transfer of RECs from the system to the utility. Standing Orders must be initiated from an AV's own registry account and not from the account of an affiliate or third party. SPAVs must therefore have SPAV accounts in GATS or M-RETS and cannot initiate Standing Orders from their parent company account.

- **2026-27 Designee Renewal Process** – As previously announced, renewals for Designees and Nested Designees registered prior to the start of the 2026–27 Program Year began October 16, 2026, and runs through November 30, 2026. EEC Designees and Subcontractors may also renew their status and will receive an updated EEC certificate following the renewal review. See Section 4.G of the Program Guidebook for additional information. AVs are responsible for ensuring their Designees and Nested Designees are compliant with renewal requirements. Non-compliance with this requirement may result in possible disciplinary actions, as set out in the Consumer Protection Violation Response Matrix in the Consumer Protection Handbook.

## Reference and Reminders

- **Re-Batching for ICC Meetings** – AVs must indicate any requests to withdraw or withhold projects from ICC submission during a two-day re-batching window. In the absence of any action by an AV, the Program Administrator will re-batch the projects at its discretion and submit eligible projects to the ICC. Upcoming windows for re-batching are as follows:

| Re-Batching Opens for AVs | Election Deadline – 12:00 p.m. CPT (Re-Batching Closes for AVs) | Trade Date (ICC Meeting Date) |
|---|---|---|
| 11/13/2026 | 11/17/2026 | 12/3/2026 |
| 12/1/2026 | 12/3/2026 | 12/17/2026 |

  DG projects are only permitted to be withheld twice before they must be submitted to the ICC for REC Contract approval or permanently withdrawn from the Program. Projects that have been withheld more than two times will be required to submit to the ICC or withdraw. See Section 5.A of the 2026-27 Program Guidebook for more detail.

- **Portal Maintenance and Releases** – Scheduled system maintenance occurs Tuesday and Thursday evenings, from 8:00 p.m. to 11:00 p.m. CPT, during which times the Portal is typically unavailable to users. Users working in the Portal should save their work prior to the 8:00 p.m. CPT start of system maintenance window. Any unsaved information will be lost when the system is moved into maintenance mode. Please visit the Portal Updates page for details on recent and planned Portal updates and help guides.

- **Application Processing Tables and Updates** – Application processing tables are maintained here. These tables are updated daily. In addition to information available on the Project Application Reports page, the status of individual project applications can be checked using the Project Look Up Tool. For questions about specific project applications, please contact the Program Administrator at admin@illinoisshines.com.
- Updated! **Status of Small DG Part I and Part II Application Processing** – Small DG Part I application timelines are now within the expected two-week turnaround time. Part II reviews are still significantly delayed and applications from 14 weeks ago are currently being processed. The Program anticipates returning to the target two-week review time for Part II by the end of the calendar year. All other project categories are meeting review turnaround expectations. Please see this announcement for more details, including ways the Program Administrator is improving review efficiency and capacity.

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**CONTACT US:** For Portal, application, or Program-specific questions and inquiries, please contact admin@illinoisshines.com or call 877-783-1820.

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