



# Consumer Protection Resources for Illinois Residents and Businesses

*The IPA is committed to consumer protection and works diligently to ensure positive experiences for Illinois residents and businesses interested in going solar. As part of that commitment, the IPA utilizes a proactive approach to consumer education and awareness. By developing a variety of resources with consumers in mind, the IPA works to make obtaining information on going solar more effortless and streamlined.*

## Key Consumer Protection Resources for Customers

### Disclosure Forms

Solar providers must generate a standard Disclosure Form for every customer in both the [Illinois Shines](#) and [Illinois Solar for All](#) (ILSFA) programs. Customers must sign the Disclosure Form before signing a contract.

Disclosure Forms are designed to provide customers clear and consistent information about solar projects and transactions, including project size, cost and fees, operations, and warranties.

### Informational Brochures

The informational brochures – provided for both [Illinois Shines](#) and [Illinois Solar for All](#) – inform customers of their rights, procedures for filing complaints, and other key information related to the IPA's solar incentive programs.

### Customer Complaints

The IPA develops comprehensive consumer protection program requirements and takes all customer complaints and potential violations of these requirements seriously. Third-party Program Administrators that administer and oversee day-to-day operations of Illinois Shines and ILSFA programs review and investigate customer complaints and guide customers through the complaint process. Additionally, Program Administrators take necessary actions against solar companies that violate consumer protection requirements. The Complaint Centers for [Illinois Shines](#) and [Illinois Solar for All](#) each include a complaint report; a resource where potential customers can review complaints filed by other customers. Furthermore, the Illinois Shines Complaint Center has a violations report, which consumers can use to vet companies.

### Dedicated Consumer Protection Unit

There is a dedicated consumer protection unit within the IPA to address consumer protection issues faced by customers in the Illinois Shines and ILSFA programs. Each Program Administrator has a Consumer Protection team that works diligently to address consumer protection issues.

### Additional Illinois Shines Resources

The [Project Lookup Tool](#) is available for Illinois Shines customers who have a Distributed Generation (on-site) solar project to view the status of their project application in the Program's application process.

The [Guide to Going Solar](#) provides key information on the major steps in the Illinois Shines application process.

The IPA's consumer protection efforts are not just built around protecting consumers and businesses from harmful business practices, but also educating and empowering consumers to make well-informed decisions about going solar. To view additional consumer protection resources, visit the webpages for [Illinois Shines](#) and [Illinois Solar for All](#).