



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 Resources for Customers



Disclosure Forms

Solar providers must generate a **standard Disclosure Form** for each customer of both Illinois Shines and Illinois Solar for All 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 system equipment, size, cost, 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 Complaint Center

The Illinois Shines **Customer Complaint Center** provides information on complaints made and disciplinary actions taken against firms benefitting from the IPA's solar incentive programs, allowing customers to make more informed choices when going solar. Should a customer have a negative experience, the Customer Complaint Center also provides information for how to submit complaints.



Project Status Lookup Tool

The **Project Status 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.



Dedicated Consumer Protection Unit

There is a dedicated consumer protection unit within the IPA for addressing consumer protection issues faced by customers of Illinois Shines and Illinois Solar For All programs. These programs are administered by third party Program Administrators. Each Program Administrator has dedicated consumer protection staff for addressing and resolving customer complaints and issues.



Illinois Shines Guide to Going Solar

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, please visit the [Consumer Protection Hub](#) on the Illinois Shines website.