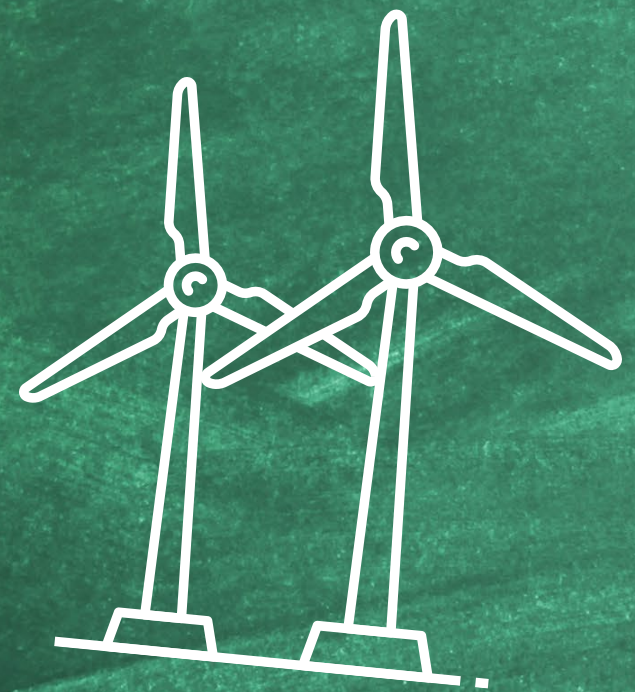


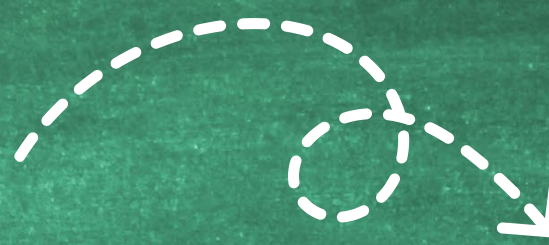
How Consumer Protections for the IPA's Solar Incentive Programs Work



Session 2

IPA's Summer School Virtual Series
for Legislators & Staff

8/15/24



IPA Summer School for Legislators & Staff **2024 Schedule**

Previous

Session 1: Understanding the IPA's Solar Incentive Programs

Date: Thursday, July 18, 2024, at 12:15 - 1 p.m.

[Watch the Recording & View Deck Here](#)

Upcoming

Session 2: How Consumer Protections Work for the IPA's Solar Incentive Programs

Date: Thursday, August 15, 2024, at 12:15 - 1 p.m.

Registration Link: [Register Here](#)

Session 3: Advancing IPA's Equity Initiatives in the Clean Energy Transition

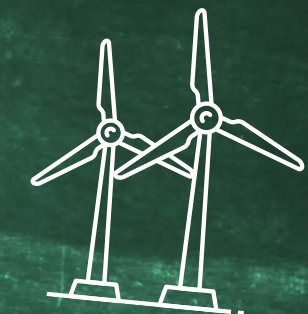
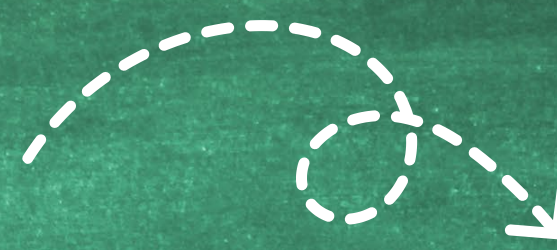
Date: Thursday, September 5, 2024, at 12:15 - 1 p.m.

Registration Link: [Register Here](#)

Session 4: IPA's Clean Energy Dashboard & Progress Toward State Clean Energy Goals

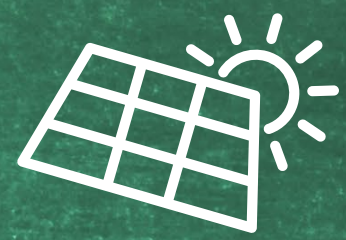
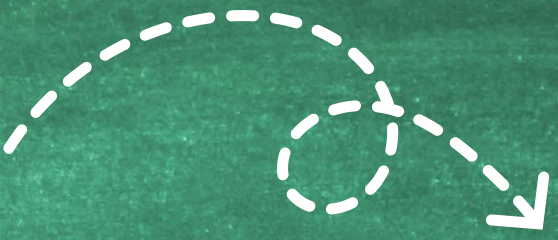
Date: Thursday, September 19, 2024, at 12:15 - 1 p.m.

Registration Link: [Register Here](#)



What is the Illinois Power Agency?

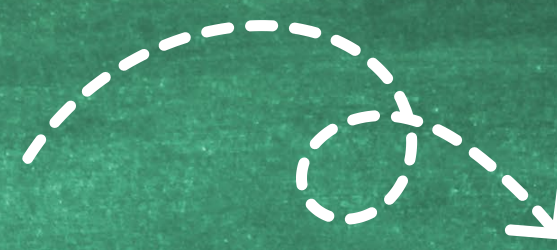
- About the IPA Recap:
 - Responsible for implementation of Illinois Renewable Portfolio Standard
 - Implement the state's two solar incentive programs
 - Clean energy work incorporates equity provisions
 - Continues to procure electricity for 20-25% of eligible retail customers in Illinois, established in 2007
 - What distinguishes us from the ICC
- IPA's Consumer Protection (CP) Obligations
 - Set terms and conditions for participation, including CP requirements



Today's Speakers



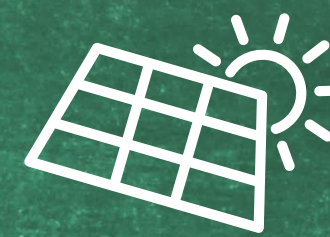
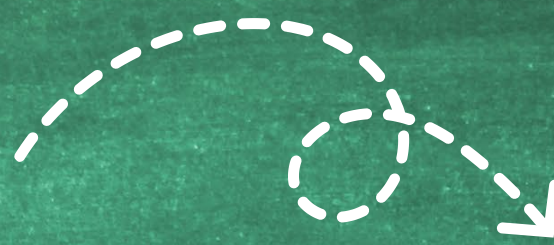
Rachel Granneman
Deputy Legal Counsel - Consumer Protection,
Illinois Power Agency



Session 2: Consumer Protections & the Solar Incentive Programs

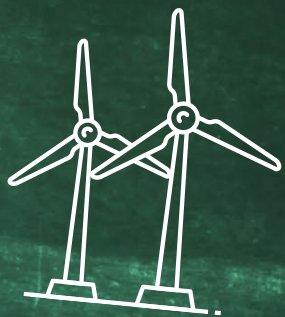
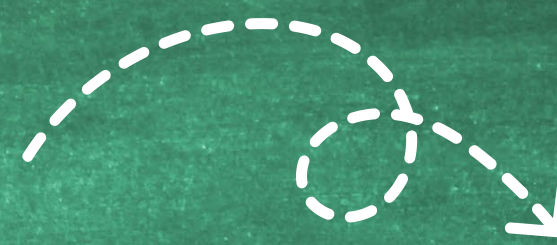
Agenda

- IPA's Commitment to Consumer Protection & 1-75(c)(1)(M)
- Part I: Program Requirements
- Part II: Education, Resources, and Stakeholder Input
- Part III: Addressing Consumer Protection Issues
- Q&A



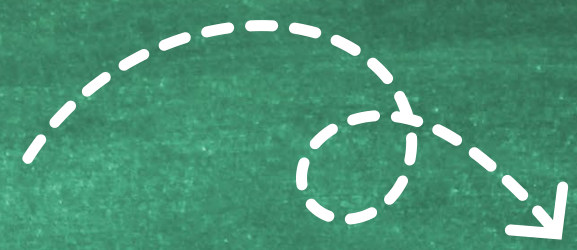
IPA's Commitment to Consumer Protection

- Protects customers against misleading or unfair business practices
- Helps residents and businesses make informed decisions about whether and how to go solar
- Encourages positive customer experiences and builds trust in the programs
- Ensures state-administered incentive funding only supports entities that responsibly serve the public



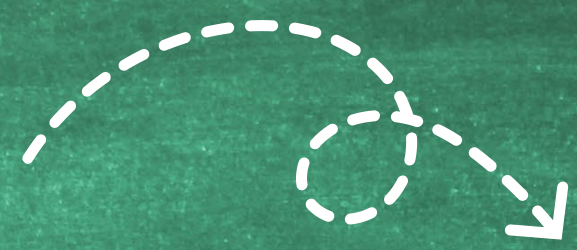
CEJA Updates to IPA Act Section 1-75(c)(1)(M)

- (i) Directs Agency to “establish a registration process” and “maintain a list of approved vendors” and states that **Agency may “revoke” a vendor’s ability to participate for failure to comply with requirements**
- (ii) Directs Agency to establish program requirements and minimum contract terms
- (iii) Gives Agency authority to require standard disclosure forms
- (iv) Directs Agency to establish consumer complaint centers to accept complaints and publish database of complaints
- (v) Directs Agency to file annual report on complaints and enforcement actions with the Illinois Commerce Commission
- (vi) Directs Agency to schedule regular meetings with Office of the Attorney General, Illinois Commerce Commission, and other stakeholders on consumer protection topics
- (vii) Directs Agency to refer, as appropriate, complaints to other legal authorities / law enforcement



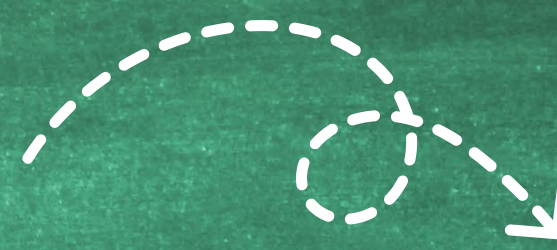
CEJA Updates to IPA Act Section 1-75(c)(1)(M)

- reflects and articulates Agency's scope of authority
- codified existing practices / requirements



Part I: Program Requirements

- Registration
- Compliance with Consumer Protection Handbook
- Compliance with Contract Requirements
- Disclosure Forms
- Complaints & Program Violations



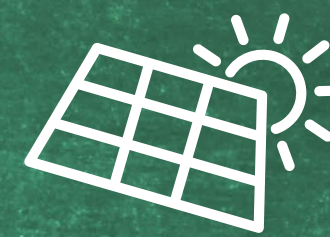
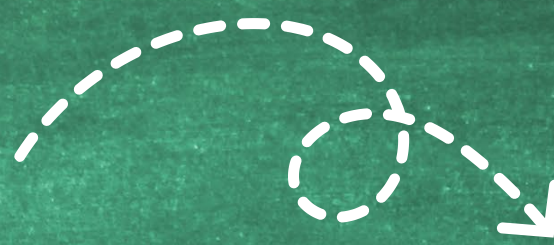
Required Program Registration: Approved Vendors

Approved Vendors are responsible for:

- Submitting project applications to Illinois Shines and ILSFA,
- Selling RECs from each solar project to the local utility in exchange for incentive payment, and
- Supervising any entity working on their behalf.

Approved Vendors *must* apply to participate in each Program, and:

- Must submit a detailed application, which is reviewed and either approved, conditionally approved, or denied;
- Must agree to comply with all Program requirements; and
- Must submit a renewal application annually.
- Note: registration is not a licensing process

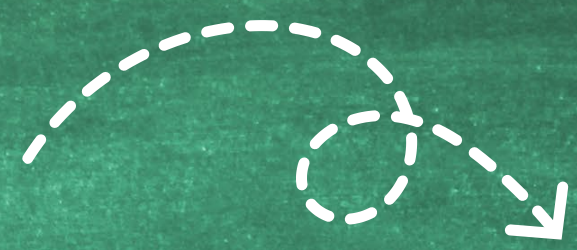


Required Program Registration: Designees

- Designees are entities that work on behalf of an Approved Vendor and interact with end-use customers
- Designees may do marketing, sales, installation, etc.

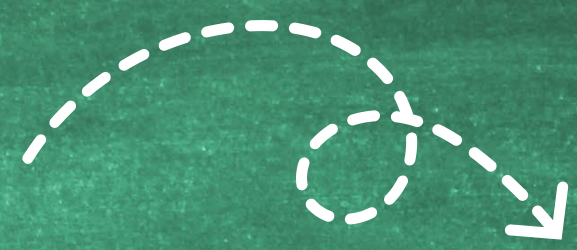
Designees must register with the Program and:

- Must agree to comply with Program requirements
- Must renew their registration each year



How to find Approved Vendors and Designees

- Illinois Shines: [List AVs and Designees](#)
- Illinois Solar for All: [List AVs and Designees](#)

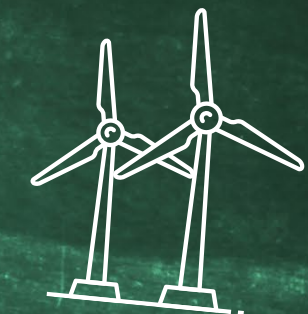
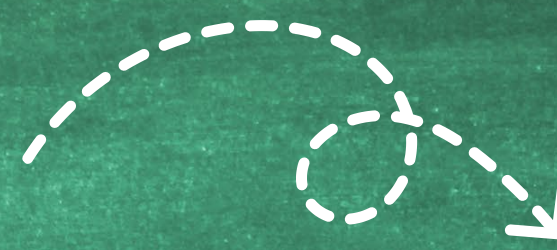


Consumer Protection Handbook

The [CP Handbook](#) lays out marketing, sales, training, conduct, and other requirements for Approved Vendors and Designee participating in both solar incentive programs.

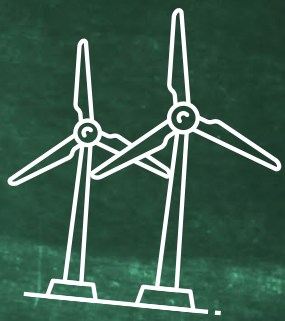
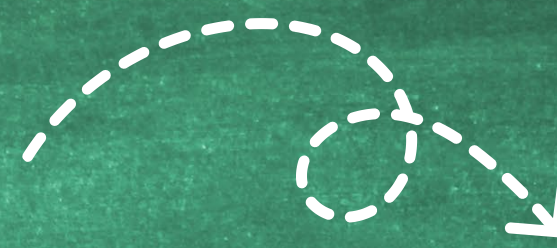
Sample General Requirements

- AVs and Designees shall:
 - Accurately portray prospective customers' anticipated costs and savings.
 - Shall not make any demonstrably false or unsubstantiated statements about whether or to what degree an offer will save customers money.
 - Shall not describe the Program as providing a tax credit.



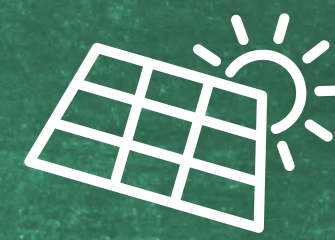
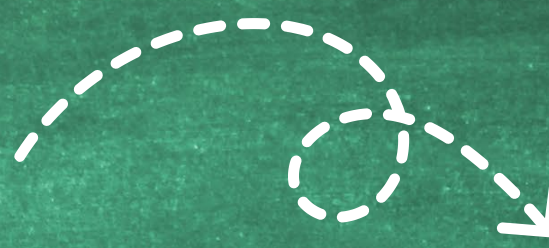
Other Example Requirements

- Sales agents doing in-person solicitation for small solar projects must wear an ID badge with their name, photo, company, and ID.
- If a customer doesn't speak English, the solicitation must be conducted in the customer's language or solicitation must stop.
- All customers must receive and sign a standard Disclosure Form prior to signing a contract.
- If Community Solar bills are delayed (e.g., due to utility billing issues), and the community solar provider is billing for 3+ months at once, they must offer a no-penalty payment plan (2+ months for ILSFA).



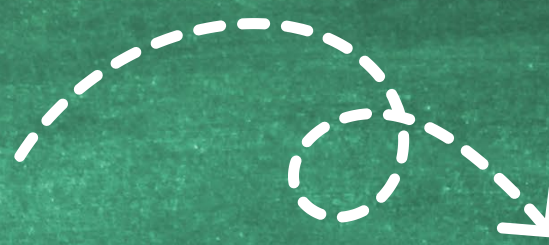
Contract Requirements

- IPA developed requirements for customer contracts for both Programs
- For example, installation contracts must include:
 - All costs and fees
 - Design specifications
 - Warranty information
 - Dispute resolution procedures
 - Governing law
- ***For ILSFA:***
 - Any contracts with ongoing payments must include forbearance provisions
 - Extended rescission periods



Additional Program Requirements Specific to ILSFA

- Participants see no upfront costs
- Minimum specified savings – participants must pay no more than 50% of the value of the electricity generated from their onsite solar project or from their share of a community solar project



Disclosure Forms

Prior to signing a contract:

- Approved Vendors/Designees *must* provide a standard **Disclosure Form** to each customer
- Customers must review and sign that form first

Forms are designed to provide customers clear, consistent info about solar projects and transactions. For example, DG Disclosure Forms include:

- Costs and fees
- Amount of incentive
- Warranties
- Size
- Installation information
- Financial benefits

Links to the forms: [Illinois Shines forms](#), [ILSFA forms](#)



Illinois Shines Solar Project Purchase Disclosure Form
Solar Project Purchase Disclosure Form - ID# 505481

Illinois Shines is a state solar incentive program. An installer or other vendor is required to provide you with this disclosure form so that you have accurate information about the solar project, including its size, cost, operations, warranties, and financial benefits. More information about Illinois Shines is available at www.IllinoisShines.com and a guide to understanding your disclosure form is available at <https://illinoisshines.com/consumer-protection/disclosure-form-resources>. Another state solar incentive program, Illinois Solar for All, is available for income-eligible customers and includes savings guarantees (visit www.IllinoisSFA.com for more information).

This form is not a substitute for your contract. Carefully read your contract before signing. You may want to compare offers from multiple installers or Approved Vendors. You should take whatever time you need to shop around and to fully understand the contract before signing.

You may rescind your installation contract and receive a refund of any deposit by contacting the project seller within the period allowed by your contract or law, which cannot be less than three calendar days.

If you are unable to resolve a complaint with your installer or Approved Vendor, you may contact the Illinois Shines Program Administrator by emailing complaints@illinoisshines.com or by calling (877) 708-3456. If you have been subject to fraudulent or deceptive sales practices, the Consumer Protection Division of the Illinois Attorney General's office may also be able to help; call (800) 243-0618 or visit <https://illinoisattorneygeneral.gov/File-A-Complaint/>.

Customer Information	
Name	John Doe
Address	123 Illinois St, Chicago, IL 60131
Phone	123-123-1234
Email	jdoe@illinoisabp.com
Service utility	AmerenIllinois
Customer type	Residential/Small Commercial

Approved Vendor	
Legal Name	IGS Solar LLC
Marketing Name	6100 Emerald Pkwy, Dublin, 43016
Address	614-659-5675
Phone	IGS_ILincentive@igs.com
Email	

Project Seller	
Legal Name	Seller
Marketing Name	
Address	123 AV lane, Chicago, IL 43016
Phone	123-123-1234
Email	seller@solar.com

Project Installer	
Legal Name	Seller
Marketing Name	
Address	123 AV lane, Chicago, IL 43016
Phone	123-123-1234
Email	seller@solar.com

Project Purchase Information and Costs

If your purchase of the solar project will be financed through loans or other means, this may add to the overall cost.

Payment	When Payment is Due	Amount
Deposit or payment at contract signing	At contract signing	\$100.00
Deposit or payment at installation	At start of installation	\$0.00
Amount of final payment due to seller	60 days after project installation	\$20,000.00
Amount of any other payments for the project	30 days after installation	\$250.00

Fees that will apply	Amount	When Due	# of Payments	Amount
Maintenance Fee	\$100.00	Annually	20	\$2,000.00
Interconnection fee	\$100.00	at installation	1	\$100.00

Total amount paid, including purchase price and above fees, for duration of contract
\$22,550.00

Other Fees that May Apply	When Applicable	Amount
Late payment fee	Payment is more than 30 days late	Accrues at 3%

Illinois Shines Incentive Payment

You may be eligible for other incentives related to your solar project, including a federal solar tax credit. Expected value of incentive payment that will be **received by the Approved Vendor** for the solar project if accepted into Illinois Shines program (acceptance not guaranteed) **\$10,153.00**

Amount of the incentive payment that the Approved Vendor will pass on to the customer **\$9,000.00**

This payment amount may change if project specifications change.
This does not include money withheld as collateral - see Collateral Charge and Possible Refund section below.
Is the installation contract contingent upon selection for the Illinois Shines incentive? No

Will pricing or other terms change if the project is not selected for Illinois Shines? Yes
Review your contract to understand how pricing or terms will change if the project is not selected.
When will Approved Vendor submit an application for the project to Illinois Shines? Within 30 days of contract signing

Collateral Charge and Possible Refund

Your Approved Vendor will withhold part of the REC incentive payment as collateral in case your solar project does not generate as many Renewable Energy Credits (RECs) as expected. This collateral may be refunded later.

Amount of collateral	\$100.00
Estimated date for return of collateral fee	30 days after completion of REC contract
Conditions for return of collateral fee	Preventative maintenance completed annually

Project Installation

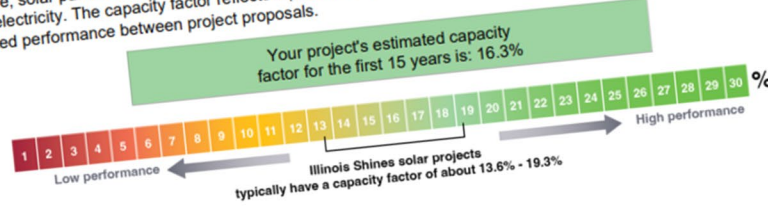
Estimated start date of project installation	30 days from the date the contract is signed
Estimated completion date of project installation	120 days from the date the contract is signed
Estimated date for seller to furnish a mechanic's lien waiver	6 months from installation
Who is responsible for submitting a project interconnection application to your local service utility?	Approved Vendor

Project Design Specifications

Project Size (size of project as built may vary by the greater of 1kW or 5%)	6.30 kW AC 6.60 kW DC
Estimated total annual electricity production in first year	9,333.00 kWh
Expected life of the project	25 years
Mounting location	Roof mounted

Project Performance

A solar project's performance can be affected by the type of solar panel used and placement of the panels. For example, solar panels that do not face south, are at too steep or flat of an angle, or are shaded will not produce as much electricity. The capacity factor reflects a project's expected production and can be used to compare design and expected performance between project proposals.



Explanation:

Net Metering and Smart Inverter Rebate

You may be eligible for net metering, which credits your electric bill for excess generation from your solar project. To participate in net metering credits can have a significant impact on the financial benefits of your solar project. **To participate in net metering, an application must be submitted to your electric utility.** For more information on net metering, including credit amounts, how credits roll over, and whether credits expire, please see <https://illinoisshines.com/consumer-protection/disclosure-form-resources>.

An application will be submitted for your project to receive the Smart Inverter Rebate. Your electric utility will provide an upfront lump-sum payment, but you may receive a lower net metering rate. Please see <https://illinoisshines.com/consumer-protection/disclosure-form-resources> for more information.

Rebate Amount	\$1,000.00
Who keeps the rebate payment	Customer

Project Operations, Maintenance, Warranties, and Guarantees

Project maintenance (operational upkeep)	Included - provided by Seller for 15 years
Project repairs (fixing malfunctioning project)	Not Included
Warranties related to improper installation	Included - provided by Installer for 10 years
Manufacturer's warranty for solar panels?	Included for 15 years
Manufacturer's warranty for project inverter?	Included for 10 years
Warranty against roof leaks from installation	Included - provided by Installer for 10 years
Is the seller providing a project guarantee?	None
Insurance for loss or damage to the project	Included - weather damage not covered

If You Move

Requirements for including the transfer of your solar project as part of a real estate transaction if you sell your home or business.

Value of Electricity and Savings Estimates

Below are low, medium, and high estimates of the dollar value of the electricity your solar project produces and the savings you will realize over the life of the system. These estimates are based on a 15-year period (how much less you will pay in electric bills), which do not factor in your expenses. You continue to generate electricity, and economic value, beyond 15 years.

These estimates are based on the current retail rate for electricity in your service utility territory and may not reflect electricity rate and net metering rate variations if you are a non-residential customer, have hourly electricity pricing, receive supply from an Alternative Retail Electric Supplier, take the Smart Inverter rebate, or do not sign up for net metering. **These estimates are NOT a guarantee and do not account for the time value of money; electricity rates are subject to change.**

Estimated Range for Value of Electricity Generated by Your Project



Assuming a starting electricity price of 12.24 cents/kWh; electricity price escalation rates of .5%, 1.7%, and 2.5%; production decrease of .5% per year. These estimates use inputs from Illinois Shines to allow for apples-to-apples comparison of Disclosure Forms from different companies. Your project seller may use different assumptions in documents they produce.

To estimate overall savings over the first 15 years (if any), compare the expenses to the estimated overall savings.

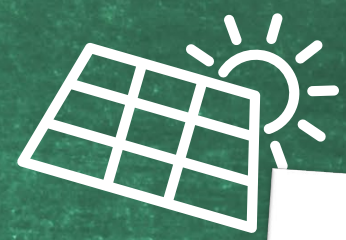
Benefits	
Medium estimate of value of electricity generated over 15 years	\$18,641.06
Smart Inverter Rebate (if retained by customer)	\$1,000.00
Value of federal tax credit (if any)	Consult a tax professional
Illinois Shines incentive payment paid to customer (if any)	\$9,000.00

Expenses	
Total amount paid by customer (purchase price, fees, etc.)	\$22,550.00
Financing costs (if any)	Consult your financing agreement (if applicable)

Additional Information from Project Seller

Signature
By signing this disclosure form, you certify that you received and read this form and had the opportunity to ask questions about it.

Printed Name _____
Signature _____
Date _____



Illinois Solar for All
Community Solar Disclosure Form
Income-Eligible Residential Customer

Illinois Solar for All is a state solar incentive program. Your community solar provider is required to provide you with this disclosure form so that you have clear information about the community solar subscription. More information about Illinois Solar for All is available at IllinoisSFA.com, and a guide to understanding your disclosure form is available at IllinoisSFA.com/consumer-protections.

Your subscription entitles you to a share of the electricity generated from the community solar project. You will receive monetary credits for this electricity on your utility bill. Carefully read your contract before signing. You may want to compare offers from multiple community solar providers or Approved Vendors. You should take whatever time you need to shop around and to fully understand the contract before signing.

You may rescind your subscription contract by contacting the community solar provider within the period allowed by your contract or law, which cannot be less than three calendar days.

If you are unable to resolve a complaint with your community solar provider or Approved Vendor, you may contact the Illinois Solar for All Program Administrator by emailing info@IllinoisSFA.com or by calling (888) 970-ISFA (4732). If you have been subject to fraudulent or deceptive sales practices, the Consumer Protection Division of the Illinois Attorney General's office may also be able to help; call (800) 243-0618 or visit Illinoisattorneygeneral.gov/File-A-Complaint.

Contact Information

Customer	
Name	
Address	
Phone	
Email	
Service Utility	
Customer type	

Community Solar Provider*	
Legal Name	
Name used for Marketing	
Phone	
Email	
Website	

*may be different than project owner/developer

Project Information

You will be subscribed to one of the following community solar projects within the next 6-7 months. Once you have been subscribed to a specific project, you will receive a notice with additional information.

Approved Vendor	
Legal Name	
Name used for Marketing	
Phone	
Email	
Website	

Illinois Solar for All

Subscription Information

Subscription size (may vary by the greater of 5 kW or 25%)	kW AC	Estimated first year production (production levels will decrease over time)	kWh
Term of your subscription		Guaranteed minimum level of production	
Estimated start date for bill credits			

Rate and Payment Information

There are no upfront costs before you start receiving community solar bill credits.

Subscription structure and rate	
Annual escalation rate	
Frequency of payments and start date	%
Format of bill	
Payment method options	

Fees and Other Costs

Description	When Due or When Applicable	Amount

Illinois Solar for All

Early Termination of Subscription

Your community solar subscription will terminate if you move out of your current electric utility service area and/or a penalty or fee may apply.

Additional circumstances under which you may terminate your subscription early	
Advance notice requirement for early termination	
Penalty or fee for early termination	

Transferring Your Subscription

You have the right to transfer your subscription to another customer if the new subscriber meets the requirements. You cannot be charged for transferring your subscription. Your Community Solar Provider may require you to terminate your contract prior to the agreed end date without transferring to another customer (see Early Termination of Subscription section above). If you move within the same utility service area, you may transfer your subscription. The terms of subscription may require changes if your electricity usage changes.

Subscription Renewal

At the end of your subscription contract term, your Community Solar Provider may offer you a renewal contract. These are the terms for renewal or end-of-contract requirements:

Illinois Solar for All

Value of Electricity and Savings Estimates

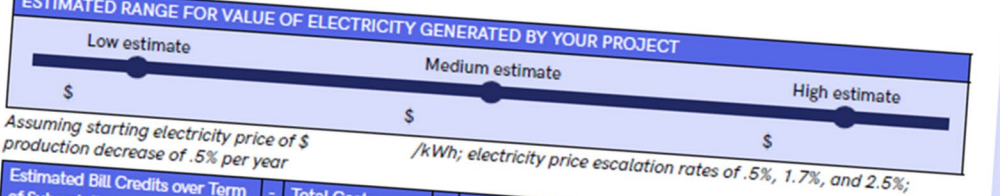
With your community solar subscription, you will receive monetary credits on your electric utility bill for the electricity generated by your share of the solar project. Below are estimates of the bill credits your subscription will generate in the first year and over the term of your subscription (how much less you will pay in electric bills). The form also provides estimated savings in year one and over the subscription term. These estimates are based on the current rate for community solar bill credits for residential customers in your service utility territory. If you are a non-residential utility customer, your crediting rate may be different. The below estimates are NOT a guarantee; bill crediting rates are subject to change. For more information on savings estimates, visit IllinoisSFA.com/consumer-protections.

Your estimated savings must be at least 50% of the value of the bill credits for the first year and over the duration of your subscription.

Year 1

Estimated Bill Credits in Year 1	Total Costs in Year 1	=	Estimated Savings in Year 1	Savings as a Percentage of the Bill Credits Generated by your Subscription
\$	\$	=	\$	%

Assuming starting electricity price of \$ /kWh



Estimated Bill Credits over Term of Subscription (Medium estimate)	Total Costs over Term of Subscription	=	Estimated Savings over Term of Subscription	Savings as a Percentage of the Bill Credits Generated by your Subscription
\$	\$	=	\$	%

Most community solar subscriptions are sized so that the subscription's generation in kWh roughly matches the customer's electric usage in kWh over the course of the year. If your subscription size is too large, it is possible that you may accumulate more bill credits than you can use. Keep in mind that the solar project will generate more electricity in the summer than in the winter. For more information, visit IllinoisSFA.com/consumer-protections.

Additional Information from Community Solar Provider / Approved Vendor

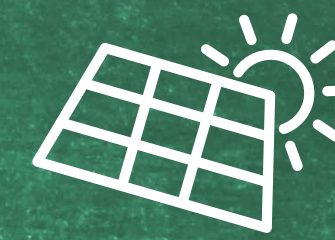
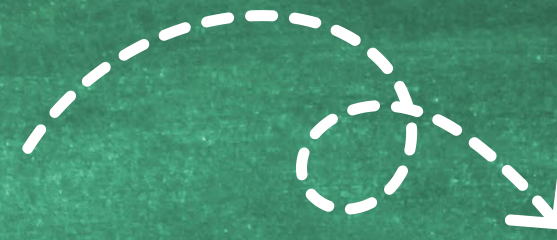
Signature

By signing this form, you certify that you received and read this form and had the opportunity to ask questions about it.

Printed name _____

Signature _____

Date _____



Complaints & Program Violations

Customers in both programs can file complaints with Program Administrators

- Program Admin staff investigate complaints and mediate resolutions

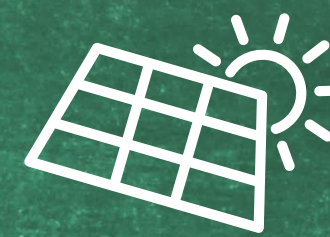
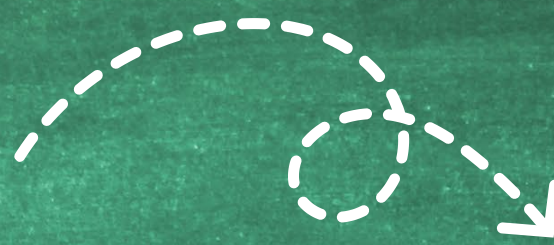
Program Administrators take action when Approved Vendors and Designees violate Program requirements:

- Process starts with Notice of Potential Violation
- If violation is confirmed, may:
 - Require corrective action
 - Require compliance plan
 - Send warning letter
 - Suspend company from participating in Program



Part II: Education, Resources, and Stakeholder Input

- Education
- Reports – Complaints and Program Violations
- Consumer Protection Working Group



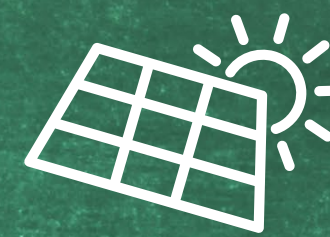
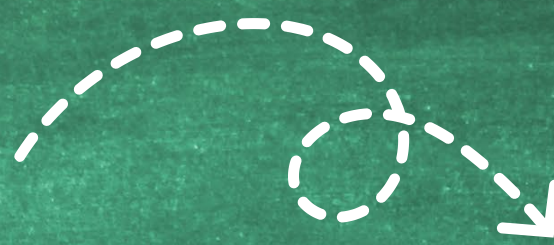
Commitment to Education

[Illinois Shines](#) and [ILSFA](#) Websites

Program Brochures: Available in English and Spanish. Inform consumers of:

- Their rights,
 - Procedures for filing complaints, and
 - Other specific information related to incentive programs
- [Illinois Shines](#) (Distributed Generation, Community Solar, Public Schools & EECs)
 - [ILSFA](#) (Residential, Community Solar, Non-Profit/Public Facilities)

Disclosure Form Deep Dives for [Illinois Shines](#) and [ILSFA](#)



Commitment to Education (cont.)

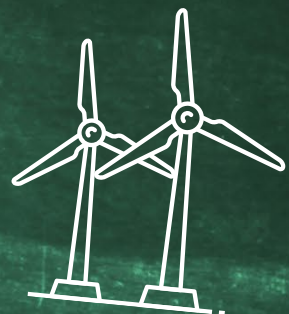
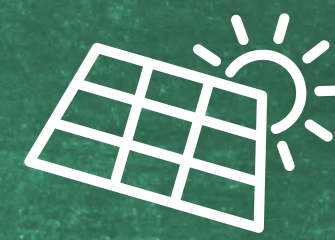
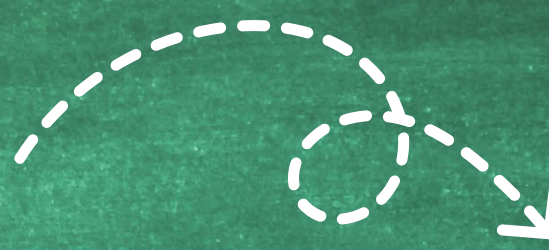
Illinois Shines:

[Project Look-up Tool](#): for checking status of Illinois Shines application

[Guide to Going Solar](#): resource on steps/timeline of the Illinois Shines application process

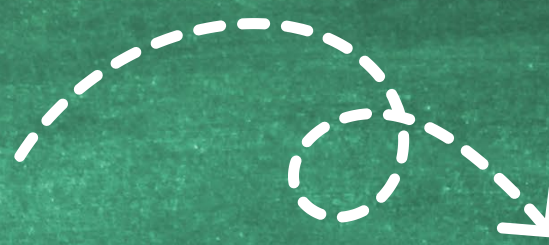
[ILSFA Grassroots Educators](#): As trusted members of their communities, Grassroots Educators engage income-eligible residents to educate them about the Illinois Solar for All program.

IPA [Fact Sheets](#)



Reports on Complaints & Program Violations

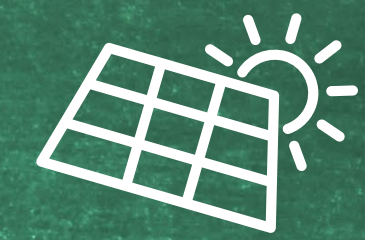
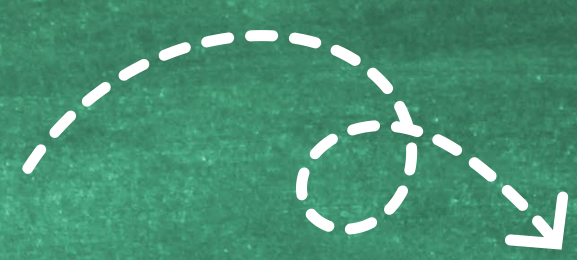
- Illinois Shines Program Violations Report: summarizes suspensions of Approved Vendors and Designees, and recent warnings (updated regularly)
- Illinois Shines Consumer Complaints Report: lists all consumer complaints reported to the Program Administrator (updated regularly)
- [ILSFA Consumer Complaints Report](#): lists all participant complaints received by the ILSFA team (updated regularly)
- [Annual Complaints Report](#): filed with the ICC, contains information on complaints received and disciplinary actions taken (updated annually)



Consumer Protection Working Group

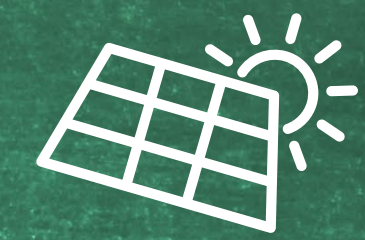
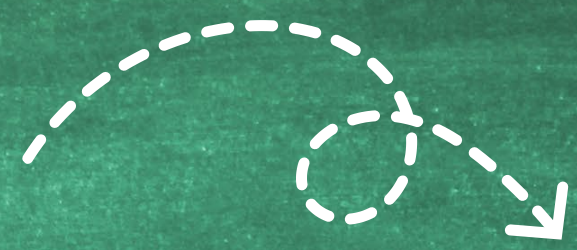
- Meets virtually on the first Friday of the month (22 meetings since starting Oct. 2022)
- Engages a **diverse set of stakeholders** to create a robust dialogue around CP issues
 - E.g., AVs and Ds, trade groups, ICC Staff, CUB, Grassroots educators, consumers
- Open to consumers, solar companies, community and nonprofit organizations and the public to **provide direct insight and perspectives to the Program Administrators** (Energy Solutions & Elevate) for both solar incentive programs and the IPA
- Feedback from the group **helps inform IPA's strategies and decisions on various CP issues**, including changes to the Program requirements and development of CP resources
 - E.g., "Stranded Customer" REC Adder

- Note: Agency also holds regular meetings just with Program Administrators, Office of the AG, and ICC Staff



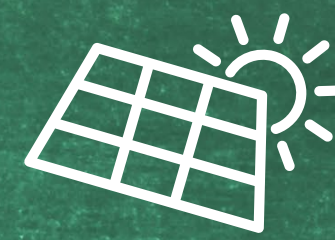
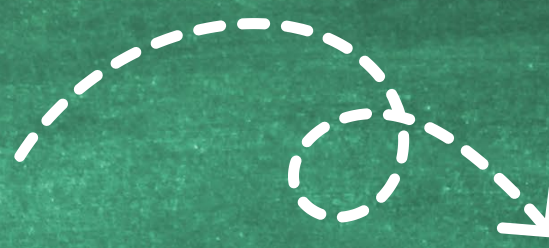
CEJA Updates to IPA Act Section 1-75(c)(1)(M)

- (i) Directs Agency to “establish a registration process” and “maintain a list of approved vendors” and states that Agency may “revoke” a vendor’s ability to participate for failure to comply with requirements
- (ii) Directs Agency to establish program requirements and minimum contract terms
- (iii) Gives Agency authority to require standard disclosure forms
- (iv) Directs Agency to establish consumer complaint centers to accept complaints and publish database of complaints
- (v) Directs Agency to file annual report on complaints and enforcement actions with the Illinois Commerce Commission
- (vi) Directs Agency to schedule regular meetings with Office of the Attorney General, Illinois Commerce Commission, and other stakeholders on consumer protection topics
- (vii) Directs Agency to refer, as appropriate, complaints to other legal authorities / law enforcement



Part III: Addressing Consumer Protection Issues

- Stranded Customers
- New Consumer Protection Initiatives Under Development

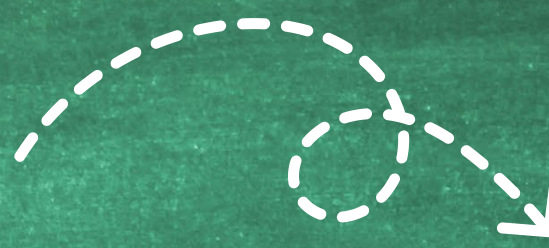


Help for Stranded Customers

The term “**stranded customer**” refers to a customer that has already signed a contract with a solar company and then the AV (and sometimes also the Designee) goes out of business or cannot proceed with the project

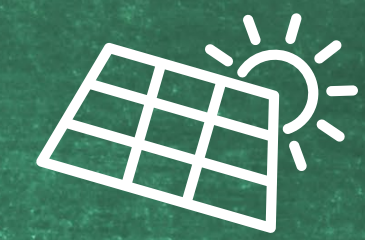
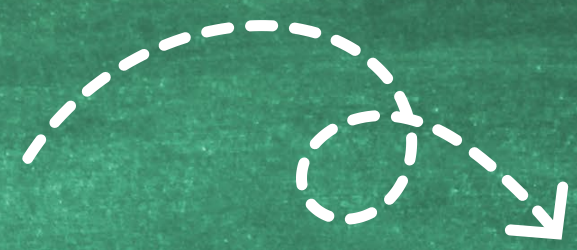
Illinois Shines Stranded Customer Resources:

- Illinois Shines Program Administrator reaches out to customers that we expect have been stranded to provide information about possible paths forward
- Developed “short list” of companies willing to take on stranded customers, and that have met heightened eligibility requirements
- Also working on financial incentive for companies that “rescue” stranded customers



New CP Initiatives Under Development

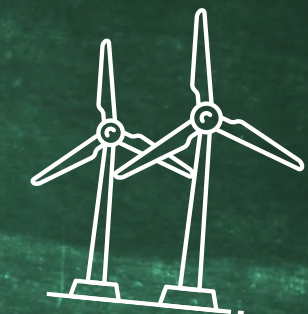
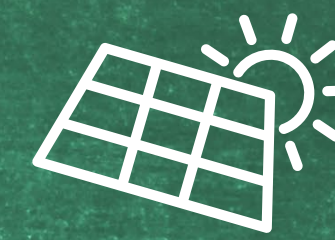
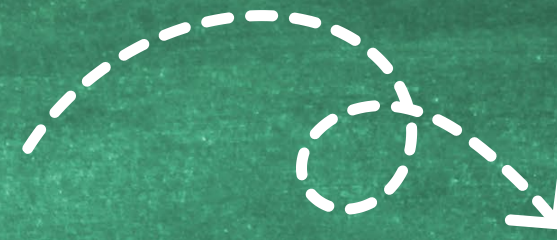
- 1. REC Adder:** incentive for Approved Vendors supporting stranded customers
- 2. Escrow Process:** would allow the Program Administrator (PA) to direct the utilities to make Renewable Energy Credit payments to a third-party entity rather than continue to pay the offending Approved Vendor. The third-party entity would pay customers any promised REC payment amounts, with the remainder paid to the AV.
- 3. Solar Restitution Program:** to provide compensation to customers who have been harmed through participation in Illinois Shines or ILSFA. Customers must have registered a complaint and meet eligibility criteria.
 - Maximum payment amounts: \$30,000 per individual solar project; \$200,000 per Approved Vendor



Contacts for Related Casework and Complaints

If your constituent has an issue or complaint associated with either program:

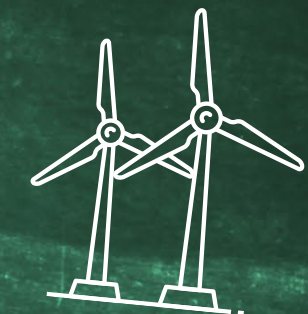
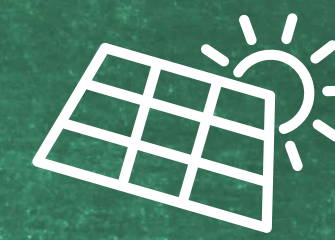
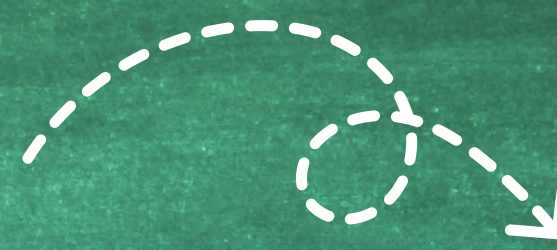
1. You can always contact Whitney (IPA) to help navigate the process (see last slide)
2. Illinois Shines Complaints Center via Program Administrator (Energy Solutions)
 - To file a complaint, please use the form [here](#), or contact the team at complaints@illinoisshines.com or call **(877) 708-3456**
3. Illinois Solar for All via Program Administrator (Elevate)
 - To file a complaint, contact the team at info@illinoisSFA.com or call **(888) 970-4732** (available in English and Spanish)



Q&A

We welcome you to ask general questions related to today's program. Please contact us with more specific questions about these programs or related topics.

(And sign up for next month's session on how consumer protections are built into these solar incentive programs!)



Thank you for coming!

Register for upcoming sessions in the series [here](#).

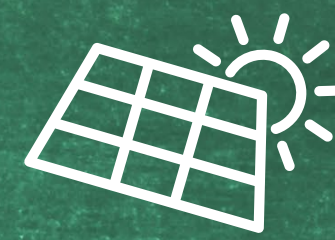
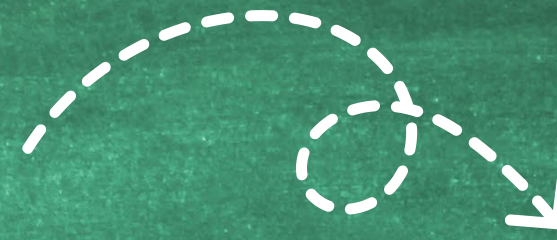
Join us next month:

Session 3: Advancing IPA's Equity Initiatives
in the Clean Energy Transition

Thursday, September 5, from 12:15-1pm

Session 4: IPA's Clean Energy Dashboard &
Progress Toward State Clean Energy Goals

Thursday, September 19, from 12:15-1pm



Contact us

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IPA Legislative Affairs Manager
Whitney.Richardson@Illinois.gov
312-639-9486