

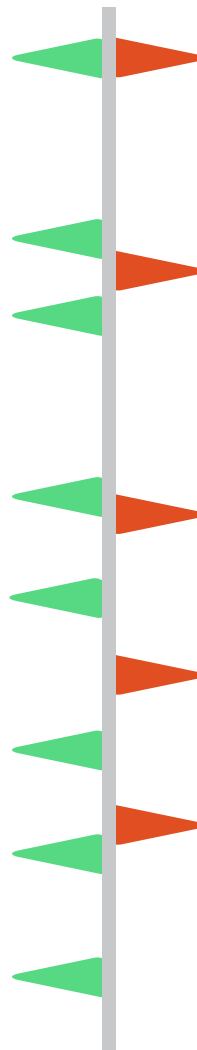


Selecting a Solar Company: Green and Warning Flags

Selecting a trustworthy solar company is key to a successful installation for your home. With many options, knowing what to look for—and what to avoid—is crucial. This handout provides insights into making confident, informed decisions and choosing a reliable company.

Green Flags

- The solar company is registered with Illinois Solar for All as an **Approved Vendor or Designee**. Approved Vendors and Designees are qualified solar companies vetted by the Program. They must follow consumer protection requirements.
- The solar company **answers questions clearly** and in a way that is easy to understand.
- The solar company presents and **reviews a standard Disclosure Form** detailing the costs, performance, maintenance, and warranties related to the proposed solar project with the participant before signing a contract.
- The solar company explains the participant's rights under Illinois Solar for All, including the **right to cancel** the contract within 14 calendar days of signing with no penalty.
- The solar company clearly states that for income-eligible residents with single-family homes and small residential properties, Illinois Solar for All guarantees **no upfront costs**.
- The solar company can provide **supporting documentation for claims** about savings from installing solar panels.
- The solar company is **knowledgeable** about relevant electric utility policies, including net metering, and explains to the participant that they will still have a utility bill after going solar.
- The solar company **allows the participant time** to review and fully understand their offer.



Warning Flags

- The solar company **misrepresents itself** or suggests it is with the utility, working on behalf of the state, or government agency.
- The solar company **does not allow the participant to ask questions** before signing a standard Disclosure Form or contract.
- The solar company has a history of multiple **complaints, violations, or disciplinary action**.
- The solar company claims the participant can **"eliminate their utility bill."**
- The solar company uses **high-pressure sales tactics** or urges you to sign a contract before understanding and considering your options.



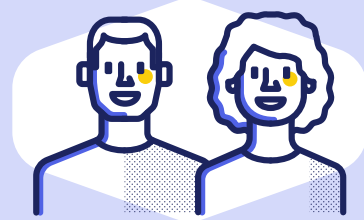
Illinois Solar for All

Affordable solar energy.
More savings. A brighter tomorrow.

Homeowner Checklist

Additional Tips to Make Informed Solar Choices

Going solar is a big decision—treat it with the care you’d give any major investment. Here’s how to make informed choices:



- Do your research:** Read company reviews and ask for references. For information about Illinois Solar for All Approved Vendors, read the Consumer Complaint Report by visiting illinoisSFA.com/ComplaintReport.
- Compare estimates:** Get at least three quotes and review the details. Illinois Solar for All Approved Vendors use standard Disclosure Forms to make comparing offers easier. For more information, explore Illinois Solar for All Disclosure Form resources called Deep Dives by visiting illinoisSFA.com/DeepDives.
- Ask questions:** Your solar company or sales agent should address most concerns. For additional questions about Illinois Solar for All, please contact the program team at info@illinoisSFA.com or 1-888-970-4732.
- Explore Illinois Solar for All resources:** Learn more about onsite solar by visiting illinoisSFA.com/Residential-Solar.

Resources

Protecting Your Solar Journey

Illinois Solar for All prioritizes consumer protection to ensure a transparent and positive experience for participants. The Program enforces strict requirements for solar companies to prevent deceptive marketing, predatory sales tactics, unfair contracts, and subpar workmanship—which can be targeted towards the income-eligible communities that Illinois Solar for All serves.



The Program’s consumer protection efforts go beyond prevention by educating and empowering participants to make informed decisions about going solar.

Scan the QR code to learn more



Complaints

Contact Illinois Solar for All

If you have experienced a problem with an Illinois Solar for All Approved Vendor or Designee, please visit illinoisSFA.com/Complaints to submit an inquiry with the Illinois Solar for All team, or call 1-888-970-4732 to speak with a representative.

