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Illinois Power Agency  
105 West Madison Street, Suite 1401  
Chicago, IL 60602

To Whom It May Concern:

Clearway Energy Group LLC ("Clearway") submits the following response to the Illinois Power Agency's ("IPA") Request for Comments #2.

*10. Should customer satisfaction surveys or other proactive means of gauging customer understanding/satisfaction be considered? If so, what questions would be most helpful to ask customers?*

Many Community Solar Providers, like Clearway, already conduct satisfaction surveys at the time of enrollment. Between satisfaction surveys, online review forums (e.g., Google), the IPA's Complaint Center, the Better Business Bureau, and the Community Solar Providers' customer care hotlines, customers already have various ways to express satisfaction or dissatisfaction. If the IPA conducts a separate satisfaction survey, it may negatively interfere with response rates for the Community Solar Providers' surveys as being a duplicative survey.

*11. What other tools should be considered to help ensure that Illinois residents and businesses are properly served by the solar marketplace?*

Firstly, reliable utility reporting is necessary for a successful community solar program. We ask that the IPA support a position that requires the utilities to provide reliable net metering reporting and for any corrections to be made promptly. Failure to accurately apply net metering credits causes customers to complain and sometimes cancel their community solar subscriptions to no fault of the Approved Vendor. Unfortunately, this is an issue that Community Solar Providers have experienced in other community solar markets.

Secondly, it is our understanding that utilities exclude ARES customers from municipal aggregation efforts. We recommend excluding community solar subscribers, as well, from lists for municipal aggregation participation because the value of net metering credits is lower for ARES customers.

Again, Clearway appreciates the IPA posing these questions and seeking stakeholder feedback to increase program efficiency and ensure consumer protection.

Sincerely,  
Clearway Energy Group LLC