



# Citizens Utility Board (CUB)

- Represents utility ratepayers:
  - IL Commerce Commission, IL General Assembly, Counts
- Advocates for affordable and sustainable energy policies in IL
- Helps Individuals:
  - 1-800-669-5556 (hotline)
  - Citizensutilityboard.org
- Conducts Consumer Education:
  - Outreach events (~500/yr)
  - Virtual Utility Bill Clinics: email scanned bills to:  
[ubc@citizensutilityboard.org](mailto:ubc@citizensutilityboard.org)
  - Media and publications





# How to Find an Installer

- Get 3-4 solar quotes from different installers
  - Illinois Solar Education Association (ISEA) **IllinoisSolar.org**
    - Residential Installers Directory
  - The North American Board of Certified Energy Practitioners (NABCEP)
    - maintains an approved list of trained and certified solar installers. Check out the list on their locator map at this link: **nabcep.org/installer-locator**
- Illinois Shines Consumer Protection Database
  - <https://illinoisshines.com/consumer-complaint-database/>





# Residential Solar: Leasing versus owning

## Three ways to go solar:

1. Purchase the panels outright
2. Lease the system
3. Power Purchase Agreement (PPA)

## Things to look out for:

- Many leases and PPAs include cost escalators
- Check the contract. What happens if you move?
- Never sign a solar lease without first exploring your ownership options
- Always get 3-4 quotes



Image Credit: Windfree Solar





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- Help for Stranded Customers
- Consumer Protection Working Group
- Consumer Complaint Center

Consumer Protection & Support | Program Violations and Complaint Reports

Help for Stranded Customers |

Consumer Protection Working Group | Consumer Complaint Center



# Consumer Complaint Center

[Consumer Protection & Support](#) | [Program Violations and Complaint Reports](#) | [Help for Stranded Customers](#) | [Consumer Protection Working Group](#) |

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## Illinois Shines Consumer Complaint Center

The Program Administrator's Consumer Protection Team works hard to ensure entities registered with the Illinois Shines Program abide by the Program's requirements. Consumers who believe an Approved Vendor, Designee, or other entity has committed a Program violation are encouraged to file complaints with our team. To file a complaint, please use the form on the right, or contact our team at [complaints@illinoisshines.com](mailto:complaints@illinoisshines.com) or by calling (877) 708-3456.

The Program takes all filed complaints seriously. The Program Administrator will review your complaint and follow up with you via email and/or phone to

### File a Complaint With Illinois Shines

File a complaint with the Illinois Shines Program Administrator regarding the actions or behavior of an Approved Vendor or a Designee of an Approved Vendor. You can file a complaint by calling or emailing the Program Administrator, or filling out the form below.

First and Last Name

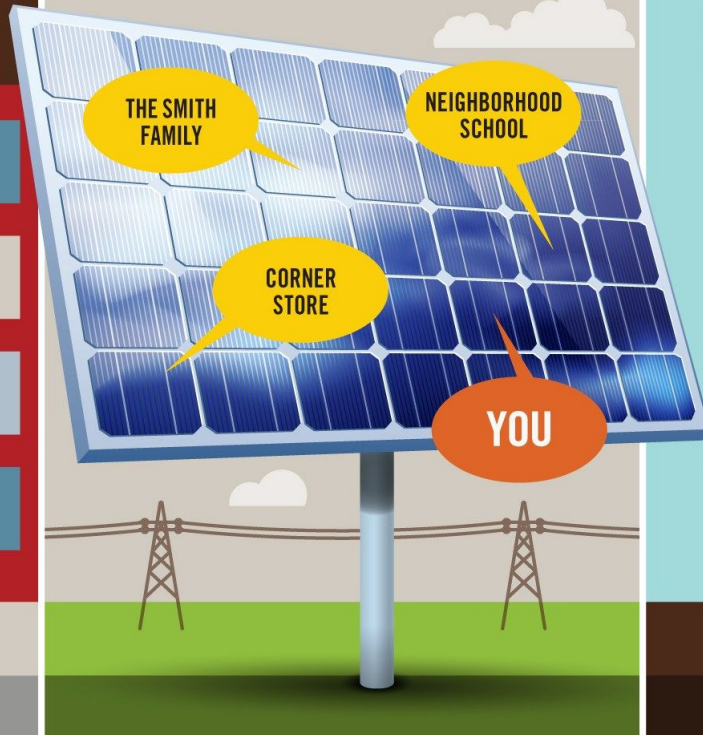
Address of solar project or community solar subscription

# HOW COMMUNITY SOLAR WORKS

**MANY CONSUMERS ARE INTERESTED IN SOLAR POWER, BUT CAN'T INSTALL PANELS ON THEIR HOME.** Maybe their house has too much shade, or they live in an apartment.



With community solar, you don't have to install panels. **YOU, YOUR NEIGHBORS AND BUSINESSES CAN SUBSCRIBE TO A PORTION OF A COMMUNITY SOLAR GARDEN.**



How you pay for it depends on the offer you sign, but your subscription helps the developer fund the garden. **IN RETURN, YOU GET A CREDIT ON YOUR ELECTRIC BILL** in proportion to your share of the electricity the solar garden produces.

## ELECTRIC BILL



**YOUR USAGE \$**  
**CREDIT! \$**  
**TOTAL \$**

Designed by  
Citizens Utility Board



# Welcome to Solar in the Community

Illinois' new community solar program allows electricity customers to enjoy the benefits of solar energy without installing panels on their own homes. Solar in the Community is a free resource—brought to you by group Citizens Utility Board (CUB)—to educate consumers about the program and help them assess community solar offers on the market. Note: This resource is about Illinois' Community Solar program. For rooftop solar, go [here](#).

How Does Community Solar Work?

Why is Community Solar Possible Now?

How Do I Know What a Good Deal Is?

Current Community Solar Deals

Solar For All

Frequently Asked Questions

Want More Information?

## How Does Community Solar Work?

Community solar is a program for people who can't put solar on their own homes. It allows consumers to save money on their electric bills from energy produced by community solar projects, similar to how you would save on your electric bill if you installed panels on your own property.

The owner of the community solar garden pays the upfront costs to build, maintain and connect the garden to the utility's power grid. When you sign up for the program, you are subscribing to a portion of the project's monthly output. Your community solar provider will analyze your household's energy demand to determine your subscription level. You'll pay your community solar provider for the amount of electricity generated by your subscription. The provider then reports the output of your subscription to the utility company, which adds credits to your electric bill equal to that output.

To participate in this program, you must be an electric customer in the utility territory where the community solar project is built. Unfortunately, most municipal electric utility customers cannot sign up for community solar, because there are no community solar projects being built in their electric provider's territory.

Click [HERE](#) to download a PDF of CUB's Community Solar fact sheet.

Watch CUB's video: What is Community Solar?





How Does Community Solar Work?

Why is Community Solar Possible Now?

How Do I Know What a Good Deal Is?

Current Community Solar Deals

Solar For All

Frequently Asked Questions

Want More Information?

Learn about:

- How Community Solar works
- If you can save money
- How to choose a company
- If there are income-eligible options

### How Does Community Solar Save You \$\$\$?

Without  
Community Solar

Electric Bill	
🏠 SUPPLY	\$56
800 kWh x 0.07	\$56
⚡ DELIVERY	\$45
TAXES & FEES	\$8
<b>Total</b>	<b>\$109</b>

Total Owed: \$109

With  
Community Solar

Electric Bill	
🏠 SUPPLY	\$6
800 kWh x 0.07	\$56
Solar Credits 714 kWh x 0.07	-\$50
⚡ DELIVERY	\$45
TAXES & FEES	\$8
<b>Total</b>	<b>\$59</b>

Total Owed: \$99  
Total Savings: \$10

Solar Provider  
Bill

Solar Credits	\$50
20% Discount	-10
<b>Total Due</b>	<b>\$40</b>



# Comparing Community Solar Offers



## Comparing Community Solar Offers (March 2024)

	<b>Utility Territory</b>	<b>Supply Savings*</b>	<b>Contract Term</b>	<b>Cancellation Fee</b>	<b>Credit Check</b>	<b>Billing</b>	<b>Contact</b>
<b><a href="#">Nexamp</a></b> (see CUB's blog post <a href="#">here</a> )	Ameren ComEd	15%	15 years	None (90 days' notice required)	None	Auto-pay and paperless billing optional	617-431-1440 gosolar@nexamp.com
<b><a href="#">Solstice</a></b> (see CUB's blog post <a href="#">here</a> )	Ameren ComEd	20-60% depending on income	15-20 years depending on program	None (90 days' notice required)	None	Utility Consolidated Billing or Dual Bill with Autopay, depending on project	866-826-1997 outreach@solstice.us
<b><a href="#">Ampion</a></b> (see CUB's blog post <a href="#">here</a> )	Ameren ComEd	10%	5 years with 2-year autorenew	None	Soft check	Dual billing, autopay required.	800-277-3631 signup@ampion.net
<b><a href="#">Sunscription</a></b> (US Solar, see CUB's blog post <a href="#">here</a> )	Ameren ComEd	17% or 20%, (depending on billing option)	20 years	None (90 days' notice required)	None	Auto-pay required; 17% savings with debit/credit card or 20% savings with ACH direct debit	612-260-2230 support@sunscription.com

# Things to watch out for

- Utilize IL Shines!! And make sure your company knows about IL Shines
- Ask for references
- Always get AT LEAST 3 quotes - compare price/watt
- Watch out for bad Lease/PPA deals
- Ask about warranty and equipment quality
- Talk to insurance provider beforehand
- Community Solar
  - Ask about the waitlist
  - Make sure you understand how billing works



# Sample ComEd bill with Net Metering



METER INFORMATION									
Read Dates	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage	
2/21-3/22		I/O w/ Flow Thru	kWh From Grid	Actual	Actual			420	
2/21-3/22		I/O w/ Flow Thru	kWh To Grid	Actual	Actual			600	

CHARGE DETAILS		MISCELLANEOUS	
Residential - Single 2/21/18 - 3/22/18 (29 Days)			
<b>SUPPLY</b>		Net Metering Excess Gen - Rollover	180 kWh
Electricity Supply Charge	420 kWh X 0.05844	Thank you for your payment of \$85.88 on March 12, 2018	
Transmission Services Charge	420 kWh X 0.01351	<b>Total Amount Due</b>	<b>\$15.58</b>
Purchased Electricity Adjustment		<b>UPDATES</b>	
Net Metering Credit - Supply	420 kWh X -0.06898	ComEd	
		<ul style="list-style-type: none"> <li>IT'S A SNAP - GET THE APP! ComEd's free app now offers fingerprint login, account alerts &amp; notifications, and easy pay options on smartphones and tablets. Download the new app today at <a href="http://ComEd.com/App">ComEd.com/App</a></li> <li>ILLINOIS COMMERCE COMMISSION CONSUMER DIVISION: (800-524-0795): The Consumer Services Division is available to help resolve disputes with ComEd. However, customers should contact ComEd before seeking assistance from the ICC.</li> </ul>	
<b>DELIVERY - ComEd</b>		<b>TAXES &amp; FEES</b>	
Customer Charge		Environmental Cost Recovery Adj	420 kWh X 0.00048
Standard Metering Charge		Renewable Portfolio Standard	420 kWh X 0.00189
Distribution Facilities Charge	420 kWh X 0.03181	Zero Emission Standard	420 kWh X 0.00195
IL Electricity Distribution Charge	420 kWh X 0.00121	Energy Efficiency Programs	420 kWh X 0.00015
Net Metering Credit - Delivery	420 kWh X -0.03302	Franchise Cost	\$14.92 X 0.60600%
		Net Metering Credit - Other	420 kWh X -0.00447
		<b>Service Period Total</b>	<b>\$15.58</b>

Two line items, one for **electricity use** and one for **electricity output**



# Sample ComEd bill with Net Metering



METER INFORMATION									
Read Dates	Meter Number	Load Type	Reading Type	Previous	Present	Difference	Multiplier	Usage	
2/21-3/22		I/O w/ Flow Thru	kWh From Grid	Actual	Actual			420	
2/21-3/22		I/O w/ Flow Thru	kWh To Grid	Actual	Actual			600	

CHARGE DETAILS			MISCELLANEOUS	
Residential - Single 2/21/18 - 3/22/18 (29 Days)				\$0.00
<b>SUPPLY</b>				
Electricity Supply Charge	420 kWh X 0.05844	\$24.54	Net Metering Excess Gen - Rollover	180 kWh
Transmission Services Charge	420 kWh X 0.01351	\$5.67	Thank you for your payment of \$85.88 on March 12, 2018	
Purchased Electricity Adjustment		-\$1.25	<b>Total Amount Due</b>	<b>\$15.58</b>
Net Metering Credit - Supply	420 kWh X -0.06898	-\$28.97		
<b>DELIVERY - ComEd</b>			<b>UPDATES</b>	
Customer Charge		\$10.87	<ul style="list-style-type: none"> <li>IT'S A SMART BILL - GET THE APP! ComEd's free app now offers fingerprint login, account alerts &amp; notifications, and easy pay options on smartphones and tablets. Download the new app today at ComEd.com/App</li> <li>ILLINOIS COMMERCE COMMISSION CONSUMER DIVISION: (800-524-0795); The Consumer Services Division is available to help resolve disputes with ComEd. However, customers should consider ComEd before seeking assistance from the CUB.</li> </ul>	
Standard Metering Charge		\$4.64		
Distribution Facilities Charge	420 kWh X 0.03181	\$13.36		
IL Electricity Distribution Charge	420 kWh X 0.00121	\$0.51		
Net Metering Credit - Delivery	420 kWh X -0.03302	-\$13.87		
<b>TAXES &amp; FEES</b>			<b>\$0.08</b>	
Environmental Cost Recovery Adj	420 kWh X 0.00048	\$0.20		
Renewable Portfolio Standard	420 kWh X 0.00189	\$0.79		
Zero Emission Standard	420 kWh X 0.00195	\$0.82		
Energy Efficiency Programs	420 kWh X 0.00015	\$0.06		
Franchise Cost	\$14.92 X 0.00600%	\$0.09		
Net Metering Credit - Other	420 kWh X -0.00447	-\$1.88		
<b>Service Period Total</b>			<b>\$15.58</b>	

Rollover credits

Credits applied to bill

# Net Metering Transition



For Questions, Support, and Outages visit ComEd.com

English  
Español  
Hearing/Speech Imp  
Federal Video Rel

**BEFORE JAN 1, 2025**

Payment Deducted on 5/1/24 **\$50.36**

1 SERVICE ADDRESS

\$50.36



## SUPPLY

Electricity Supply Charge  
Transmission Services Charge  
Purchased Electricity Adjustment

**NET METERING CREDIT - SUPPLY**



## DELIVERY

Customer Charge  
Standard Metering Charge  
Distribution Facility Charge  
IL Electricity Distribution Charge

**NET METERING CREDIT - DELIVERY**

## TAXES & FEES

Environmental Cost Recovery Adj  
Renewable Portfolio Standard  
Zero Emission Standard  
Carbon-Free Energy Resource Adj  
Energy Efficiency Programs  
Energy Transition Assistance  
Franchise Cost  
State Tax  
Municipal Tax

**NET METERING CREDIT - ADJUSTMENT**

For Questions, Support, and Outages visit ComEd.com

English  
Español  
Hearing/Speech Imp  
Federal Video Rel

**AFTER JAN 1, 2025**

Payment Deducted on 5/1/24 **\$50.36**

1 SERVICE ADDRESS

\$50.36



## SUPPLY

Electricity Supply Charge  
Transmission Services Charge  
Purchased Electricity Adjustment

**NET METERING CREDIT - SUPPLY**



## DELIVERY

Customer Charge  
Standard Metering Charge  
Distribution Facility Charge  
IL Electricity Distribution Charge

## TAXES & FEES

Environmental Cost Recovery Adj  
Renewable Portfolio Standard  
Zero Emission Standard  
Carbon-Free Energy Resource Adj  
Energy Efficiency Programs  
Energy Transition Assistance  
Franchise Cost  
State Tax  
Municipal Tax

**New customers  
will also receive the  
DG Rebate  
(\$300/kW)**