

Attachment A



Illinois Solar Energy Association

Feedback from [REDACTED]

Contact Info:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

January 25, 2013 11:05:

You have no idea on how frustrating this has become. Earlier this year, Tinley Park signed an agreement with First Energy of Ohio for power. Since this agreement, I have installed solar panels on the house. The bills are sent from ComEd but the electric is supplied by First Energy. At first we, the installer and I, thought the net metering forms were supposed to go to ComEd. ComEd has responded with, since they are not supplying the power, they are not the company responsible for setting up the new metering. After getting this response, we contacted First Energy. It took about a month before we were able to get the forms, and this was after we got Tinley Park involved. I have since sent in the forms before the end of the year. As of today, I have no idea if I am signed-up or if the application is still being processed. The people on the other end of the phone have no idea what I am talking about. This is turning into a very frustrating experience as I was also told I can not go back to ComEd because it is a community deal with First Energy. If you want additional correspondences, numbers or contacts, please let me know. Or, if you are able to provide me some assistance, that would be much appreciated in this matter. Maybe someone else in the community has dealt with First Energy and can give me some guidance.

[REDACTED]
[REDACTED]

February 4, 2013

On November 19, I filed a Net Metering application with ComEd, who notified me they were not responsible for the net metering since our township signed an agreement with First Energy Solutions to supply power to our community. It took between November 19th and December 1st to finally receive the information as to where and how we need to send the information. At one point, we had to get the Village of Tinley Park involved as the people on the other end of the phone at First Energy Solutions had no idea what I was talking about.

On December 1, I filed a Net Metering application with First Energy. Since that time, I have called and emailed regarding my application numerous times without an answer, until I finally received an e-mail on January 2nd. The e-mail was from the following:

[REDACTED]
[REDACTED]
[REDACTED]

He indicated they do have my application and it is currently being processed.



Illinois Solar Energy Association

I decided to give them a couple of weeks to process the information. I then called and send an e-mail on January 23rd. Mr. [REDACTED] informed me on the following:

“Hello [REDACTED],

I know that we switched your rate to 0.0540, this should show up on your next bill from ComEd. Let me know if you have any other questions, thank you!

Thank You,”

My rate was already set to the .054 rate by the Village of Tinley Park agreement with First Energy Solutions. I recently sent another e-mail to First Energy asking if my account is set-up for net metering. As of this letter, I have not received a response.

Needless to say, this experience has been frustrating and disappointing. I find it unfortunate I cannot get a simple answer as to if I am or am not set-up for net metering or if my meter needs to be changed out. I also did some additional inquiries into switch back to ComEd. I believe I cannot do this because it is a Village agreement and not a personal one. I could be mistaken on this matter.

Please contact me with any further questions. Any support would be much appreciated.

E-mails, form and contact information is available upon request.

[REDACTED]
[REDACTED]
[REDACTED]



Illinois Solar Energy Association

Feedback from [REDACTED]

Contact Info:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Monday, February 10, 2014 11:59 AM

[REDACTED] of Solar Service suggested that I write to you concerning my experience with First Energy Solutions (FES) last year when I applied for their Net Metering program. I had been automatically switched to FES in August of 2012 as part of a municipal aggregation program organized by the Village of Westmont. The notification I received about the switch to FES stated: "As a member of this aggregation, you will automatically receive a price of 4.75 cents per kilowatt-hour (kWh) for electric generation through August 2014, which means you will save approximately 36% over ComEd's current average residential generation rate of 7.534 cents per kWh."

I submitted my application for the FirstEnergy Net Metering program in January of 2013 (see attached), shortly after the installation of my new solar system had completed. Soon after mailing my application, I received a courtesy phone call from [REDACTED] of FES about my application. He told me that it was ok for me to join the Net Metering Program, but before processing my application he wanted to make sure I understood that, in joining the program, my overall rate for electrical power would go up. He said he had looked at my usage from the prior year and didn't think the savings from my solar system would be enough for the Net Metering program to be beneficial to me.

I told him that my solar system had only just been installed, so that the usage history from the prior summer would not have reflected any savings from the solar energy generated by my system. But of course I admitted that I didn't know what to expect from my system and asked what the price difference would be. He told me the price under the Net Metering program was 5.40 cents per kWh (That price is actually stated also on my application). I asked what I was already paying, and he told me I was paying "the normal rate" of 3.66 per kWh. That price was obviously wrong (I pay 4.75 cents/kWh as above noted), and looking back at my application I see that the "Name Plate Capacity Rating" of my "Existing/Proposed Generator" is 3.66 kW, so perhaps I wrote down what he was looking up and misunderstood the rate he came up with. In any case, I was shocked that the price would be so different, thanked him for the heads-up, and asked him to put my application on hold for a couple of weeks so that I could think about it.

I intended to research other service offerings, but didn't get around to doing that. [REDACTED] followed up on March 01, 2013, in an email asking if I'd made a decision. I responded that I'd decided to withdraw my application because of the difference in rates, stating that I would monitor the activity of my system during the summer and reapply later if I thought it would be beneficial (see attached email).

This past December I added to my solar installation, having built a new garage in the summer with a south-facing roof ideal for solar panels. I would like to participate in a Net Metering program, but considering the difference in rates available to me through FES, I still do not think it would be to my



Illinois Solar Energy Association

advantage to do so, even with my new panels. I have to admit that it is disconcerting to be in a situation where the solar system I installed, although helping me to reduce my overall consumption of fossil fuel energy, does not offer any financial compensation or benefit from the energy my system puts onto the grid.

Thank you for taking an interest in my situation with First Energy.

Best regards,





Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Friday, January 25, 2013 12:03 PM:

“Our village (Northbrook) contracted with a company last year that could not offer me net metering so I stayed with ComEd.”

Monday, February 4, 2013 12:53 PM:

“Northbrook joined with several other villages and made a deal with a company that I don't remember the name of them. I called them and they told me I would have to call ComEd regarding net metering. ComEd told me no net metering if I opted to go with an alternative supplier.



Illinois Solar Energy Association

Feedback from [REDACTED]

Contact Info:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thursday, January 24, 2013 2:23 PM:

OK...one step forward one step back...the story of Net Metering in Illinois

Got a call back from Integrys and the check should be issued for excess energy 2-3 weeks after the fact. Obviously they're making up these policies as we speak.

BUT!!! They also stated if I generate excess energy 2 months in a row then the "utility", meaning ComEd, will take back my account!?!? Are they kidding? Is this legal? They stated it's not them it's ComEd. I stated Net Metering is a legislated process and policy and someone is going to need to show me this...and it should have all been communicated before not after decisions made by me on what supplier to use. I stated I didn't realize ARES and ComEd had different Net Metering authority and responsibilities.

I've lost hundreds of kwh of energy to net metering...first when the annual rolling over is reset back to 0 come April (don't get me started on this), then when I changed to Integrys I lost everything I had in the bank, then had to wait 2 months for the program to restart only now to hear that if I generate too much excess energy it's back to ComEd I go (and another 2 month delay?). Come spring I generate excess for March, April and maybe May. This is what I am trying to prepare for. While I just bought an EV that may use up this excess (I now hope) I am considering adding more panels and the supplier would like the business.

Makes no sense for me to buy panels and then just send the energy to the utility for no credit. Right now until Net Metering is fixed and I know exactly what to expect I will not do the upgrade.



Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]

May 28, 2014 7:51:28 PM

I haven't switched electricity providers as I subscribe to powersmartpricing.com (real time pricing) and thus was told I couldn't switch providers(?). However, I haven't been able to determine the rate that I'm reimbursed for the electricity I produce. Even though I'm charged the hourly rate for the electricity I use, I'm pretty sure I'm not being given an hourly rate credit for the electricity I produce. I imagine I'm being reimbursed the flat Ameren rate. I'm not sure how my credit is determined. All that shows up on my bill is the number of kwhr I push on the grid. It doesn't show the rate that I'm credited.



Illinois Solar Energy Association

Feedback from: [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

May 28, 2014 10:06:54 PM

Hello

Our experience concerning Net Metering with 3rd party energy providers has been one of non-responses. Emails typically go unanswered and phone calls are met with confusion and being pushed around between different reps.

Most often, switching back to the primary provider is easiest.

Thank you for your efforts.

Have an outstanding night

[REDACTED]



Illinois Solar Energy Association

Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Monday, February 25, 2013 10:48 AM

Dear ISEA:

We had solar panels installed on our house in Joliet in April of last year. At that time, we were being serviced by Spark Energy. It was a disaster trying to get them to recognize and respond to the fact of our solar panels. They didn't seem to know what to do.

Our installer was [REDACTED] of Earth, Wind and Solar. We had him talk directly to Spark Energy, and they finally got moving on it in October. Nevertheless, to date, we have yet to see any reduction in the cost of our electricity.

Commonwealth Edison installed the net metering system in October, and we canceled Spark Energy, effective January. But, we are still awaiting results. Very disappointing.



Illinois Solar Energy Association

Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

February 4, 2013

Ms. Lesley McCain
Illinois Solar Energy Association
1281 E. Brummel Ave
Elk Grove, IL 60007

Dear Lesley,

re: Net Metering

I installed a photovoltaic solar array on my home roof top in the Village of Skokie, and began producing electricity on January 3, 2012. As part of my energy plan, I have been participating in net metering with Commonwealth Edison since February 2012. Indeed, this process has worked according to plan, and my excess power has been utilized, and I have been credited on my account as designed. Comm Ed has followed through on their responsibilities to provide this service to me. It was easy, straight forward, and direct, to work with the company’s designated staff member for Net Metering, [REDACTED]

In the spring and summer of 2012, the Village Skokie put out a great deal of publicity to encourage residents to consider and to switch to a new power distribution company. In Skokie, this was MCSquare. I called them, and they did indeed have more attractive electricity rates. However, I was unable to switch to MCSquare because they would not honor the Net Metering agreement. I made several attempts to explain to them that they are mandated to provide Net Metering, however I was unsuccessful to even engage anyone at the company in even speaking with me about this concern. They repeatedly stated that they knew nothing about Net Metering, and therefore could not be of assistance to me, and “No, there was no one that could call me back about this.”

I did communicate my concern to my contact at Solar Service (the solar installation company), Lisa Albrecht, and she said that she had just begun to hear of other similar problems about new electricity suppliers not providing Net Metering. This was also at a time when the solar installation rebate program was in disarray in she was busy with this pressing concern.

I am grateful that ILSA is now looking into trying to rectify the net metering issue, as net metering should be provided by all the new electricity suppliers. Thank-you very much.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



Illinois Solar Energy Association

Feedback from: [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thursday, May 29, 2014 2:21 PM

Subject: Experience with Xoom Energy (Provider) when moved from ComEd

Hi Lesley,

When I was with ComEd I was getting the credit for the energy saved on account of Solar Panels at my home with net metering program. After I switched to Xoom Energy with a view to reduce my rates I was told prior to switchover that they will switch without any interruption in my service and set up of net metering. Unfortunately that was not the case. I was under the assumption that I am getting credit from the solar panels and after few months I have been complaining to Xoom that my bill went back to the same status as before solar panels were installed. Obviously, they didn't know what I was talking about and referred me to another department at Xoom. It sounded like they never dealt with such issues before.

Again after few calls they promised that the person in charge of net metering is working on it and finally after several months I got frustrated and asked them to switch back to Com Ed. With great reluctance they did transfer back to ComEd even though some months were left in the contract. Because of my frustration and also I had few of my business accounts with them, they knew if I am not taken care of without enforcing penalty they may lose other business accounts from me.

I have attached some emails with Xoom for your information. In particular please see the attachment 'Electricity Bill discrepancy' which shows before and after Xoom took over the account.

Thanks and please let me know if you need any additional information.



Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]

May 28, 2014 6:07:28 PM CDT

I have spoken to 2 different electricity providers in the past several months. Both of them promised lower rates over ComEd. When I inquired about net metering, neither of the customer service representatives had any idea what I was talking about. When I explained it to them, they flat out stated they did not do net metering. When I told them about the IL requirement and asked for their supervisor, they hung up on me.



Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Wednesday, May 28, 2014 4:24 PM

I switched to Verde I think, a supposedly green energy supplier, a few years ago. Later, when the solar panels were installed I requested net metering with them. They couldn't tell me if or when I would get net metering so I switched back to ComEd.

Can you tell us when you tried to net meter with Verde?

Wednesday May 28, 2014 4:35 PM

My panels were installed March 2013, I think. The net metering request would have been around that time.



Feedback from [REDACTED]

Contact Info:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Mon, Apr 1, 2013 at 7:26 PM

GDF Suez as the ARES for one of my customers, is refusing to offer Net Metering Service, in violation of State Law. To whom should we complain? How do we make them comply with the law?

Tuesday, April 02, 2013 10:41 AM

I talked with Customer Service in GDF Suez, and twice made them aware of the State Law, but they said they cannot provide the net metering service, after checking with their supervisors in the firm. One, [REDACTED] is apparently heading this, and my office talked with [REDACTED].
Thanks, and with warm regards

What did [REDACTED] say was the problem with offering net metering?

Tuesday, April 02, 2013 12:41 PM

They just do not offer that service, that is all. Nothing further was said.

Apr 1, 2013

Lesley McCain
Illinois Solar Energy Association

Dear Lesley:

This is to place on record our frustrations with GDF Suez, an ARES for one of our customers. My office called the company twice inquiring about Net Metering facilities. The reply we got was: 'we do not offer the services of net metering'. I reminded them twice about the State Law on this, but still, they said they cannot offer the net metering facility. How can we make progress in this young and budding industry if the players will not follow state law? Please help.

Thanks, and with kind regards,

[REDACTED]
[REDACTED]



Illinois Solar Energy Association

Just some feedback on Suppliers not on board with Net metering:

- Verde Energy is a supplier that recently told us the following: **“Thank you for sending us a copy of the net metering application form. Unfortunately, the way usage information is sent by ComEd prevents us and most third party suppliers from billing the customer properly. In other words, since we get two usage figures (One for the "in" usage and the second for the "out" usage) our EDI platform cannot subtract the numbers and consolidate for one billing statement. In this case, we recommend the customer to drop our service before installing the solar panels. Please let us know if your client would like to drop. We apologize for the inconvenience. Thank you, Verde Energy USA**
- DTE Energy was another supplier with no idea about Net Metering or had any form in place for Net metering & we had to send them ComEd’s Net Metering Form to use as a template or understand what we were talking about. Finally they got back to us indicating that **“customer is currently under contract for a Fixed Price Full Requirement (FPFR) product. If the customer wants to change the type of product they are on or is going to Materially Change how they use the power, we could address this with the customer.”** So we working on this now.