

Green, Erica

From: Christopher Garner <Christopher.Garner.274977347@p2a.co>
Sent: Friday, January 31, 2020 4:22 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Christopher Garner
1010 Frisco Ct
Durham, NC 27703

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Jan 31 2020

Green, Erica

From: Jason Hunt <Jason.Hunt.274970317@p2a.co>
Sent: Friday, January 31, 2020 4:03 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when activate the link for the rebate application. The part of the screen that appeared to be the link was inactive, and despite multiple screen refreshes, it took 20 minutes before the active link appeared in a very subtle and hard to notice place.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Jason Hunt
396 Riverview Dr
Asheville, NC 28806

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Jan 31 2020

Green, Erica

From: John Anderson <John.Anderson.274802601@p2a.co>
Sent: Friday, January 31, 2020 3:43 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

John Anderson
146 Willow Valley Drive
 Mooresville NC 28115

Re Project 18942, Duke has advised me that the subject project has been received and is being processed.

Thank you
John Anderspon

Regards,
John Anderson
146 Willow Valley Dr
 Mooresville, NC 28115

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Jan 31 2020

Green, Erica

From: William Pearson <William.Pearson.274953668@p2a.co>
Sent: Friday, January 31, 2020 3:42 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when I tried to fill out the on-line rebate application. I am a tech-savvy person who had all of my information ready to go in plenty of time to submit my application as quickly as possible and as close to 9:00 am as possible. However, as soon as the clock struck nine and I began to fill in the required information, it was clear something was wrong with the web site. As I filled information, the page seemed to randomly hop around and it was unclear that my info was being received correctly. I had two different browsers going just in case, but the problem was the same on both Safari and Firefox. Eventually, after five or so tries, the page worked properly, but by then, it was 8-10 minutes after nine. I felt that I had gotten it done as fast as anyone could, but apparently it wasn't fast enough -- I did not get a rebate.

I am very disappointed in how Duke Energy handled my application and the overall application process. It's an unfair system: should only the tech savvy "win" their rebate? And what about those who ARE tech savvy but the Duke web site is malfunctioning? Why isn't there a more equitable system like a LOTTERY? First-come-first-served is unfair on many levels, and is of course made worse with tech problems at Duke. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo. (Also - please find a way to give those of us on the waitlist to monitor out position on the list.)

Thank you for your time,

William Pearson

Regards,
William Pearson
1170 Haynes St
Raleigh, NC 27604

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Jan 31 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Friday, January 31, 2020 3:41 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Rick Gloor
39 Nichols Hill Dr
Asheville, NC 28804

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Jan 31 2020

Green, Erica

From: Heather Tracy <Heather.Tracy.274951615@p2a.co>
Sent: Friday, January 31, 2020 3:40 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues with almost every step of filling out the application online. Boxes appeared with no text to indicate what they were for, text appeared in other areas, but there was no way to click a response, text boxes were missing until I refreshed the page, the amount we were quoted for our rebate was initially \$7,500, but when we finally got the application to go through said \$6,000. Knowing that this was a first-come-first-served type program, we wanted to fill out the application as quickly as possible, but there wasn't a way to do it quickly with all the glitches we (and others) experienced.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Heather Tracy
1917 Evergreen Ave
Raleigh, NC 27603

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Jan 31 2020

Green, Erica

From: Dale Remington <Dale.Remington.274946332@p2a.co>
Sent: Friday, January 31, 2020 3:33 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Dale Remington
9 Westmont drive
Asheville, NC 28806

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Jan 31 2020

Green, Erica

From: James Eckel <James.Eckel.274692172@p2a.co>
Sent: Friday, January 31, 2020 3:24 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Would you please confirm receiving my email dated 1/30/2020 expressing my disappointment with Duke Energy.

Regards,
James Eckel
2667 Waterside Drive
Valdese, NC 28690

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Jan 31 2020

Green, Erica

From: David Reid <David.Reid.274931581@p2a.co>
Sent: Friday, January 31, 2020 3:12 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate the morning of January 2nd right at the 9:00am start time, I completed all sections of the web form(s) only to have the web site stay in a state of limbo when I clicked to submit. This created a sense of uncertainty about whether or not I had successfully sent an application. There was no confirmation of success or failure returned to me as a message. As the web site had become unresponsive, I had no choice but to close the browser session, wondering about the status of my application. It was not until I thought to repeat the application process some 30-45 minutes later, that the web site worked with a confirmation that I had successfully sent the application.

On Jan 15 at 7:07pm I received an email notice from Duke letting me know there was no capacity in the program to accept my application and that I had been placed on the waiting list with no guarantees. On Jan 21st I received an email update from Duke letting me know that I was number 146 on the waiting list. This is very frustrating since I was engaged with their web site application portal at exactly 9:00am on Jan 2nd.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
David Reid
743 Bee Tree Rd
Swannanoa, NC 28778

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Jan 31 2020

Green, Erica

From: Alyssa Hardbower <Alyssa.Hardbower.212998009@p2a.co>
Sent: Friday, January 31, 2020 3:07 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Alyssa Hardbower
601 Westwood Dr
Garner, NC 27529

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Jan 31 2020

Green, Erica

From: Florence Kaplan <Florence.Kaplan.274929179@p2a.co>
Sent: Friday, January 31, 2020 3:07 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

Utilities Commission,

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues that were frustrating and stressful. My son, after being kicked off the Duke Energy website several times, finally got through the application to a page that said "thank you for your submission, the solar team will be sending an email..."

I was hiking at the outer banks later that day, but when I regained service, I saw that SEM had emailed me to say they had not received word my application had been done and did I get an email. I did not get one. Fortunately my smart son had taken a screenshot of the acceptance screen. Unfortunately that notice from Duke Energy did not have a time or date stamp on it so Duke Energy notified me that they would not accept the screenshot as proof, and placed me 153rd on the wait list. I was very upset. I had done everything asked of me correctly and was accepted at 9:08am!

After several days, my son was able to retrieve the screenshot date and time stamp because he had saved it. I have since qualified for the rebate.

Duke energy should have been well prepared for the hundreds of calls at 9 am, but they weren't and the results were disastrous. I am sure many people who should have qualified did not and this is not fair. I have my son and the tireless work of SEM to thank for helping me get the rebate I deserved.

I hold Duke Energy entirely responsible for my time consuming and upsetting experience. I am very disappointed in how they handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Sincerely,
Florence Kaplan

Regards,
Florence Kaplan
104 stable road
Carrboro, NC 27510

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Jan 31 2020

Green, Erica

From: Gregory Stapleton <Gregory.Stapleton.274928972@p2a.co>
Sent: Friday, January 31, 2020 3:06 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying online for the solar rebate exactly at 9am on January 2, 2020, I had no indication that there were issues with Duke Energy's system and my application went through as far as I could tell. I had no idea that I would have to prove that my application was accepted so didn't get a screenshot of the final page of the application process. I discovered just yesterday that there had been issues, so today I called Duke Energy about our application. The representative was not able to find our Project ID from the application in their system. She told me to go through the application screens again and reapply then get the screenshot of the last page of the process and email the screenshot to NCSolarRebate@duke-energy.com and tell them that this was the second time that I had applied and what had happened. I did as asked but who knows whether they will take any action or not.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Gregory Stapleton
1728 Harland St
Charlotte, NC 28216

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Jan 31 2020

Green, Erica

From: Richard Adams <Richard.Adams.274926325@p2a.co>
Sent: Friday, January 31, 2020 3:01 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

Some of the issues I found:

The site did not work well on Google Chrome, which is the most popular browser.

There were many required fields, and navigation was allowed to next sections even though all required fields were not set; where there was validation it didn't indicated the specific fields that need to be set.

When the above happened the first time, it made it appear unclear if the form had been submitted, and there was a message to that it had, though I think based on how it worked in subsequent attempts the form actually didn't submit because there were two separate "I agree " or " I have read ..." checkboxes that had to be clicked; it did not indicate which ones had not been clicked.

At a higher level, I don't think the first-come mad scramble approach was necessary, I would have rather had it where everyone who applies, say any time in January, would get the rebate, and if there are limited funds, it just gets divided among them so no one loses out.

I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Richard Adams
535 Bennett Mountain Trace
Chapel Hill, NC 27516

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Jan 31 2020

Green, Erica

From: Scarlett Harrod <Scarlett.Harrod.274925777@p2a.co>
Sent: Friday, January 31, 2020 3:00 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when I started the application at 9AM sharp and the flow of the screens was not as anticipated, the interconnection ID was not requested, the screens restarted after every data field was entered, and I received no confirmation email. I completed my first attempt at 9:03AM and then tried again closer to 10AM and the process was as anticipated and I received a confirmation email. Then I was worried that I was too late in the queue and would not receive the rebate that I was counting on as part of my solar installation plan.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo. I completely appreciate all of the work that Southern Energy Management has done on my behalf with Duke to make things right for me.

Thank you for your time,

Regards,
Scarlett Harrod
111 W Piedmont Ave
Durham, NC 27707

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Jan 31 2020

Green, Erica

From: David Pagel <David.Pagel.274923003@p2a.co>
Sent: Friday, January 31, 2020 2:55 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

Opened the Duke website for the solar rebate at 8:38. Refreshed multiple times waiting for the rebate link to go live. Checked e-mail to see if the installer sent any new information because we were told the link would go live 10 minutes prior to 9, and we could fill it out but not submit until after 9. We refreshed on the duke site multiple times, one time the Duke site was unavailable. We submitted the first application shortly after 9, I am assuming this is not in the history because the Duke website was glitching- the first time we filled out the form the boxes were missing words and directions, but we knew what information to write in the boxes because our installer had already shown us what the form would look like. To be sure it was submitted correctly, we completed the application a second time around 9:05, this time all boxes looked correct and had field information from Duke and ourselves completed. We received a message on the screen telling us our application had been submitted successfully. At 11:38 the installer e-mailed and said if we did not receive a confirmation from Duke to re-submit. We checked our e-mail and did not receive a confirmation so we went back to the Duke site for a 3rd time and resubmitted the application. This time we received a confirmation e-mail from Duke within 5 minutes of submission. We submitted our application 3 times between 9-12. We did not receive the rebate due to IT technical issues on the Duke website.

Regards,
David Pagel
1015 Thorncrest Dr
Fletcher, NC 28732

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Jan 31 2020

Green, Erica

From: kathleen davidson <kathleen.davidson.274922068@p2a.co>
Sent: Friday, January 31, 2020 2:53 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am writing to ask that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

I actually purchased a new laptop in order to be sure that my application would be completed as efficiently as possible. I began my application at exactly 9:00 a.m. I clicked on "submit," (before 9:02) and then noticed that I had inadvertently clicked on "commercial" rather than "residential," so I tried to correct my error and resubmit the application, without success. The website seemed to be frozen. I tried several times to complete the application, but could not. I texted, phoned, and emailed Southern Energy Management for help, and eventually I went back to the email and opened a new window and was able to submit a correct application, but by then it was 9:25. I have text and email records to show that I had tried to get help before 9:05.

All I heard from Duke was an email in response to my second application. Eventually I received an email saying I was on the wait list. Since my first application was submitted by 9:02 at the latest, I was very disappointed.

Actually, I do not believe that creating a panic tat will lead to website crashes and disgruntled customers is a respectful way to distribute rebates. There has to be a better way, and I implore Duke Energy to find it.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
kathleen davidson
3600 amberidge drive
Chapel Hill, NC 27514

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Jan 31 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Friday, January 31, 2020 2:49 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Rick Gloor
39 Nichols Hill Dr
Asheville, NC 28804

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Friday, January 31, 2020 2:48 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Rick Gloor
39 nichols hill dr
Asheville, NC 28804

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Jan 31 2020

Green, Erica

From: Kelley Breslow <Kelley.Breslow.222712897@p2a.co>
Sent: Friday, January 31, 2020 2:47 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues as the installer helping our customers. We spent many, many hours prepping our customers to apply for the rebate with emails and videos of how to apply. That morning we had over 10 employees helping over 200 customers work through Duke's website malfunctions. Duke has the resources to have high functioning IT personnel or company to run this simple application smoothly. It was heartbreaking trying to help customers that were not as tech-savvy work through Duke's malfunctioning application and then for them to get waitlisted because of it.

I am very disappointed with how Duke Energy handled the application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Kelley Breslow
5908 Triangle Dr
Raleigh, NC 27617

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Jan 31 2020

Green, Erica

From: Lawton Kitchin <Lawton.Kitchin.274917118@p2a.co>
Sent: Friday, January 31, 2020 2:44 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when I initially applied at 9:15. The site crashed right after that submission. I never received a email confirmation. Luckily I took a screen shot of the initial application message, which Duke (in their defense) accepted. On advice from my solar contractor I applied a second time and got a email confirmation for the second application which was after 9:30. I was placed on the waiting list by Duke. Shortly after being placed on the waiting list I was accepted into the program. I am waiting on my meter install before I am given the Duke rebate. I believe Duke Energy is in a tight spot. It is hard for any internet site to handle that many applications hitting it all at once. I believe there are two issues:

1. A better application process needs to be established. I honestly do not have a good suggestion for this one.
2. I believe that an easy way to prioritize the program is that those that already have an installed and operating system should be given priority. The title of the program is REBATE!!! We were installing the system with or without the Duke support. Of course, I am THRILLED that Duke is helping with the cost.

Thank you for your time,

Regards,
Lawton Kitchin
5706 Parkstone Drive
Matthews, NC 28104

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Jan 31 2020

Green, Erica

From: Neomi Negron <Neomi.Negron.274913257@p2a.co>
Sent: Friday, January 31, 2020 2:37 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Neomi Negron
90 Le-An-Hurst Rd
Asheville, NC 28803

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Jan 31 2020

Green, Erica

From: Neomi Negron <Neomi.Negron.274913257@p2a.co>
Sent: Friday, January 31, 2020 2:40 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when the website kept going back to the top as though I was missing information. I entered the information twice and got a confirmation at the bottom that the submission was in but the page was cleared of all of my information. I believed that I had submitted until the day before the deadline the solar company reached out to me to tell that they had never received a message from Duke with my submission. I resubmitted and there were different things to enter. The page definitely looked a bit different and it submitted the info again. I did take a screen capture that day because of what happened on January 2nd.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Neomi Negron
90 Le-An-Hurst Rd
Asheville, NC 28803

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Jan 31 2020

Green, Erica

From: Nabarun Dasgupta <Nabarun.Dasgupta.274912122@p2a.co>
Sent: Friday, January 31, 2020 2:35 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when I was on the Duke Energy rebate website shortly after it opened at 9am on January 2, 2020. My browser history shows 9:09am on January 2, 2020, attached. I submitted a minute or two afterwards at 9:11am I believe. I have a screenshot (I can provide on request), taken at 9:25am showing the confirmation screen from the duke-energy.com website (I took the screenshot 15 mins later when I became worried at not having received the confirmatory email). The URL, I would like to point out, included the display ending of
`/apply-online?success=true`
indicating that my submission that morning should have been received correctly.

When speaking with a very polite Duke representative on the phone that afternoon (Jan 2nd), I was advised to submit another application using the same website, which I did around 4:18pm. She also suggested I write to Duke directly to request that my timestamp be modified to reflect the original submission time.

On Jan 17 wrote again to Duke, but still got not reply. I was finally notified I was on the waitlist, even after I had sent in my screencaps and browser history.

Finally, a week ago, I was notified I had been approved for the rebate. PHEW!

I will tell you that it was an incredibly stressful process. The *level of uncertainty* over losing \$6k out-of-pocket (even though I recognize it is not a guaranteed rebate) was enough that I lost sleep over it. We had trust that even if it was a guaranteed rebate that it would be handled fairly if did our part, and in that trust the risk became acceptable prior to Jan 2. But, the IT problems cast such uncertainty on the *fairness* of the process that I am more likely now than ever before to go off the grid in the next home I build.

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Nabarun Dasgupta

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Jan 31 2020

556 East Edenton St.
Raleigh, NC 27601

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Jan 31 2020

Green, Erica

From: Linda Lucy <Linda.Lucy.274911088@p2a.co>
Sent: Friday, January 31, 2020 2:33 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when I first tried to get on the link at 9 AM on Jan. 2, 2020. I was able to complete my application and submitted it by 9:30 AM that same morning. They emailed me on Jan. 3, 2020 that they had received my application and would let me know my status by Jan. 15, 2020. On Jan. 15, 2020 I received an email stating there was no capacity available to accept my application and it would be placed on a waiting list. How did that happen in such a short time span. I had submitted my application within 30 minutes and there was no capacity to accept it. ???

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Linda Lucy
6819 Dawn Acres Dr
Trinity, NC 27370

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Jan 31 2020

Green, Erica

From: Graham ALEXANDER <Graham.ALEXANDER.212847736@p2a.co>
Sent: Friday, January 31, 2020 2:26 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for hundreds of other customers about the status of our rebate applications.

I work with an installation company, and have done so for 14 years, so I have an obvious financial interest in seeing the rebate program as successful, I am on the front line of responding to the complaints from home and business owners. The only access to anyone at Duke Energy about the rebate program is through one generic email (no phone number and no individual to hold accountable).

It is also disappointing that this is the 3rd year of the program and the application process has gotten worse every year. I have a hard time understanding how a company of this size cannot have a functional IT system to handle 2,000 applicants as I am sure they have many more than that flood the website in a power outage event.

Please consider both encouraging the program to be managed by a third party company that does not have a vested interest in fighting against customer-owned generation AND supporting a change rebate to allow for it to reach a greater amount of individuals. This is easily achieved by lowering the amount of rebate per client and reaching more people.

I would be happy to provide any additional information that would be helpful in making these necessary changes.

Regards,
Graham ALEXANDER
509 Adams St
Raleigh, NC 27605

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Jan 31 2020