

Worley, Lindsey

From: Heather Parkinson
Sent: Tuesday, January 19, 2021
9:01 PM
To: Statements
Subject: Statement of Position
Submitted by Heather
Parkinson

Follow Up Flag: Follow up
Flag Status: Flagged

**Statement of Position
Submitted**

Name

Heather Parkinson

Email

heather.parkinson@hotmail.com

Docket

?

Message

I am writing you today to voice my concern and deep disappointment in how Duke Energy is running their solar rebate program and ask if you can help in any way. My husband and I chose to invest a significant amount of money into residential solar this past December, with the hope that we would be eligible to receive the maximum rebate from Duke. We followed all guidelines, worked with a reputable solar company, and had our application submitted

within 3 minutes of the application period opening for 2021 (which we wrongfully assumed was incredibly fast and got us the rebate). We found out last Friday that we are number 360 on the waitlist and that the money was allocated based on jurisdiction. The representative at Duke shared that the money they allocated to our jurisdiction (the Asheville area) was maxed out within 1 minute, 20 seconds of the application being opened. This forces me to ask many questions. I had the website opened and moved through it with speed and could not have completed it any faster than 3 minutes. What “jurisdictions” has Duke determined and have they allocated an equal amount of money to each? Is there some private interest involved that were able to game the system within less than 2 minutes? And is their waitlist money also allocated by jurisdiction? My main concern: is anyone looking into how Duke allocated this money and holding them accountable? Duke decided to wait until November 2020 to change their rebate process which cost us, and I’m sure many other NC customers, the opportunity to only apply for half the availability money. I would greatly appreciate your assistance in investigating Duke and their Solar Rebate program. Sincerely,
Heather L. Parkinson