

Green, Erica

From: Alan Farney <Alan.Farney.275577601@p2a.co>
Sent: Monday, February 3, 2020 9:15 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 immediately at 0900 as the on line submission did not become available until about 0902. Starting at 0902 I noticed that the application did not progress properly and I had to repeatedly make the same choices to prompt the application to proceed. At 0905 the application said my submission was complete.

Later in the morning, at 1015, I was notified by my solar energy representative that Duke had not actually received my application. I had to leave my clinic where I was seeing patients and apply over my phone, as my work computer seemed to have security limits that prevented me from accessing Duke's website. I submitted the application again by 1030 on January 2. Because Duke's website did not work properly I lost almost 90 minutes, and am now 298th on the waitlist for a rebate that I deserve as much as anyone else.

I am very disappointed, no frankly I am furious, about how Duke Energy handled my application and they conduct 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,
Alan Farney
4094 White Hawk LN
Winston-salem, NC 27106

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Leigh McLeod <Leigh.McLeod.275574965@p2a.co>
Sent: Monday, February 3, 2020 9:09 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

Following is my experience of applying for a Duke Energy Solar Rebate. I attempted to log onto the solar rebate website promptly at 9 a.m. on January 2. I was not able to access the site right at 9 a.m.

Once I got access to the site (from my PC at work), I continually got an error message that my email was not valid. I called my husband just after 9 a.m. and he too, was not able to get past the first page from his MAC computer at home.

I made numerous attempts to complete the rebate application, and eventually was able to apply for a commercial rebate, despite including my Residential Project ID#. The residential icon was not an option; it was grayed out and I was not able to select it. I tried again many more times, and was able to submit a residential application.

The confirmation page noted that I submitted my application at 9:20 a.m. I received two emails, each with a time stamp of 9:23 a.m. One email said thank you for your application, and the other said I was on the wait list.

Unfortunately, I had cleared my cache on my work computer, however, I provided Duke Energy with my phone log the morning of January 2 while attempting to complete the rebate application. (NOTE: My husband's computer cache said he attempted to log on at 9:13 am even though he tried just after 9 a.m.)

Phone Log

8:48 a.m. - Call to Southern Energy Management to confirm I use my personal email address (which is different than the email address for my Duke account).

9:00 a.m. - Call to my husband letting him know I could not get past page 1 of the application (multiple calls to him).

9:04 a.m. - Call to Duke Energy in an attempt to speak with someone about my issue (recording said there was an usually high call volume and there was a very long wait time).

9:12 a.m. - Call to Southern Energy Management letting them know the rebate site would not allow me to complete the application (I left a message).

9:13 a.m. - Second call to Duke Energy. I was on hold for 51 minutes and then my call was disconnected. I also called Duke Energy at the same time on my office phone, and was also disconnected after being on hold for 51 minutes.

10:05 a.m. - I eventually spoke with someone from Duke Energy customer service, who said she could not help me.

The next week, I received a call from someone with the Duke Energy rebate program about the application process, and they said to submit any information documenting my rebate application.

It was very stressful, and disappointing that I was not able to successfully submit my application at 9 a.m. due

to no fault of my own. I am not alone when I say this was very frustrating, and did not satisfy my hopes and expectations of the rebate program.

However, I am very appreciative that Duke Energy accepted documentation showing my attempts to complete the application at 9 a.m. on January 2, and used that to determine a time stamp of 9:04 a.m., which enabled to me to receive the rebate.

Regards,
Leigh McLeod
229 STABLE RD
Carrboro, NC 27510

OFFICIAL COPY

Feb 03 2020

From: Hugh Munro <Hugh.Munro.275569763@p2a.co>
Sent: Monday, February 3, 2020 9:00 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 respectfully requesting that the NC Utilities Commission investigate the causes of failure of the application process for Duke Energy's 2020 Solar Rebate Program. Duke's website, where all applications had to be made, experienced IT issues immediately after the 9:00 am initial access time, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications. I feel this warrants an investigation as these technical issues caused applications to be delayed and possibly processed incorrectly, thus causing an unfair process. These errors may preclude me from accessing rebate dollars I otherwise would have had a fair shot at obtaining.

I began trying to apply for a rebate at 9:00 am on January 2, 2020 on the Duke Energy website. I immediately experienced issues that prevented me from filling out the rebate application. The application page did not load completely and there were missing fields in the form where I was expected to add information. Refreshing the website page resulted in continued incomplete loading of information or the web page not loading at all. I continued to attempt to submit my application as I had not received acknowledgement or confirmation that my application had been processed. Around 9:22 am I finally received an email from Duke with a 9:20 am timestamp that indicated that my application had been received. Several hours later I received another email with a timestamp of 9:59 am that indicated that my application had been received and that I was on the waiting list. I believe that the technical issues I experienced on the Duke Energy website caused a delay of my application that resulted in being wait listed instead of accepted for the Duke Energy 2020 Solar Rebate Program. Being that this is a one-time only rebate, it is discouraging to have followed the process and be potentially left out due to technical issues not of my making.

Emails I have received from Duke Energy regarding the rebate process are as follows:

- Prior to the application process, I received emails from Duke Energy on December 2, 2019, December 26, 2019 and January 2, 2020 reminding me of the rebate application process.
- Thursday January 2, 2020 I received an email from Duke Energy timestamped 9:20 am stating that my application had been received. Several hours later I received another email, timestamped 9:59 am, stating that my application had been received, but that I was wait listed.
- Friday January 3, 2020 I received an email from Duke Energy stating that they were working to finalize applications and would notify me by January 15, 2020.
- Wednesday January 8, 2020 I received an email from Duke Energy stating that my application had been rejected due to the fact that it was a duplicate application.
- Wednesday January 15, 2020 I received an email from Duke Energy stating that my project had been placed on the waiting list.

• Tuesday January 21, 2020 I received an email from Duke Energy stating that my project was #6 on the wait list.

I am extremely disappointed with how Duke Energy handled my application and the overall application process. Duke Energy knew how many potential applicants there could be and planning for a surge of internet traffic is a simple thing to do. The rejection of an application because it is a duplicate is completely understandable, however I never intended to submit a duplicate, the website form was not working correctly forcing me to reenter information to ensure all data was indeed entered. The fact that their website accepted my information as a duplicate application, without indicating to me I had already successfully filled in the required form, and that it took them a week to figure it out and notify me is dismaying. I am left, a month after the fact, frustrated by what should have been a simple web application process and quite possibly out a significant amount of money. Duke Energy's actions do not inspire confidence in their ability to manage the Solar Rebate Program fairly, now, or in the future.

The fact that Duke Energy did not, or could not, manage this application process speaks of their inexperience in the best case and incompetence in the worst. I am contacting you in the hopes that you will fully investigate the cause of these application 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,
Hugh Munro
195 Carrier St
Asheville, NC 28806

Green, Erica

From: Xavier Chester <Xavier.Chester.275552680@p2a.co>
Sent: Monday, February 3, 2020 8:27 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,
Xavier Chester
6606 Broad Valley Ct
Charlotte, NC 28216

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Bob Travers <Bob.Travers.275517283@p2a.co>
Sent: Monday, February 3, 2020 7:17 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,
Bob Travers
10 Woodridge Lane
Fletcher, NC 28732

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Sheila Padgett <Sheila.Padgett.275482354@p2a.co>
Sent: Monday, February 3, 2020 6:08 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 on 2 January at 9:03 when I had finished the application and pushed the button to "submit". It would not allow me to submit. I tried 3 times and then contacted my point of contact, Connor Whaley at Sundance Power. He said that they were having difficulties submitting as well. He finally was able to submit the application. I still have not heard back from Duke concerning my submitted application for the rebate.

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,
Sheila Padgett
1163 Upper East Fork Road
Sylva, NC 28779

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: donald bowman <donald.bowman.275454986@p2a.co>
Sent: Monday, February 3, 2020 4:57 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,
donald bowman
585 Ashland Rd
Ruffin, NC 27326

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Nancy Sharpe <Nancy.Sharpe.275449351@p2a.co>
Sent: Monday, February 3, 2020 4:30 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,
Nancy Sharpe
610 N GREENSBORO ST
Carrboro, NC 27510

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Nancy Sharpe <Nancy.Sharpe.275449351@p2a.co>
Sent: Monday, February 3, 2020 4:29 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

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

We are 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 ourselves and hundreds of other customers about the status of our rebate applications.

We knew that it was a "first come, first served" process, so we were totally ready. Little did we know that the Duke website would crash, thus thwarting our good efforts and leave us on the waiting list. Surely, the timetable and browser history which follows will ensure that we are more than eligible for the rebate.

Our Project ID: 05912
Customer: Susan Sharpe (and Nancy Duffner)

--Before Jan. 2: We carefully followed all steps for interconnection, rebate application, solar panels installed, etc.

--Jan. 2: We had all pertinent information ready to go before 9 a.m. and opening of the application process.

At 9:00 a.m., we immediately began the application program. After the first few questions, we encountered a fundamental issue in the application, in that we were unable to get to the final step of agreeing to the terms. There seemed to be a glitch in the application when progressing from the step of selecting Residential to the step of selecting the Project size. We tried several times to back up to previous steps, one by one, and then a few more times of trying to start the entire application process over again from the beginning.

At 9:09, we called Yes Solar for assistance, which they had offered in case we had any issues completing the application. Unfortunately, they were not able to provide any information to help resolve the issue, but did inform us that they had received many similar calls from other customers indicating technical issues with the Rebate Application website.

Left on our own, we then started the whole application process all over again with each of the other devices in our home – 2 other Windows Computers, and then 2 iPads.

It finally occurred to us that the one item in common across the board was that we were using the same browser (Chrome) on each device. On a last-ditch effort, we switched browsers, and once again began the entire application process all over again. This time, via the Edge browser, we were finally able to complete the application successfully.

The failure of the Duke website and not our efforts is why our application was submitted almost 20 minutes after first beginning the effort.

OFFICIAL COPY

Feb 03 2020

Our efforts to complete the application are documented on the browser history (tracking from 9:25 to 9:01):
(for some reason we can't copy the screen shots into this email, but we have the documentation)
--at 9:22 a.m., we received an email -- "Duke Energy NC Solar Application Received"
--at 9:22 a.m., we received from you another email stating, "Your project has been placed on the waiting list.
--we were shocked as to how can there be a "first come first served" principle at work when your website failed to follow that in reality.

On Jan. 3 --we received this email: "We received your rebate application for 2020 NC Solar Rebate capacity. We had a great response from customers interested in this program. We are working to finalize the rebate applications and will notify you by Jan. 15, 2020, of your application status."

On Jan. 21 we received: "Thank you for your interest in participating in the NC Solar Rebate Program. At this time, there is not capacity available to accept your application. Your project is #11 on the waiting list."

Bottom line, we are on the waiting list due to the failure of the Duke Solar Rebate website.

We are very disappointed in how Duke Energy handled our application and the overall application process. We are 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,
Susan Sharpe and Nancy Duffner

Regards,
Nancy Sharpe
610 N GREENSBORO ST
Carrboro, NC 27510

Green, Erica

From: Judith Magee <Judith.Magee.274645417@p2a.co>
Sent: Monday, February 3, 2020 3:54 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,
Judith Magee
1407 Virginia Ave
Durham, NC 27705

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: John Rabbetts <John.Rabbetts.275450863@p2a.co>
Sent: Monday, February 3, 2020 4:39 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.

In Mid December I called and asked Duke Power to provide me with the application questions in advance as their website site said to contact them if I had questions about the application process. I was told that I needed my INT number and the Kw rating but she did not know what the other questions were. The representative said the Kw could be calculated by a formula by dividing some number into 240 volts. This did not sound correct to me so I then emailed my installer (Cape Fear Solar). They provided all of the info that I needed. I made the decision to apply myself as my installer said they had about 60 applications that they would be submitting for their other customers.

I applied On January 2. I hit the apply button about 10 seconds after 9 am. All of the questions were listed on the screen with a "Continue" button separating them. I could not get the buttons to respond. I was completely frustrated because I knew that it was a first come first serve process. After about 15 or 20 minutes I closed the browser and did know if the application was submitted. I immediately started a new browser session and started a new application. The interface was now different in that there was one question with a "Continue" button. I quickly answered the question and hit the Continue button. At that point the next question appeared . I answered it and hit continue and then did the same for the remaining questions. I completed the application in a couple of minutes without any issues.

Shortly after that I called Duke Power and explained that their system was not responding. They said to send an email.... I sent the email. The call ended with me believing that all would be set right. A couple of weeks later I received an email from Duke Power indicating I was wait listed. I then, sent another email asking that a manager re-assess my application with consideration of the application problems. A few days passed and then I received a call from Duke Power. Christine listened to my experience and said that If I can show her something having a timestamp that she may be able to adjust the time of the submission. She suggested looking at the browser history. I then discovered that the Firefox browser history setting was defaulted to "Never". Christine then politely told me that she could not make an adjustment without proofsuch as a time stamped history record.

So I did not get the \$4,800 rebate and I am now on the wait list as number 68. Needless to say, I am extremely frustrated and dissatisfied with the process as it their IT system that failed.

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.

OFFICIAL COPY

Feb 03 2020

Thank you,

John Rabbetts

INTCO number: 19040

KW (AC): 8.0

Residential installation

1507 Swordfish Lane

Carolina Beach, NC 28428

My Cell phone number: 484 473 3588

My email: rabbetts@msn.com

Installer email: jason@capefearsolarsystems.com

Thank you for your time,

Regards,

John Rabbetts

1507 Swordfish Ln

Carolina Beach, NC 28428

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Evelyn Niday <Evelyn.Niday.274797536@p2a.co>
Sent: Friday, January 31, 2020 9:51 AM
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 site took forever to open, although I was sitting here waiting at 8:55 a.m.
once opened, the site would not readily accept my application
it took 19 minutes to accomplish what should have been seconds.

See the following document indicating my eventual application:

NCSolarRebate@duke-energy.com

To:

clarkniday@yahoo.com

support@blueravensolar.com

Jan 2 at 9:19 AM

Dear Evelyn Niday,

Project ID: 18308

Thank you for your interest in participating in the NC Solar Rebate Program. We have received your application and will be in touch soon via email to update you on its status. You may review the Terms & Conditions of the program [here](#).

Sincerely,

The NC Solar Rebate Team

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,

Evelyn Niday

Project ID: 18308

Regards,
Evelyn Niday
40 Bramble Ln
Clayton, NC 27527

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Sara Marston <Sara.Marston.222674845@p2a.co>
Sent: Tuesday, February 4, 2020 10:03 AM
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 our customers and hundreds of other customers about the status of our rebate applications.

I work for Southern Energy Management, a solar installer. I had about 15 reported cases of customers having problems applying for their rebate. Our entire solar sales, marketing, and operations team (about 20 people) was on hand to address any issues that may arise at the start of the application. As email confirmations came in we were tabulating those people that were accepted or waitlisted. By around 9:15am, we started noticing that many customers had not received email confirmation, so we started contacting them. I had about 7 customers report that the online application was making residential customers choose "commercial," then said they were "accepted." I asked those customers to reapply, which put them on a "waitlist." About 5 customers reported that they got an "accepted" message upon applying before 9:10am, but they never received a confirmation email from Duke. I asked them to reapply as well.

I am very disappointed in how Duke Energy handled the overall application process. Since January 2, our company has spent dozens of hours combined answering emails and collecting timestamps to try and get our customers accepted. That time could have been spent trying to help new customers get solar and saving the planet. 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,
Sara Marston
4108 Pin Oak Dr
Durham, NC 27707

OFFICIAL COPY

Feb 03 2020

From: Doug Hill
Sent: Monday, February 3, 2020 9:19 AM
To: Statements
Subject: Statement of Position Submitted by Doug Hill

Statement of Position Submitted

Name

Doug Hill

Email

fourhillsnc@gmail.com

Docket

058948

Message

Hi, We wanted to alert you about our difficulties with the Duke Energy Solar rebate program. Even though we were explicitly prepared by our solar installer and was online and ready to begin our application right at 9:00 am on January 2, we ran into difficulties that ultimately landed us #295 on the waitlist. I am attaching our correspondence to Duke Energy below. Unfortunately, we had cleared our browser history by the time we got our Waitlist notification. Is there any list we can be placed on, or further steps we can take, to remedy the Duke Solar application glitches we experienced? Thanks, Doug Hill "Regarding Project ID # 058948 Doug Hill We are writing to alert you that on Thursday, January 2, 2020, at 9:00 AM sharp, we faithfully followed all rules and directions to complete our online solar rebate application. Your application site, however, displayed several glitches. While we were able to access the site when it opened at 9:00 am, we found that the application, which we had expected to be multi-page, had been condensed onto a single page. Then, when we filled in the requested information, we found we could not get the application to submit. We closed out that form and retried accessing the application a second time, about 9:05. Between 9:05 and 9:08, we were able to open up, view, and complete the application on normal, successive web pages, followed by clicking the "continue" button located below the questions. When we got the final page, we were asked to click the "I am not a robot" box. Immediately after clicking, a web page opened that stated our "application has successfully submitted." At that point, we thought we were finished. Then, around 11:40 AM, our solar installer called us to see if we had received a Duke Energy confirmation email. We had not. He advised us to reapply, noting that other customers had reported several application glitches. We went to your Solar Rebate site again, went through the application process for a third time, and when we clicked on the "I am not a robot" box, A NEW PAGE, with the "find photos with crosswalks" series of photos came up. We chose the correct images, and got the exact same final "application successfully submitted" page as we had received on our second application try, at 9:08 AM. This time, however, we finally received Duke's follow up email. We alerted our installer, who conveyed that Duke may honor our earlier application time stamp, because of all the problems with the application site online. We am enclosing our earlier email to show when we first contacted Duke Energy to explain this. Nowhere in the instructions for applying did it suggest that we take a screen shot with clock to document the exact time our

application was submitted. However, we received our first completed application success web page by 9:08 AM. We implore that you remedy this issue by placing us in the rebate queue according to when we received our initial webpage confirmation success notice: at 9:08 AM on January 2, 2020. We appreciate your urgent attention to this matter. Sincerely, Doug and Pam Hill"

OFFICIAL COPY

Feb 03 2020

Conyers, Tamika

From: suzanne strickland
Sent: Friday, January 31, 2020 2:25 PM
To: Statements
Subject: Statement of Position Submitted by suzanne strickland

Statement of Position Submitted

Name

suzanne strickland

Email

stonesouprestaurant@gmail.com

Docket

na

Message

I applied for a solar rebate starting at 9am on Jan. 2, 2020 and had serious problems with Duke Energy website. I was finally able to submit my request for a rebate and was put on a waiting list. My address is 7100 Poors Ford Rd, Columbus, NC 28722 and I used Sugar Hollow Solar for the purchase and installation. Can you help me get my rebate???

OFFICIAL COPY

Feb 03 2020