



Josh Stein
Attorney General

State of North Carolina
Department of Justice

CONSUMER PROTECTION
TOLL-FREE IN NC: (877) 566-7226
OUTSIDE OF NC: (919) 716-6000
FAX: (919) 716-6050

May 23, 2024

Kaye Reiersen
5309 Cherrycrest Ct.
Raleigh, NC 27609-4620

Re: File No. CP-24-08597

Dear Ms. Reiersen:

Thank you for filing a complaint with the Consumer Protection Division regarding Duke Energy. Your request for assistance falls more appropriately within the authority of another agency.

By copy of this letter, we are forwarding your complaint to the North Carolina Utilities Commission, requesting that this matter be reviewed to determine whether there has been a violation of the laws or rules that it administers.

We encourage you to contact us again if you have a consumer problem which you believe warrants review by our office.

Sincerely,
Evan Kraus
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: North Carolina Utilities Commission

A note from
Ms. Reiersen

Regarding N.C. Utilities
Commission

Dear Attorney General Stein,

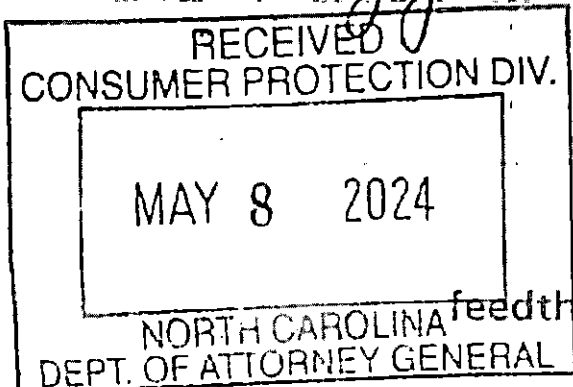
I don't want another
natural gas fueled facility
in Person County, or
a coal fired one.

I want Duke Energy
to build more solar
facilities.

Transport of natural
gas is dangerous and
it is detrimental to
our climate.

Please fight Duke
energy on this, please.

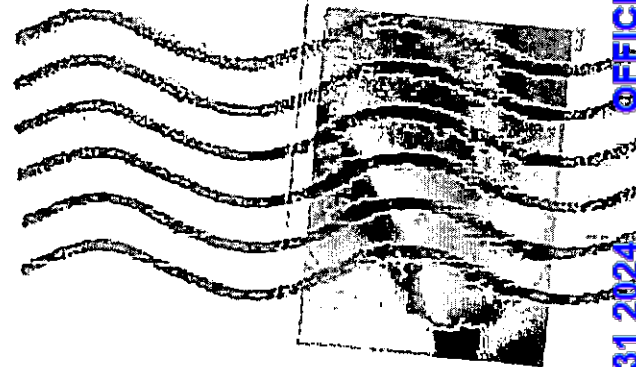
Sincerely,
Kaege Reiersen



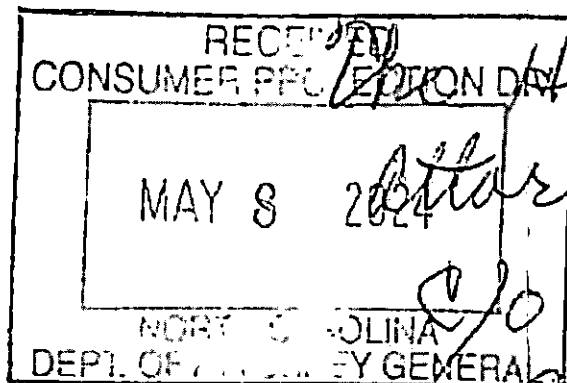


Kaye Reiersen
5309 Cherrycrest Ct
Raleigh, NC 27609

RALEIGH NC 275
Research Triangle Region
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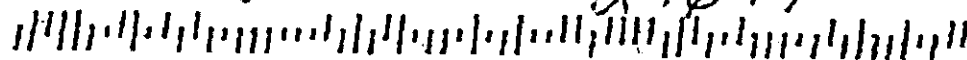


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May 31 2024



Honorable Josh Stein
Attorney General of North Carolina
Go Consumer Protection - Utilities
9001 Mail Service Center
Raleigh, N.C.

27699-9001 99



27699-9001



Josh Stein
Attorney General

State of North Carolina
Department of Justice

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May 23, 2024

Vernon Peeler
317 Touch Me Not Dr.
Wilmington, NC 28405-2559

Re: File No. CP-24-08576

Dear Vernon Peeler:

Thank you for filing a complaint with the Consumer Protection Division regarding Duke Energy. Your request for assistance falls more appropriately within the authority of another agency.

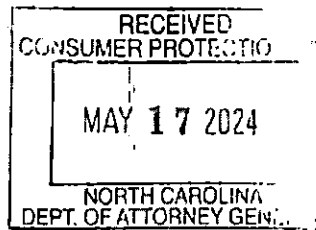
By copy of this letter, we are forwarding your complaint to the North Carolina Utilities Commission, requesting that this matter be reviewed to determine whether there has been a violation of the laws or rules that it administers.

We encourage you to contact us again if you have a consumer problem which you believe warrants review by our office.

Sincerely,
Evan Kraus
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: North Carolina Utilities Commission

Vernon Peeler
317 Touch me Not Drive
Wilmington NC 28405
910-294-2527



State Of North Carolina
Utilities Commission
Raleigh NC

Dear Commission,

I am a customer of Duke Energy here in Wilmington NC.

I was one of the first in my area to have solar panels installed on my house in an effort to have an energy efficient home and help the environment. At the time, it was not an inexpensive project, but I feel it was worth it. Duke Energy's program now does not pay for overproduction, but they do sell what solar users put on the grid with no compensation to the solar owners. I was on the time of use program until this month. Duke changed the program to only give me credit for energy I produced only during discount times of the day. That left me with a growing bank of kilowatt credits I would have to use or on May 31st that bank would be wiped out at no cost to Duke.

Now I understand that Duke is proposing building more gas-powered plants and nuclear facilities instead of building more solar and wind farms. If the compensation was on a level fair playing field, Duke could see more people installing solar to help offset some of that required production.

I asked my solar contractor to look at updating my system to the newer more efficient panels (Mine is about 8 years old) to help up my production, but I was told that changes to the Duke's solar programs made that not worth the money.

I have heard the excuses that people on solar do not pay their fair share to the up keep of the power infrastructure, but even us on solar pay a fee to be a Duke Energy Customer, even if we produce enough to offset our power usage.

I would propose that Duke Energy reimburse solar system owners at the full rate that they sell power produced by these systems. The still will be charging us for the connection to the energy grid, and we can help offset some of their energy needs by updating our systems and producing more energy for them to sell.

Another option would be to bring in another electric energy reseller to compete with Duke and break the energy monopoly duke has in this area. Competition is always good. Look at the cost of Internet service in my area since AT&T came in to compete with Spectrum. My monthly service was cut by a third with better speed and service, and I understand that two more internet service providers will be coming to my area soon.

I have seen the ads on TV saying that last year Duke made \$4 billion dollars and the CEO made \$20 million.

It is time we reigned Duke Energy inn and brought all this under control, of start the process to bring in some competition.

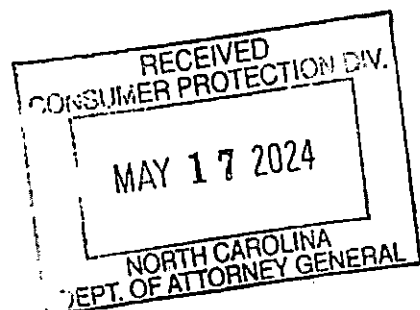
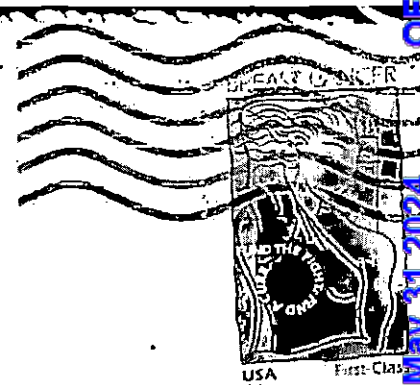
A handwritten signature in black ink, appearing to be "V. Peeler" or similar, written in a cursive style.

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May 31 2024

317 Touch Me Not Dr
Wilmington NC 28405

RALEIGH NC 275
Research Triangle Region
15 MAY 2024 PM 2 L



The Honorable Josh Stein
C/o Consumer Protection - Utilities
9100 Mail Service Center
Raleigh NC 27699-9601

27699-960000



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May 31 2024