

Green, Erica

From: Erica Sizemore <Erica.Sizemore.274771750@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 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,
Erica Sizemore
2008 Vinnings Pl
Raleigh, NC 27608

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Jan 31 2020

Green, Erica

From: Aris Buinevicius <Aris.Buinevicius.274905841@p2a.co>
Sent: Friday, January 31, 2020 2:25 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 attempted to apply precisely at 9AM (I had been reloading the page over and over). Eventually the form came up, with a workflow asking some unexpected questions, as if I was a business entity and not an individual. The process hung up a few times (with no action happening when I pressed a submit button). Eventually I received an acknowledgement of a successful form entry, however I was afraid that there would be a problem in that the form layout was very different than what I was expecting. I did not receive an email acknowledgement at that time for a successful application entry and I got suspicious. I eventually reloaded the page again and did get a different form entry process (this time, more in line with a consumer), but this was more than 45 minutes into the process.

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,
Aris Buinevicius
404 Westwood Drive
Chapel Hill, NC 27516

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Jan 31 2020

Green, Erica

From: Brandon Pendry <Brandon.Pendry.274902367@p2a.co>
Sent: Friday, January 31, 2020 2:20 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.

I am not an applicant, but an employee of Southern Energy Management, a Raleigh-based solar installer who had 196 solar customer applications being submitted on Jan 2. Because of the myriad of technical issues on Jan 2, the inadequate communication from Duke Energy, and the absurd notion that customers are responsible to provide evidence and proof for a Fortune 100 company's mistakes, our office has committed 100's of hours trying to solve rebate issues for our customers. This means other important work has not been done. It also has put an undue burden on customers and installers to delay projects because of uncertainty on rebate statuses. It is also now Jan 31 and we still have about 15% of our customers who have no status update from Duke Energy. This is completely unacceptable and must be changed for rebates in 2021 and forward.

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,
Brandon Pendry
5908 Triangle Dr Raleigh, NC
Raleigh, NC 27617

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Jan 31 2020

Green, Erica

From: SUZANNE STRICKLAND <SUZANNE.STRICKLAND.274900341@p2a.co>
Sent: Friday, January 31, 2020 2:17 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,
SUZANNE STRICKLAND
7100 Poors Ford Rd, Columbus, NC
Rutherfordton, NC 29356

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Jan 31 2020

Green, Erica

From: Sarah Calloway <Sarah.Calloway.274893881@p2a.co>
Sent: Friday, January 31, 2020 2:05 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 following submitting the application. There was no indication that the application was not submitted other than a confirmation email was not received. Assuming something was not right, I submitted the application three times before receiving a confirmation email.

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,
Sarah Calloway
1065 Hendersonville Rd
Asheville, NC 28803

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Jan 31 2020

Green, Erica

From: George Young <George.Young.274884809@p2a.co>
Sent: Friday, January 31, 2020 1:48 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 I applied for the rebate at exactly 9:00AM on January 2. I submitted my application, it said you have successfully submitted your application and you will receive an email confirmation. When I did not receive the email by noon that day I became concerned and called and spoke with a woman who stated that my application did not go through. I resubmitted my application while on the phone with her and she said that it went through and she said I was number 364 on the wait list. I asked how this was possible and she stated that I would have had to call in the first 30 minutes to not be on the wait list. I told her that I had but for whatever reason it was not recorded. She said I would have to see what happened with the wait list. Later in January I received another email stating that I was now number 404 on the wait list. I called and spoke with another lady questioning how I could go backwards on a wait list and she explained the problems you experienced and I explained to her that I was one of those people that was on the phone at 9:00AM sharp. She stated that the list was being redone. Hopefully this can get cleared up because I was promised this \$5,000 rebate by Brio.

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,
George Young
46 Evan Tyler Lane
Horse Shoe, NC 28742

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Jan 31 2020

Green, Erica

From: Margaret Scarborough <Margaret.Scarborough.274881073@p2a.co>
Sent: Friday, January 31, 2020 1:42 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 logged on at 9:00 am on Jan. 2. The system stopped working and I had to get back onto the site. I was finally able to fill out a form and tried to submit it at 9:07 but I couldn't get it to send. After repeated attempts, my application was accepted at 9:24. That placed me #32 on the waitlist. This is unfair and, after many calls and emails has yet to be resolved.

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,
Margaret Scarborough
203 Stable Rd.
Carrboro, NC 27510

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Jan 31 2020

Green, Erica

From: Shannon Ardaiole <Shannon.Ardaiolo.274881091@p2a.co>
Sent: Friday, January 31, 2020 1:42 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 after I submitted my application. I immediately received a response telling me I was wait-listed. I contacted Sundance; and they told me to apply again, as they thought it was unusual that I received an immediate wait-list response. They also had a feeling something was wrong with the website, as other customers were experiencing difficulties, too. I submitted a second application, and this application seemed to go through. I received a more typical response, and then was contacted about a month later to tell me I was on the wait list.

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,
Shannon Ardaiole
283 Bear Creek RD
Asheville, NC 28806

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Jan 31 2020

Green, Erica

From: Macon Thoma <Macon.Thoma.274876772@p2a.co>
Sent: Friday, January 31, 2020 1:32 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. After many exchanges with Duke power they have offered us a reduced rebate.

While applying for a rebate, I experienced issues when filling out the online rebate. We suspected issues and took screen shots of both our applications (since we have two meters on the property). We had lengthy exchanges with Duke power concerning this. It should also be mentioned that we already paid Duke power \$2000.00 to bury the wires onto our property for the solar panels to work. Our story is long and it would be easier to just discuss it or forward all the emails to you.

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, as well as honor the original rebate numbers they sent us in the screenshots.

Thank you for your time,

Regards,
Macon Thoma
100 E. Connally St
Black Mountain, NC 28711

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Jan 31 2020

Green, Erica

From: Richard Lewison <Richard.Lewison.274875593@p2a.co>
Sent: Friday, January 31, 2020 1:27 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: Project # 047940

Days after applying for a solar project rebate, I received an email telling me that I am on a waiting list due to no capacity for my application. I was on the rebate web site AS SOON AS IT TURNED ON. I completed my application online on January 2, 2020 at 9:08am, 8 minutes after the site opened. I never got an email acknowledgment, so several hours later I called the number solar rebate team number 866-233-2290 and was told that the website was having problems for early applicants and to email to the rebate team and to reapply for the rebate. The email that I was given (ncsolarrebate@duke.energy.com) was apparently the wrong address although I read it back to the representative and he confirmed it. I ended up simply reapplying around 3pm that same day (01/02/2020).

It's unfair that I was wait-listed for a rebate although I was on the site as soon as it opened the first day. I contacted Duke Energy and explained my disappointment, but was told that without proof of my earlier application submittal, that there was nothing that they could do. The failure of the website should not be the cause of me not being eligible for a rebate.

In addition, the solar rebate from Duke Energy was a significant factor in my deciding to install a solar system Through Brio Energy partnering with Duke Energy. I was never told that the rebates were limited, and that they were conditional. I feel that this is a bait-and-switch situation. Had I known that this was the case, I would NOT have signed up for a solar project at my home.

Thank you for your time,

Regards,
Richard Lewison
112 Virginia Creek Dr
Holly Springs, NC 27540

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Jan 31 2020

Green, Erica

From: JAMES MCKINNON <JAMES.MCKINNON.274872424@p2a.co>
Sent: Friday, January 31, 2020 1:15 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 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,
JAMES MCKINNON
53 Macon Ave
Asheville, NC 28801

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Jan 31 2020

Green, Erica

From: Foster de la Houssaye <Foster.delaHoussaye.274864090@p2a.co>
Sent: Friday, January 31, 2020 1:01 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.

While applying for a rebate, I experienced issues when I go on the Duke Rebate website. At first I could not find the APPLY Button. It took a few minutes to figure it out. Once I did, I filled out the application with all the required information. I submitted the application. This was about 5 to 8 minutes after 9. The screen then changed and said that my application had been submitted. About 2 hours later I received a call from my installer saying that they did not receive an email saying my application was submitted. I then resubmitted the application. I then received an email confirming that my application had been submitted.

In mid-January, I received an email from Duke saying that I was not on the list to get a rebate. Later I got another one saying that I was 345 on the wait list.

I sent them an email telling them what happened and that I was led to believe that my application was successfully submitted just after 9 AM. They replied telling me that I needed to provide proof, otherwise there was nothing they were going to do. I don't have any proof. They wanted a screenshot. I did not save one.

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,
Foster de la Houssaye
60 Pearson Drive
Asheville, NC 28801

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Jan 31 2020

Green, Erica

From: Jessamyn Bean <Jessamyn.Bean.274860337@p2a.co>
Sent: Friday, January 31, 2020 12:54 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 technical issues for the first 15 or so minutes trying to submit my application. I did eventually get into the system and was able to do so and get confirmation, but I was very concerned it wouldn't work and I would miss out on my rebate.

Thank you for your time,

Regards,
Jessamyn Bean
2205 Longbrook Drive
Greensboro, NC 27406

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Jan 31 2020

Green, Erica

From: John Foreman <John.Foreman.274858475@p2a.co>
Sent: Friday, January 31, 2020 12:51 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. I logged onto the site at 9:03 AM 1/2/2020 and the radio button to enter was not available. I logged in again at 9:04 and entered all the required data and received a message that it was complete. However, I never got a confirmatory email and the information was not accepted because of problems with Duke's website. I realized this by noon that day and reentered the data. I got a confirmatory email after entry, but by this time I was way down the queue. I have a screen photo of my browser screen showing my logging in at these times which I sent to Duke.

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,
John Foreman
9 Streamley Ct
Durham, NC 27705

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Jan 31 2020

Green, Erica

From: Jesse Hahn <Jesse.Hahn.274854659@p2a.co>
Sent: Friday, January 31, 2020 12:44 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... (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,
Jesse Hahn
12315 Old Beatty Ford Rd
Rockwell, NC 28138

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Jan 31 2020

Green, Erica

From: Cory McDonald <Cory.McDonald.274852804@p2a.co>
Sent: Friday, January 31, 2020 12:40 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. My wife and I were both ready to apply at 9am exactly, in hopes that one of us would get the application submitted. We knew that there would be hundreds of others doing the same thing, so speed was important. As soon as the website opened we were trying to apply. It seemed that at every step we would be met with long load times or pages that wouldn't load at all. As each minute passed, we knew that our chances of getting the much needed rebate would be less and less. After 30 min of frustration, I finally got to submit our application. We ended up 371 on the wait list. It's very frustrating that we did everything in our power to try to get this rebate, and that the website prevented us from doing so. Being so low on the waitlist, I am really not expecting to see the \$6000 despite doing everything correctly on my end. This will add several years of extra payments for our solar system and affect my family financially for a long time. Duke Energy should have known that the website would be flooded with applicants at that exact time and should have had been prepared for the increased traffic.

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,
Cory McDonald
7158 Old Staley Rd
Staley, NC 27355

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Jan 31 2020

Green, Erica

From: Melinda Halford <Melinda.Halford.274853470@p2a.co>
Sent: Friday, January 31, 2020 12:41 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 on Behalf of my Neighbor Mr. Steve Ahlgren who I talked into getting Solar installed assuring him of this rebate process. 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. We did receive notice that we would receive the Rebate but had a great deal of difficulty with the process and our neighbor who was on line at same tiem as us 9:00 am was waitlisted. I am concerned about his application.

While applying for a rebate, I experienced issues. The form that we were supposed to see did nto appear in a different nonprofit form was there and it would not let you save or submit information. I called our solar installer SUGar Hollow Solar and they assisted me by telling me to continue refreshing the site until the correct from appeared. We began promptly at 9:00 am and were finally able to submit at 9:12 but shortly there after or neighbor submitted - not knowing his did not go through until I told him to retry and he was waitlisted.

I realize Duke cannot help the IT issue but would encourage Duke to help those who were on line at the appropriate time such as my Neighbor Mr; Steve Ahlgren receive his rebate as this was not his fault regarding timely submission. I applaud Duke energy for offering a rebate and believe everyone should receive one since we will be contributing to yoru energy production and we need to decrease dirty energy and be rewarded for helping Duke produce clean energy.

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,
Melinda Halford
198 Cedar Ln
Old Fort, NC 28711

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Jan 31 2020

Green, Erica

From: John Campbell <John.Campbell.274848809@p2a.co>
Sent: Friday, January 31, 2020 11:51 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.

I was online and ready to go hours before the start time and had all of the information handy. I had reviewed all of the information and was very familiar with the process.

The system crashed on multiple occasions, it hung and would not accept information, it seemed to accept information, but then did not send a confirmatory email.

It seems to me that Duke did a very poor job in constructing this process and website. Why on earth would you require customers who you want to encourage to use alternative energy to be subjected to such a poor process. I have my suspicions.

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,
John Campbell
1117 Baslow Brook Ct.
Raleigh, NC 27614

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Jan 31 2020

Green, Erica

From: Patricia LeGrand <Patricia.LeGrand.274845424@p2a.co>
Sent: Friday, January 31, 2020 11:38 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 I tried to apply at 9:00am but there was a problem with no "apply" button. I tried multiple things like creating an account thinking I needed that in order to apply. That didn't work, finally after trying different things like logging on and off, the "apply" button appeared and i finally was able to put in my application at about 9:52am.

I used to work in IT and understand what happens when you get too many people logging on or trying to complete some task all at the same time. However, I am contacting you in the hopes that you will 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,
Patricia LeGrand
212 Valley Creek Dr
Clayton, NC 27520

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Jan 31 2020

Green, Erica

From: Brett Applebaum <Brett.Applebaum.274846883@p2a.co>
Sent: Friday, January 31, 2020 11:43 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... (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,
Brett Applebaum
21 Majestic Oak Cir
Asheville, NC 28805

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Jan 31 2020

Green, Erica

From: John Anderson <John.Anderson.274802601@p2a.co>
Sent: Friday, January 31, 2020 11:32 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

John F Anderson
146 Willow Valley Drive
Mooresville NC 28115
Project #18942

Kindly be advised that I received an advice from Duke that they have received my rebate request of Jan 2, 2020 and are processing it...

Thank you,
John Anderson

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

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Jan 31 2020

Green, Erica

From: Jacob VandenEnde <Jacob.VandenEnde.274840519@p2a.co>
Sent: Friday, January 31, 2020 11:30 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 attempting to fill out the information screens. I was on the site before 9:00, found the button to start the application process after a few minutes--they had moved it to the upper left of the screen instead of bottom center. My initial attempt to fill out the forms was very confusing. The screens seemed to run together and it wasn't clear where it was taking me. I refreshed and started again and was able to fill everything in as appropriate and hit the submit button at the end of the process. I got the acknowledgment screen that told me I would be receiving an email confirmation. I didn't receive one right away but didn't think anything of it. That submission happened about 9:11am. At around 11:00 I got a call from 8MSolar asking if I had submitted my rebate application because they had not received a record of it. They instructed me to run through the application process again which I did and submitted again between 11:00am and 11:30 am. Still no email confirmation but still didn't know to expect one right away. Finally 8MSolar submitted an application for me and I received an email with subject line "Application Received by Installer - Acknowledgement Needed" at 1:21 pm. I saw it around 1:30pm, responded immediately and received an acknowledgement email from Duke/Progress at 1:34pm.

I received an email from Duke/Progress Jan 15 7:07pm informing me that I was wait-listed. Then on Jan 21 at 4:02 I received a followup to inform me that I was #339 on the waiting list.

I have not yet been able to recover time and date information from my web browser. Firefox doesn't seem to add time stamps. I do have browser history from January showing that I was on the rebate site early in the month. I am working on ways to recover the time/date information but it seems to be a bit complicated.

Thanks you for your attention to this!

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,
Jacob VandenEnde

131 Castlefern Dr
Cary, NC 27513

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Jan 31 2020

Green, Erica

From: Eric Wilder <Eric.Wilder.274833436@p2a.co>
Sent: Friday, January 31, 2020 11:24 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 I clicked on the link from Duke's email and got a response on the website that this service was not available in my area. I tried several times from different email links and by going directly to Duke's site, with no luck. I called Brio Solar, my solar provider, to see if they were aware of the issue. They were not at that point. By the time I was able to logon it was 2 hours later. That put me 302 on the wait list.

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,
Eric Wilder
72 Imperial Ct
Asheville, NC 28803

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Jan 31 2020

Green, Erica

From: Jim Booe <Jim.Booe.274829846@p2a.co>
Sent: Friday, January 31, 2020 11:19 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. The first try the end of the application wouldn't display the acceptance of terms. After backing out, on the second try the website accepted my application and said to expect an email response. After never receiving an email I made a 3rd attempt closer to 9:00. Duke sent an email saying I was on the wait list. After communicating with Duke and providing screenshots (luckily I had made) they up graded my time and have been accepted. If not for the diligence of Southern Energy Management. I might not have been so lucky. I feel for other customers who experienced similar problems but might not have had the foresight to document their troubles.

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,
Jim Booe
2611 Baytree Dr
Greensboro, NC 27455

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Jan 31 2020

Green, Erica

From: Lawrence Kissell <Lawrence.Kissell.274826128@p2a.co>
Sent: Friday, January 31, 2020 11:16 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... (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,
Lawrence Kissell
Box 536, 153 Kissell Drive
Biscoe, NC 27209

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Jan 31 2020