

Worley, Lindsey

From: Mark Cohen
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Sent: Tuesday, February 9, 2021
12:07 AM
To: Statements
Subject: Docket Nos. E-2, Sub 1167
and E-7, Sub 1166

I wanted to reach out and express my frustration with this year's process for getting Solar Rebates from Duke Energy. I had my system installed in October of 2020 and at the time while I was told (both by my installer and by Duke) that there was no guarantee on the rebate, I was led to believe that if I did everything right and promptly that I'd probably get the rebate. The need to be prompt was reinforced as I was told that the available slots were taken last year in 20 minutes. I did everything right and ended up with a time stamp of 3 minutes and a few seconds. I thought that I did well. Then I learned that all of the slots were taken in 2 minutes and I was placed on the wait list.

Upon investigating further, I've learned that AFTER I learned about the rebate program and had my system installed the commission and Duke Energy CHANGED the program to move half of the available slots to a second signup period in July which I would not be eligible for because I installed my system in October of 2020. This is patently not fair. There were facts out there as to the program's rules and its performance last year. I made decisions based on them. Had the rules stayed as they were when I installed my system, I'd have gotten the rebate. Since the number of slots was halved, I did not. I'd like to appeal to you to use the rest of the available capacity for this year and put it towards people who have signed up in this period. People - like myself -

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have been hurt because you changed the rules after the game started. You can mitigate this by applying the remainder of the capacity to people on the waiting list. Since nobody has signed up for the 2nd period yet nobody will unknowingly be hurt by the change.

Going forward, I really believe that you need to change this program. It is advertised as a rebate but it gets used up so quickly that it is more like a lottery than a rebate. People like me made financial decisions based on this program and were burned. It is incumbent upon you to mitigate this as much as possible for this year and to improve the program for next year.

Thank you,
Mark Cohen

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Project number 129924

Sent from my iPad