

Green, Erica

From: Tyson Steffens <Tyson.Steffens.274775530@p2a.co>
Sent: Friday, January 31, 2020 7:40 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 submit my system information. The system repeatedly looped back to the beginning of the process requiring me to input the information 8 times. Once the the system stopped looping back, it then provided no confirmation that my information had been accepted and processed. The process caused quite a delay.

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,
Tyson Steffens
2919 Friendship Rd
Durham, NC 27705

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Jan 31 2020

Green, Erica

From: Erica Sizemore <Erica.Sizemore.274771750@p2a.co>
Sent: Friday, January 31, 2020 6:56 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,
Erica Sizemore
2008 Vinnings Pl
Raleigh, NC 27608

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Jan 31 2020

Green, Erica

From: Timothy Scott <Timothy.Scott.274648775@p2a.co>
Sent: Friday, January 31, 2020 6:52 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 logging on the website precisely at 9:00 am trying to locate the "apply now" symbol. Then after completing and submitting my application with the project ID # 057438, I wasn't notified of duke receiving my application. Immediately I contacted my installer and he suggested that I re-submit. After the third time of submitting the application, I didn't know what else to do. Some time later on the next day (Jan 3) I received an email from Duke saying they had received my application.

Later I received another email saying that I had been placed on a waiting list. After a phone call to Duke, I was told on the phone that there was no guarantee that I would receive a rebate and that I was number 415 on the list. So disappointing after spending thousands of dollars and being misled by the website from the start that made it look so simple to install, apply and receive a rebate, now telling me that i'm on a waiting list after applying at 9:00 am on the 2nd of Jan.

. 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,

Timothy Joel Scott
245 Sam Marion Road
Pinnacle, NC 27043
Project ID 057438

Regards,
Timothy Scott
245 Sam Marion Rd
Pinnacle, NC 27043

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Jan 31 2020

Green, Erica

From: Marleena Norris <Marleena.Norris.274772380@p2a.co>
Sent: Friday, January 31, 2020 7:02 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,
Marleena Norris
3519 Watkins Ridge Ct
Raleigh, NC 27616

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Jan 31 2020

Green, Erica

From: Barbara Teigland-Duff <Barbara.TeiglandDuff.274775260@p2a.co>
Sent: Friday, January 31, 2020 7:38 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 applied on January 2, 2020 at 9am yet was rejected and told I am #330 on waiting 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,
Barbara Teigland-Duff
801 Rocky Mt Ave
Carolina Beach, NC 28428

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Jan 31 2020

Green, Erica

From: Timothy Scott <Timothy.Scott.274648775@p2a.co>
Sent: Friday, January 31, 2020 6:30 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 when logging on their website precisely at 9:00 am. It was difficult to find the "apply now" symbol to start off. Duke had changed their link. Then after completing the rebate information including my Project ID # 057438 I did not receive any conformation email from Duke. I immediately notified my installer and he said I needed to re-submit my application. So after the second time of submitting my application I still received No conformation. After the third time of submitting the application I received an an email the next day (Jan 3) that they had received my application. Disappointed in the time frame of Duke to acknowledge (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,
Timothy Scott
245 Sam Marion
Pinnacle, NC 27043

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Jan 31 2020

Green, Erica

From: Richard Meuse <Richard.Meuse.274766684@p2a.co>
Sent: Friday, January 31, 2020 4:49 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,
Richard Meuse
240 Ashdale Dr
Fuquay-varina, NC 27526

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Jan 31 2020

Green, Erica

From: Raghavendra Bellamkonda <Raghavendra.Bellamkonda.274762255@p2a.co>
Sent: Friday, January 31, 2020 2:29 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 looking for the Rebate Apply button on 01/02/2020 from 9 AM to 9:03 AM. The Duke Rebate submission page was very slow.

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,
Raghavendra Bellamkonda
6508 Prosperity Commons Dr
Charlotte, NC 28269

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Raghavendra Bellamkonda <Raghavendra.Bellamkonda.274762255@p2a.co>
Sent: Friday, January 31, 2020 2:23 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,
Raghavendra Bellamkonda
6508 Prosperity Commons Dr
Charlotte, NC 28269

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Lloyd Jones <Lloyd.Jones.274751095@p2a.co>
Sent: Friday, January 31, 2020 1:17 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.

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,

Regards,
Lloyd Jones
1005 Searstone Ct
Durham, NC 27713

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Lloyd Jones <Lloyd.Jones.274751095@p2a.co>
Sent: Friday, January 31, 2020 12:51 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... (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,
Lloyd Jones
1005 Searstone Ct
Durham, NC 27713

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Lloyd Jones <Lloyd.Jones.274751095@p2a.co>
Sent: Friday, January 31, 2020 12:50 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,
Lloyd Jones
1005 Searstone Ct
Durham, NC 27713

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Patrick Stevenson <Patrick.Stevenson.274752111@p2a.co>
Sent: Friday, January 31, 2020 12:27 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,
Patrick Stevenson
1101 Falls Bridge Dr
Raleigh, NC 27614

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Lloyd Jones <Lloyd.Jones.274751095@p2a.co>
Sent: Friday, January 31, 2020 12:20 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,
Lloyd Jones
1005 Searstone Crt
Durham, NC 27713

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Edin Musanovic <Edin.Musanovic.274557073@p2a.co>
Sent: Thursday, January 30, 2020 4:26 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,
Edin Musanovic
10386 Paper Birch Dr
Charlotte, NC 28215

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Jan 31 2020

Green, Erica

From: Ashley Gallego <Ashley.Gallego.274806850@p2a.co>
Sent: Friday, January 31, 2020 10:32 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

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...

When I went to apply at 9am there was not an application button I could click. After a bit the website did refresh and I was able to click on the application. Once I was in there some of the toggle screens were not working for me. I thought I had submitted an application but realized a few minutes later I did not receive a confirmation email. So I then went to reapply and all the screens were working when I clicked on the options. After completing the application I shortly received a confirmation that my application went through. This delayed me a bit. I did however receive an email later that I was #3 on the waiting list. I may not be on the waiting list if the system hadn't have glitched.

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,
Ashley Gallego
3440 S Beaver Ln
Raleigh, NC 27604

Green, Erica

From: Marcy Lowe <Marcy.Lowe.274805220@p2a.co>
Sent: Friday, January 31, 2020 10:26 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. I went to the website at exactly 9:00 am on January 2. I completed the application by 9:03 but did not receive confirmation of success, so I went back to the link at 9:06 and completed it again. The website said I would receive confirmation via email, so I assumed the system did work. When I did not receive an email, I figured it had either been sent to my husband's email or to our installer's email. I also didn't feel it was clear whether I could expect the email immediately, or if the email would arrive once we had been selected to receive the rebate. Now I have learned from our installer, NC Solar Now, that the problem was an IT glitch on the Duke Energy website, and other customers similarly have not been notified what the status of their rebate application is.

This morning I sent Duke Energy a screenshot and requested to be put back into the queue as of January 2 at 9:00 a.m.

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,
Marcy Lowe
2615 Indian Trail
Durham, NC 27705

Green, Erica

From: Robert Kellar <Robert.Kellar.274803385@p2a.co>
Sent: Friday, January 31, 2020 10:18 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 was notified later in the day that Duke was having difficulties. I had submitted my application at 9:00 AM and the screen said someone from the rebate group would contact me later etc. About noon I checked my email and received the notification from my installer to resubmit if I did not get a confirmation email. I resubmitted several more times during the day and never got a confirmation email. Duke said to submit several items to prove I had filed at 9:00 AM. I submitted what I had but could not conclusively prove to them that I had submitted on time. The only email I received from Duke was as follows: We have updated the timestamp on your rebate submission to January 2nd, 2020 at 2:52 PM. At this time this is the earliest timestamp of the supporting documentation provided for your project.

We appreciate your patience and support in this matter.

Kindest regards,

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,

Regards,
Robert Kellar
153 High Vista Way
Brevard, NC 28712

Green, Erica

From: Michael Stein <Michael.Stein.274803150@p2a.co>
Sent: Friday, January 31, 2020 10:17 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,
Michael Stein
784 Baggage rd
Madison, NC 27025

Green, Erica

From: John Anderson <John.Anderson.274802601@p2a.co>
Sent: Friday, January 31, 2020 10:14 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 at 9am on January 2, 2020 I received an acknowledgement that my rebate application was received and I would be receiving an email stating the status. I never received that email at jfajr1940@gmail.com. My project number is 18942. FYI my app was completed by 9:01am.

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,

John F Anderson
516-220-0908

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

Green, Erica

From: Ted Van Dyk <Ted.VanDyk.274801206@p2a.co>
Sent: Friday, January 31, 2020 10:07 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,
Ted Van Dyk
1304
Raleigh, NC 27605

Green, Erica

From: Laura Linder <Laura.Linder.274800766@p2a.co>
Sent: Friday, January 31, 2020 10:04 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,
Laura Linder
1508 Worthington Pl.
Greensboro, NC 27410

Green, Erica

From: Candra Smith <Candra.Smith.274979228@p2a.co>
Sent: Friday, January 31, 2020 4:28 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

To whom it may concern,

I was online and filled out an application at exactly 9 am on Jan. 2. I could immediately tell there was an issue with the system however it brought me through the questions and said: "thank you, your application is complete". I still decided to fill out the application again and it appeared to go through with no issues at 9:07 am. Again it said, "thank you, etc.". My husband and I received an email from Solfarm of Asheville, NC that evening after work stating that if we did not receive an email from duke confirming our application, then we needed to complete it again. By this time it was 9 or 10 pm. We completed the steps and received the confirmation email then. We are #398 on the waitlist for the rebate. We are disappointed with the process to say the least.

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,
Candra Smith
23 Salola St
Asheville, NC 28806

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Lorna Clark-Rubin <Lorna.ClarkRubin.274978265@p2a.co>
Sent: Friday, January 31, 2020 4:25 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 was unable to sign in at 900 am, and several times throughout the day. I finally completed my rebate application very late Jan 2, maybe even after midnight Jan 3. I received emails from Duke about my application on Jan 2, Jan 3, Jan 3, Jan 15, and Jan 21. None if these messages retain their time stamp. My profect 049444 is # 401 on the waiting list. It is unfair that the pool of rebate applications builds up, including those unfulfilled from prior years. It is unfair that a limited number of rebate awards go to those who successfully break through the website congestion.

Duke should honor all applications leftover from prior years, and each eligible application from 2019 and subsequent years. Offering a limited number of rebates defeats the purpose of encouraging installation of solar power systems, especially by homeowners with small, private installations.

I am a single homeowner, retired, on a fixed income. Certainly the rebates were part of my decision process in going ahead with the installation. I expect that at times my system may generate excess that will flow into Duke's grid at no cost to Duke. My system may reduce my demand on the grid significantly.

Duke should honor all eligible rebate applications. It is the right thing to do.

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Thank you for your time, .

Regards,
Lorna Clark-Rubin
4083 7 LKS W/ 541 Longleaf Dr
Seven Lakes, NC 27376

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Lorna Clark-Rubin <Lorna.ClarkRubin.274978256@p2a.co>
Sent: Friday, January 31, 2020 4:25 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

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