

Campbell, Kimberley

From: Virginia Knight <Virginia.Knight.288848705@p2a.co>
Sent: Wednesday, March 18, 2020 1:56 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, we were informed that we would be on a wait list, which after investigating several other solar companies, was not revealed to them or their customers.

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.

We have also been waiting for 2 months for our PTO, solar company has done their due diligence, you have not. We are currently paying for both solar AND electric bill. Seems deceptive to stall...

Thank you for your time,

Regards,
Virginia Knight
4912 Royal Troon Dr
Raleigh, NC 27604

Campbell, Kimberley

From: Rafael Toro <Rafael.Toro.284084833@p2a.co>
Sent: Wednesday, March 4, 2020 2:03 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,
Rafael Toro
905 Potomac Drive
Wilmington, NC 28411

Campbell, Kimberley

From: Marcus Mckinnie <Marcus.Mckinnie.283821664@p2a.co>
Sent: Wednesday, March 4, 2020 11:40 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... (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,
Marcus Mckinnie
334 Floyd Berrier Dr
Kernersville, NC 27284

Campbell, Kimberley

From: Janet Rooney <Janet.Rooney.276326356@p2a.co>
Sent: Monday, February 24, 2020 5:49 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,
Janet Rooney
492 hunting green Dr
Jacksonville, NC 28546

Campbell, Kimberley

From: William Ballard <William.Ballard.282092700@p2a.co>
Sent: Saturday, February 22, 2020 8:07 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 have not been notified that I could apply for the 2020 Solar rebate. I spoke with a Duke representative and was told that my 6,000.00 rebate would be coming soon but have received no other information.

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,
William Ballard
44 Indian Ln
Weaverville, NC 28787

Campbell, Kimberley

From: William Ballard <William.Ballard.282092700@p2a.co>
Sent: Saturday, February 22, 2020 8:02 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,
William Ballard
44 Indian Ln
Weaverville, NC 28787

Campbell, Kimberley

From: Fausto Gil <Fausto.Gil.282058519@p2a.co>
Sent: Saturday, February 22, 2020 10:33 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.

I had to submit two forms, my first submission occurred at 9:11am on January 2, 2020. I did not receive a confirmation for that application and reached out to Duke Progress Energy to get an update, then I was told that was no record and that I had to resubmit. I resubmitted my application but was placed on the waiting list due to a limited number of applicants. Here is the reply I received from Duke Energy in response to my complaint:

"Good morning,

Thank you for contacting us. Our records show we received your rebate submission on January 2, at 10:50am. We could not locate any supporting documentation or evidence of an earlier submission than that one. Please understand since applications are handled on a "first come, first served" basis, that we must obtain supporting evidence with a timestamp included. Forms of proof may include browser history, screen shots of text messages that include the submission confirmation or proof of when the screenshot, if saved on your computer, was created. Please send this information or anything else you may have to NCSolarrebate@duke-energy.com

Thank you,

NC Solar Rebate Team "

Thank you for your time,

Regards,
Fausto Gil
8235 Bells Lake Rd
Apex, NC 27539

Campbell, Kimberley

From: Sadie Smith <Sadie.Smith.275768005@p2a.co>
Sent: Friday, February 21, 2020 5:16 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,
Sadie Smith
5732 Meadow Run
Knightdale, NC 27545

Campbell, Kimberley

From: Carissa Johnson <Carissa.Johnson.281780077@p2a.co>
Sent: Friday, February 21, 2020 1:21 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 followed the instructions to a T, yet their website failed to log my request. I was notified hours later by YES Solar Solutions that many customers requests were not logged due to a bug in their system. I shared the proof that I had entered my information hours earlier and was still denied my rebate by 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 followed their process and were still denied a sizeable rebate that weighed heavily in their decision to install solar.

Thank you for your time,

Regards,
Carissa Johnson
305 WEBSTER ST
Cary, NC 27511

Campbell, Kimberley

From: Asael Marcano <Asael.Marcano.281539606@p2a.co>
Sent: Wednesday, February 19, 2020 5:58 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,
Asael Marcano
14900 Blue Woods Rd
Laurinburg, NC 28352

Campbell, Kimberley

From: Amber Cwikla <Amber.Cwikla.280889889@p2a.co>
Sent: Monday, February 17, 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 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,
Amber Cwikla
7192 Kenyon Dr
Denver, NC 28037

Campbell, Kimberley

From: Michael Casavant <Michael.Casavant.280877945@p2a.co>
Sent: Monday, February 17, 2020 11:49 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 trying to apply whereby the system locked up multiple times. It presented a false positive whereby it said completed within the webpage but did not generate an email. In addition it took 13 times to actually complete the process successfully.

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 Casavant
4670 Artdale Rd SW
Concord, NC 28027

Campbell, Kimberley

From: Madhava Bhattar <Madhava.Bhattar.280815105@p2a.co>
Sent: Sunday, February 16, 2020 6:10 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 tried to log in providing an error that the site is an invalid site, this happened for more than couple days and once I got to the application which was few days after I was able to complete it, but I believe it has put me behind so much that I will not be receiving a rebate this year. Not sure if Duke Energy will send me a reminder again next year but I am sure I will forget it and loose 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,
Madhava Bhattar
10320 Ebbets Road
Charlotte, NC 28273

Campbell, Kimberley

From: Timothy Morrow <Timothy.Morrow.280656003@p2a.co>
Sent: Saturday, February 15, 2020 7:43 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,
Timothy Morrow
2519 Walnut Forest Dr
Charlotte, NC 28216

Campbell, Kimberley

From: Richard Good <Richard.Good.274616590@p2a.co>
Sent: Saturday, February 15, 2020 10:25 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 Good
5269 Nix Creek Rd, 27
Marion, NC 28752

Campbell, Kimberley

From: Frederick Townes <Frederick.Townes.280449463@p2a.co>
Sent: Friday, February 14, 2020 3:21 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 tried to log on, and then after numerous attempts got in, then timeout and it rebooted so I had to type all again while submitting my application, Finally got out done but my brortgherinlaw sitting beside me lost his twice.

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.

I left telling folks that it was obvious that Duke wanted to discourage solar applicants.

Thank you for your time,

Regards,
Frederick Townes
5450 High Rock Rd
Boomer, NC 28606

Campbell, Kimberley

From: Philip Noblitt <Philip.Noblitt.280418205@p2a.co>
Sent: Friday, February 14, 2020 2:51 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 writing to ask that you investigate the computer problems that arose Jan. 2, 2020, when I, and apparently others, experienced difficulty logging in to the Duke Energy solar rebate site.

I attempted to log in to submit my claim for rebate at precisely 9 a.m. but the link was not active. I retried seconds later and did get access. However, after going through the rebate form and completing the required fields, I got no prompt to 'submit' application. I then went back and re-entered my information. Finally, after two or three attempts, I was able to submit my application at 9:08 a.m. Had the Duke system been operating correctly, I would have submitted my application no later than 9:02, as the form is brief and the fields requiring information very simple. To say that I was anxious and frustrated would be understatement. I knew how competitive those rebates are and my purchase of my residential solar system was predicated on that rebate. As a related point, I did not receive a confirmation reply from Duke after I submitted and have not to date. It would have been reassuring to have been notified via email as to whether my application was sufficiently timely. I did call Duke and was subsequently told that my rebate had been 'reserved' and that I should receive a check in six to eight weeks. Given the initial computer problems I experienced with the Duke server, I won't be entirely relieved until that check is in hand! For now, I will go on the assumption that I will receive my rebate but I am more than sympathetic to others who experienced the same issues that I did. I would appreciate your looking into this, to some extent for my sake and, even more so, for those who could not get the application submitted because of Duke's IT issues. Thank you.

Regards,
Philip Noblitt
14 Greenbriar Rd
Black Mountain, NC 28711

Campbell, Kimberley

From: monil patel <monil.patel.279857552@p2a.co>
Sent: Thursday, February 13, 2020 11:28 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,
monil patel
2142 Grist Mill Drive Southwest
Concord, NC 28025