

**Green, Erica**

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**From:** Marsha Garren <Marsha.Garren.274816589@p2a.co>  
**Sent:** Friday, January 31, 2020 11:05 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 opened the site. At 9:00 am I tried to open the program and the site would not completely load, then when it did there was not a submit button at the end of the process. I started over multiple times not knowing if my application had or had not been submitted. When I FINALLY could see that I may have possibly completed my application the time said 9:11 am. I DID receive two (2) emails from Duke Energy that two (2) applications had been received at 9:09 am and one (1) at 9:11 am. Obviously, accepting three (3). However, as stated above, I started this process at precisely 9:00 am and SHOULD have had an application submitted WAY BEFORE 9:09 am.

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,  
Marsha Meliah Garren

Regards,  
Marsha Garren  
43 Little Knob Road  
Asheville, NC 28803

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Jan 31 2020

**Green, Erica**

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**From:** Laird Hepburn <Laird.Hepburn.274816345@p2a.co>  
**Sent:** Friday, January 31, 2020 11:04 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 issues with the application process for Duke Energy's 2020 solar rebate program. I've been informed that 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 was able to start the process at 9:04 even though I was attempting to access the system at 9:00. I completed the process at 9:07 and at 9:39 was notified I has been waitlisted.

I knew the rebate wasn't guaranteed when I undertook to put solar on my home. However, I never expected the rebate process to essentially be a feeding frenzy that favored those with fast fingers and even faster internet service. This seems to be to be a fundamentally inequitable process that Duke created.

I'm disappointed in how Duke 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,  
Laird Hepburn  
5506 Cary Glen Blvd  
Cary, NC 27519

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Jan 31 2020

**Green, Erica**

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**From:** Glenn Brown <Glenn.Brown.274815508@p2a.co>  
**Sent:** Friday, January 31, 2020 11:01 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,  
Glenn Brown  
4525 N NC 16 Hwy  
Conover, NC 28613

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Jan 31 2020

**Green, Erica**

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**From:** John Webster <John.Webster.274815300@p2a.co>  
**Sent:** Friday, January 31, 2020 11:01 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 we attempted to follow Duke Energy's procedure to apply for the Solar Rebate precisely at 9:00 on January 2nd. We were very frustrated that we could not access Duke's website, despite our repeated attempts. We finally got through at 9:20, too late to be accepted into the Rebate program, and were put on the 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,  
John Webster  
71 Cutlers Green  
Asheville, NC 28805

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Jan 31 2020

**Green, Erica**

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**From:** Kenneth Haring <Kenneth.Haring.274813348@p2a.co>  
**Sent:** Friday, January 31, 2020 10:56 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 I was applying the website on 1/22/2020 before 9:30 a.m. did not allow me to mark the "acknowledgements". I attempted to "click" on them several times without getting an indication that anything had happened. I submitted it but then thought that it would be rejected as incomplete. Then I submitted a second application which this time allowed me to "check mark" the "acknowledgement" boxes. When the rejection e-mail arrived on 1/3/2020 5:10 p.m., I called the provided telephone number and was told that the automatic rejections were going to be reviewed by staff. I then submitted an e-mail on 1/6/2020 at 9:21 a.m. to the provided address explaining what had happened. I have received no response to this date.

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,  
Kenneth Haring  
19 Eden Glen Rd  
Black Mountain, NC 28711

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Jan 31 2020

**Green, Erica**

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**From:** Benjamin Martin <Benjamin.Martin.274811485@p2a.co>  
**Sent:** Friday, January 31, 2020 10:51 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,  
Benjamin Martin  
918 Long Branch Rd  
Swannanoa, NC 28778

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Jan 31 2020

**Green, Erica**

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**From:** Joseph Figueiredo <Joseph.Figueiredo.274810846@p2a.co>  
**Sent:** Friday, January 31, 2020 10:50 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,  
Joseph Figueiredo  
543 Knothole Ln,  
Charlotte, NC 28214

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Jan 31 2020

**Green, Erica**

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**From:** Sharlene LaConte <Sharlene.LaConte.274808056@p2a.co>  
**Sent:** Friday, January 31, 2020 10:37 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 did not receive a confirmation email even though the screen said my application was submitted and I would get further information regarding my application.

I waited 2 1/2 weeks for that additional information and when I finally contacted Duke they did not have an application on file. I fortunately was able to provide them with a screenshot of my history and the web page I printed with a time stamp on it. They have told me that they have corrected the date of my application ( I had sent in another when they could not find mine) and assured me my application has been accepted. I remain concerned because of the previous mistake that was made.

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,  
Sharlene LaConte  
1662 Brownairs Ln  
Raleigh, NC 27610

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Jan 31 2020