

Green, Erica

From: Lucian Smith <Lucian.Smith.275142991@p2a.co>
Sent: Saturday, February 1, 2020 10:30 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 an unfair practice of Duke Power, a monopoly in our state, for both electricity and natural gas. The company touts a rebate program for the installation of solar panels on customers homes which then feed the Duke power grid, however, the rebate program only offers persons who install these panels a very small window in which to gain a rebate which is capped and every year its been offered has been depleted within a very short period of time. This leaves customers without an opportunity to get a rebate. Being on the waiting list for their rebate is likened to an immediate denial.

I installed my panels in July of last year and was notified at the end of last year, after being on the waiting list for months, that I was being taken off the waiting list and that I should reapply. After doing so I was denied my rebate request as the time period of 3 mos from installation date had expired. This unfair practice is set up specifically so that customers are made ineligible for the program and Duke can avoid paying out against a program that is solely set up to make them look good in the eyes of the public.

Technical difficulties aside as every company experiences them, how is it that a monopoly exists and what exactly is our state and organizations like NC Sustainable Energy Association doing to reward customers who on their own are moving to cleaner forms of energy. Duke raises rates regularly and is behind the times on technology. Instead of burying lines which would significantly reduce outages in times of storms Duke continues to run their lines on poles in heavily wooded areas tempting fate and mother nature. Many states offer multiple sources of energy and create fair competition among them. Its shameful that our own state is responsible for giving its citizens single sources from which to choose.

This whole process is shameful and NC citizens have no advocates working for their best interests. We have representatives who care only for themselves, their own families, and lining their pockets from businesses like Duke.

Lucian Smith

Regards,
Lucian Smith
5179 Ashgrove Dr
Greensboro, NC 27410

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Feb 03 2020

Green, Erica

From: Timothy Roush <Timothy.Roush.275140056@p2a.co>
Sent: Saturday, February 1, 2020 10:09 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 logged onto the site at around 0902 on Jan 2nd. After completing the application, the site appeared to be dormant for some time, however at around 0912 I received a message saying my application had been accepted and I would receive an email (when?) After several hours, I still had not received an email. I contacted my installer who told me the system had been 'glitchy' and I should probably reapply, which I did. By this time it was 12:30. I communicated this issue to Duke Power, including screen shots of my initial login time as requested, however I remain #376 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,
Timothy Roush
2123 Firestone Trail
Nebo, NC 28761

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Feb 03 2020

Green, Erica

From: Remy Timbillah <Remy.Timbillah.275110789@p2a.co>
Sent: Saturday, February 1, 2020 3:18 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 applied for the rebate for 2019 this month after having my system up since October 2019. Duke said I have no choice but to wait and have already spend about \$23,000 on my solar system Installation with the assurance from Renuenergy that the DEC rebate will help cover 30% of my initial cost and the government will cover another 30%.

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,
Remy Timbillah
1420 Peaceful Way Dr
Charlotte, NC 28206

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Feb 03 2020

Green, Erica

From: johnny smith <johnny.smith.275077228@p2a.co>
Sent: Friday, January 31, 2020 10:17 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,
johnny smith
4202 Shadetree Circle
Winston-salem, NC 27107

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Feb 03 2020

Green, Erica

From: Terri Myers <Terri.Myers.275070216@p2a.co>
Sent: Friday, January 31, 2020 9:48 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... (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,
Terri Myers
3348 Saddlebrook Dr
Midland, NC 28107

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Feb 03 2020

Green, Erica

From: David Waldrep <David.Waldrep.275068624@p2a.co>
Sent: Friday, January 31, 2020 9:41 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 difficulties 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 frustrations and uncertainty for us.

While attempting to apply for a rebate, we could not get into the system to complete the application until after 8:00 pm on January 2. We tried repeatedly and continuously throughout the day. By the time we were able to apply, we were too late to earn the rebate and have been notified that we have been placed at number 395 on the waiting list.

We are disappointed in how Duke Energy handled our application and the overall application process. We are contacting you with the hope that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers.

Thank you for your time.

Regards,
David Waldrep
8 Kensington Dr
Asheville, NC 28805

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Feb 03 2020

Green, Erica

From: Tricia Eisenhart <Tricia.Eisenhart.275068110@p2a.co>
Sent: Friday, January 31, 2020 9:39 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,
Tricia Eisenhart
2210 Bayswater Dr
Creedmoor, NC 27522

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Feb 03 2020

Green, Erica

From: Elbert Brown <Elbert.Brown.275028024@p2a.co>
Sent: Friday, January 31, 2020 7:35 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,
Elbert Brown
3728 Pinecrest Dr
Gastonia, NC 28056

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Feb 03 2020

Green, Erica

From: Irene Rusnak <Irene.Rusnak.275020969@p2a.co>
Sent: Friday, January 31, 2020 7:07 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 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 frozen out of the site. I continued to attempt to get back on the application site and was able to eventually complete my application only to receive an email from DEP that I had been assigned to a waiting list. This was within 15 minutes of their site opening. I did eventually receive another email that my rebate was conditionally approved. I am not clear what that means and am still waiting for clarification and for my 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,
Irene Rusnak
2305 Tiltonshire Lane
Apex, NC 27539

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Feb 03 2020

Green, Erica

From: Teresa Huskins <Teresa.Huskins.275018223@p2a.co>
Sent: Friday, January 31, 2020 6:57 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 as directed by Blue Raven on 1-2-2020 at 9 am with all the pertinent info. It seemed to go thru however I received an email back from Duke on 1-15-2020 stating " Your project has been placed on the waiting list. An additional communication containing your exact placement on the waitlist will be provided to you on Jan. 21. Please note that there is no guarantee any project will be accepted into the program from the waiting list."

On 1-21-2020 I received "At this time, there is not capacity available to accept your application. Your project is #97 on the waiting list. Please note that there is no guarantee any project will be accepted into the program from the waiting list."

I am very disappointed in how Duke Energy handled my application (not to mention Blue Raven Solar) 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,
Teresa Huskins
4387 Timberwood Dr
Gastonia, NC 28056

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Feb 03 2020

Green, Erica

From: Jonathan Grucci <Jonathan.Grucci.275010582@p2a.co>
Sent: Friday, January 31, 2020 6:26 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.

I began the application process at 9am EST. As expected, the website was glitchy and acting slow, presumably because everyone was on there submitting their applications. I completed and submitted my application at approximately 9:02am. However, the web page noted that I had submitted my application but seemed to stall out and I was not sure that it actually was submitted. It also was showing an error that I had chosen non-profit, instead of residential. So, I called customer service soon after and was on hold for approximately 40 minutes. After talking with the representative, he assured me that it was submitted and that I should have receive a confirmation email, which I had not gotten yet and it was almost 10am by this point. Out of fear that my application was either not submitted at all or incorrect, I went through the process again at 10:10am and immediately got the two attached emails in that order. So, I assumed that my initial application did not go through and I was on the waiting list

Regards,
Jonathan Grucci
101 River Walk Dr
Woodfin, NC 28804

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Feb 03 2020

Green, Erica

From: Graham Bird <Graham.Bird.275000114@p2a.co>
Sent: Friday, January 31, 2020 5:38 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 experienced significant failures, leading to uncertainty about the status of my rebate application.

While applying for a rebate, I experienced issues from the start when I applied at 9:00am sharp. The form scrolled continuously (instead of paging as it should) it locked up so that after information was entered, the submit button did not work. After trying multiple machines and web browsers I did eventually submit a form at about 9:15; however the promised confirmation email did not arrive so I went through the whole abysmal process at 9:40 on the recommendation of my vendor. This time I DID get an email telling me I was too late!

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,
Graham Bird
56 Clarence Ln
Pittsboro, NC 27312

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Feb 03 2020

Green, Erica

From: John Brady <John.Brady.274997840@p2a.co>
Sent: Friday, January 31, 2020 5:29 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 filled out the form the page was truncated and not working properly. I completed the form and pushed submit no less than three times before deciding to close out completely and starting all over again. When I signed back in the website worked correctly and I was able to receive my confirmation but it was 13 minutes later. I started the process at exactly 0900. I was very concerned that I had missed out on the chance to qualify for the rebate for this year as a result.

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 Brady
1373 Vaiden Road
Louisburg, NC 27549

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Feb 03 2020

Green, Erica

From: Steven Buser <Steven.Buser.274988615@p2a.co>
Sent: Friday, January 31, 2020 4:57 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

I am requesting that you investigate disturbing error's in Duke Energy's 2020 solar rebate program, which have likely caused customers thousands of dollars in losses.

I planned extensively to submit my rebate request as early as possible. I scheduled the morning off from work on 1/2/20 and had all my material ready ahead of time. On January 2nd at precisely 9:00 am I began refreshing my screen to see when the link appeared to apply. The moment it appeared I began submitting my application as I had rehearsed. The website was very slow and seemed glitchy, but by 9:03 I had submitted my rebate request and had ended on a screen that said something to the effect of "application submitted." I assumed Duke Energy had indeed accepted my application like the screen message said. 3 hours later I got a call from Sundance Power saying Duke actually hadn't accepted my application (despite Duke saying the contrary) as they hadn't yet received an email from Duke and I had better re-do it. I was irritated by this as I had spent so much time and effort to submit it at 9:03 a.m. So I resubmitted it around 11 am, however, by then it was too late and later I found out I was put on the "rebate waiting list." I am incredibly angered by this and see it as wholly unfair. Because of Duke Power's glitch I stand to lose around \$4,000.

If needed, here is my rebate application information

- Interconnection Project ID #: 17161
- Name on Account: Steven D Buser
- My Email Address: stevebuser@gmail.com
- Installer's Email Address: interconnection@sundancepower.com
- Service Address: 451 Baucatcher Road, Asheville, NC 28805
- Customer Type: Residential
- System Size in KW AC: 6.88

I am incredibly disappointed in how Duke Energy handled my application. 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 us customers that are now in limbo.

Thank you so much for your assistance in this,

Steven Buser

Regards,
Steven Buser
451 Baucatcher Road
Asheville, NC 28805

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Feb 03 2020

Green, Erica

From: Abby Preston <Abby.Preston.274984114@p2a.co>
Sent: Friday, January 31, 2020 4:42 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... (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,
Abby Preston
9925 Shellview Ln
Charlotte, NC 28262

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Feb 03 2020

Green, Erica

From: Cassandra Wooten <Cassandra.Wooten.274999460@p2a.co>
Sent: Friday, January 31, 2020 5:35 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,
Cassandra Wooten
1302 franklin court
Goldsboro, NC 27530

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Feb 03 2020

Green, Erica

From: Elaine Scott <Elaine.Scott.275427247@p2a.co>
Sent: Monday, February 3, 2020 2:30 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.

It wasn't until January 15th that Duke sent it first response telling applicants that they needed to provide proof of application, including a date/time stamp. Unfortunately, I used an iPhone which only provides a date. Duke didn't trust me on my time stamp nor did they offer assistance in helping. Thankfully I had a text message and email to our solar panel supplier that morning which helps. It doesn't provide a timestamp which means I don't know what Duke will accept as my actual timestamp. I did call, I was given information on how to get a manager to call me, but I have yet to have Duke call.

There is too much money for solar panel rebate applicants for Duke to treat each applicant so lightly. The rebate equal a fourth of our cost and without it means we have to re-evaluate what can be installed.

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,
Elaine Scott
2400 Kenmore Ave.
Charlotte, NC 28204

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Feb 03 2020

Green, Erica

From: Anthony Jones <Anthony.Jones.275424583@p2a.co>
Sent: Monday, February 3, 2020 2:09 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,
Anthony Jones
4617 Fern Creek Dr
Tobaccoville, NC 27050

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Feb 03 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Monday, February 3, 2020 2:02 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,
Rick Gloor
39 Nichols Hill Dr
Asheville, NC 28804

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Feb 03 2020

Green, Erica

From: Connor Whaley <Connor.Whaley.275423593@p2a.co>
Sent: Monday, February 3, 2020 2:02 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

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,
Connor Whaley
11 Salem Hill Road
Weaverville, NC 28787

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Feb 03 2020

Green, Erica

From: Lori Yu <Lori.Yu.275420613@p2a.co>
Sent: Monday, February 3, 2020 1:41 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 please 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 seemed to be having issues, leading to uncertainty for myself and sounds like hundreds of other customers about the status of our rebate applications.

While applying for the rebate, at first the website wasn't loading correctly and did not appear to give me all the questions I was expecting, then when the website finally appeared to be responding correctly, I answered all the questions and received the message of thanking me for submitting my application. That finally happened at about 9:13 am. However, I did not receive an email from Duke Energy saying my application was received. Therefore I tried doing the application again at about 9:20-9:30 am. Again I received the thank you response on the website but no email. I received word from my solar company that many people were having issues with the website and many weren't receiving their emails, so I decided to give it some time assuming they received my application. At around 2:00 pm I called Duke Energy to see if there was a reason I did not receive an email and they told me they saw no sign of my application and suggested I submit again. So I submitted again and finally received the email, but now I was very upset because I was far from the 9 am start time. Then days later I received an email from Duke Energy saying I was on the wait list beyond 400 in the list. Finally they requested a verification of when I was on the website doing the rebate which I could show from my website browser history. I was supposed to receive an updated email of my wait list number, but I am still waiting for that 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. I put a lot of money into going with an energy source that I know is probably going to help Duke Energy more than me, but felt it was the right thing to do for our planet. Now I hope Duke Energy will do the right thing.

Thank you for your time,

Regards,
Lori Yu
1605 Waddell Ct.
Durham, NC 27703

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Feb 03 2020

Green, Erica

From: Sean MacDonald <Sean.MacDonald.275399474@p2a.co>
Sent: Monday, February 3, 2020 12:07 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 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,
Sean MacDonald
20 Pedestal Rock Lane
Durham, NC 27712

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Feb 03 2020

Green, Erica

From: Susan Travers <Susan.Travers.275392589@p2a.co>
Sent: Monday, February 3, 2020 11:25 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 trying to complete application repeated process several times.

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. In addition I would like to know if it is necessary to redo process again, no answers from Duke.

Thank you for your time,

Regards,
Susan Travers
10 Woodridge Ln
Fletcher, NC 28732

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Feb 03 2020

Green, Erica

From: Michael Peaden <Michael.Peaden.275384452@p2a.co>
Sent: Monday, February 3, 2020 11:06 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.

The day of the rebate opened one 1/2/2020 I was at my computer at 8:36a for the 9a entry. Upon attempting to enter the required information, the website crashed repeatedly. Thank goodness I took a picture of my work, as Duke is putting the burden of proof on me even though it was their website that crashed. Despite my prompt entry, I am still very skeptical that I will receive the rebate. The rebate factored heavily in my decision to have solar installed on my home.

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 Peaden
304 S Tarboro St
Raleigh, NC 27610

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Feb 03 2020

Green, Erica

From: Ellen Fairbank <Ellen.Fairbank.275382193@p2a.co>
Sent: Monday, February 3, 2020 10:53 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,
Ellen Fairbank
310 Miller Chapel Rd
Salisbury, NC 28147

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Feb 03 2020