

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Monday, February 3, 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... (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

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Monday, February 3, 2020 1:58 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,
Rick Gloor
39 Nichols Hill Dr
Asheville, NC 28804

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Monday, February 3, 2020 2:00 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

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Rick Gloor <Rick.Gloor.274919251@p2a.co>
Sent: Monday, February 3, 2020 2:01 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

OFFICIAL COPY

Feb 03 2020

Green, Erica

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

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: S.Martin
Sent: Sunday, February 2, 2020 11:19 PM
To: Statements
Subject: Statement of Position Submitted by S. Martin

Statement of Position Submitted

Name

S. Martin

Email

amourmart12@gmail.com

Docket

E-7 Sub 1214

Message

Rates are already high. Please DO NOT allow the utility rate to be increased. Duke Energy is unfairly wanting to push off the cost of the coal ash clean up mess that they created on us, the customers. It's not right. Please stand for what is right and fair. Thank you.

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Robert Steffan <Robert.Steffan.275229922@p2a.co>
Sent: Saturday, February 1, 2020 8:31 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,
Robert Steffan
1011 Comer Rd
Stoneville, NC 27048

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Robert Steffan <Robert.Steffan.275229922@p2a.co>
Sent: Saturday, February 1, 2020 8:29 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... (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,
Robert Steffan
1011 COMER RD
Stoneville, NC 27048

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Feb 03 2020

Green, Erica

From: Nevin Absher <Nevin.Absher.275210391@p2a.co>
Sent: Saturday, February 1, 2020 5:31 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 with multiple browsers on multiple computers, with no indication of why it wasn't working. After multiple attempts I was finally able to submit and was notified that I was on a waitlist. This was at 9:07am.

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,
Nevin Absher
217 Aldenwood Pl
Apex, NC 27539

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Feb 03 2020

Green, Erica

From: Mark Nelson <Mark.Nelson.275209663@p2a.co>
Sent: Saturday, February 1, 2020 5:24 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

Hi,

My browser record shows that my submission to Duke for my Solar Power rebate was submitted at 9:02:34.

However, I did not find out whether or not I qualified for the rebate until after the close of business on 1/15/2020.

I have to say that this is really a ridiculous way to run a rebate program. Treating this like the Oklahoma land rush doesn't allow for people to properly determine the value of the rebate.

It needs to be done in a more deterministic and fair fashion, as this is an important part of the path for increasing adoption of solar power.

Let's rationalize the rebate program!

Regards,
Mark Nelson
1210 Gaston Manor Dr
Durham, NC 27703

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Feb 03 2020

Green, Erica

From: David Napoli <David.Napoli.275199377@p2a.co>
Sent: Saturday, February 1, 2020 3:55 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 as the website was not fully functional, and despite the fact that I was on the site and attempting repeatedly to apply for the rebate beginning at 9 AM on 1/2/20, I was not able to get the application to go through until 9:13 AM.

I took 4 screen shots: one from 9:02 (when it wouldn't let me enter my project ID), ones from 9:07 and 9:09 (when the acknowledgement buttons would not appear) and one from 9:13 (which documented success.)

I have those screen shots saved but was not able to include them in this communication.

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,
David Napoli
107 Bent Creek Preserve Road
Asheville, NC 28806

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Leonard Pettinelli <Leonard.Pettinelli.275200473@p2a.co>
Sent: Saturday, February 1, 2020 4:02 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 first went on to the website at 9:00 am sharp. I used the Safari browser and when I got to the end of the application process for my Project ID 18957 I did not get any confirmation email. I had finished the application by 9:05 am. My representative who sold and installed my solar system David Einzig from Palmetto State Solar told me at about 9:40am that I should've received a confirmation email. I checked my inbox at 9:45am to verify that I hadn't received one yet. Then I told David that I hadn't, and he directed me to reapply. I decided to use Google Chrome instead of Safari as I thought maybe Duke's website would work more efficiently with it. Sure enough, the process was faster on Chrome and I received a confirmation email at 9:54am thanking me for my interest in the program and that my application was received. If the website and application process was working correctly, my application would've been in by 9:05am.

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,
Leonard Pettinelli
344 Hookers Gap Rd
Candler, NC 28715

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Tabatha Jones <Tabatha.Jones.275198783@p2a.co>
Sent: Saturday, February 1, 2020 3:51 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 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,
Tabatha Jones
4153 Turnberry Park Ct
Pfafftown, NC 27040

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Feb 03 2020

Green, Erica

From: pradeep gajjar <pradeep.gajjar.275192699@p2a.co>
Sent: Saturday, February 1, 2020 3:08 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 first attempted to submit my application for the solar rebate at 9:00 am on 01/02/2020. The button for "Apply Now" was greyed out but on hovering the mouse over it, it seemed to be "clickable", so I proceeded to file for the rebate. I went through a couple of screens and got a "success message" stating "Thank you for your submission. The Rebate Team will be following up by email to inform you of the status of your application". I therefore assumed I filed successfully, but I had doubts because I did not get an email confirmation from Duke (which I expected). I reached out to my solar installer (at 9:08 am) and one of them told me that the "Apply Now" button had been moved and I should try to resubmit my application (I got this at 9:22 am from the solar installer). I had to drive to work, so saw that email after I reached my work. So I filed again at 9:49 am, and this time around I got an email confirmation. I sent the whole timeline and screen captures to Duke yesterday, because I was wait listed at 183, because my request was finally accepted at 9:49 am instead of my original filing at 9:00 am. Duke has not accepted this as their fault, but have accepted my filing as done at 9:08 am, which was the timestamp of my email to the solar installer, much after my actual filing when I suspected that something went wrong on the other end. They haven't told me my new position or whether my filing is accepted, but it is better than being wait listed at position 183, for no fault of mine.

I am 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.

Also, Duke hasn't installed the new meter to connect my solar project to the grid till date, even though the installation was done on 12/31/2019 and the inspection was done on 01/06/2020. I have effectively lost about a month of energy production, after doing all the upfront investment in the project.

Thank you for your time,

Regards,
pradeep gajjar
608 Park York Ln
Cary, NC 27519

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Abbe Few <Abbe.Few.275192473@p2a.co>
Sent: Saturday, February 1, 2020 3:06 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 enter my address into the form. My billing address is 6679 Jaceys lane, but Duke has it down as Jaceys road for some reason. It took some time for me to talk to duke and figure out what was going on and I finally got everything filed on Jan 8. This put me down at 459 on the list instead of much higher up on the list. The original time that I tried to file was Jan 2 at 9:25 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,

Regards,
Abbe Few
6679 Jaceys Road
Oxford, NC 27565

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Stacia Thompson <Stacia.Thompson.275189747@p2a.co>
Sent: Saturday, February 1, 2020 2:48 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,
Stacia Thompson
197 Hobson Branch Rd
Weaverville, NC 28787

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Feb 03 2020

Green, Erica

From: William Cook <William.Cook.275186100@p2a.co>
Sent: Saturday, February 1, 2020 2:23 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 experienced issues when we got to the end of the application. It asked us to check the boxes, but there were no boxes to check. We had logged in at 9:00 am on the dot! So we logged out, logged back in at 9:07 and filled the application out, again. For the second time, the rebate amount indicated was \$7500. \$1500 more than we anticipated but we checked the information we were submitting, saw that it was all correct and we proceeded. When we got to the boxes the second time, they were there, we clicked them and submitted. We waited for a confirmation email, but did not receive one. Around 9:35, receiving no email confirmation, we decided we needed to try again. We filled in all the information, rebate amount at that time was \$6000, what we anticipated, we moved through the application, checked the boxes that were again present, submitted the application and got an immediate confirmation. We took a screen shot at 9:47am but have the history from our laptop that we logged on at 9:00 and 9:07 am. If things had worked correctly with Duke's end the first time, our application would have been received 40 mins earlier!

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 Cook
1422 Thompson Town Rd
Whiteville, NC 28472

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Augustus Jones <Augustus.Jones.275174806@p2a.co>
Sent: Saturday, February 1, 2020 1:15 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.

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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,
Augustus Jones
244 Winter Flake Drive
Statesville, NC 28677

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Rebecca Doyle <Rebecca.Doyle.275171854@p2a.co>
Sent: Saturday, February 1, 2020 12:57 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... (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 am a Chemistry instructor who is emphasizing environmental issues for my classes and keeping students updated on my progress so they can consider Duke's Solar program. I am transparent and telling the progress, both positive and negative. Also, I am on a restricted pay at our community college and would actually make an increase in salary if I went to public high school. Therefore the solar rebate is ESSENTIAL to my continuing with this program. I am making sure my representatives are also aware of the problems that Duke has caused.

Thank you for your time,
Becky Doyle 828-989-2193

Regards,
Rebecca Doyle
368 Stoney Creek Road,
Hendersonville, NC 28792

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Feb 03 2020

Green, Erica

From: Dale Robertson <Dale.Robertson.275171584@p2a.co>
Sent: Saturday, February 1, 2020 12:56 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, 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 applied for Duke Energy rebate through a link from Palmetto State Solar for a system that was installed in Dec. 2019 and connected and operating 12/22/2019. I signed up for the rebate waiting list on 12/22/2019. I was told to reapply after 9:00 am on Thursday, Jan. 2, 2020 which I did. I have not heard from Duke Power with any kind of response. This rebate weighted heavily in my decision to install a solar system. I really need to know what has happened to the rebate process.

Thank you for your time, Dale Robertson account number 0000677188, 5.0 kW solar system, project number 048162

Regards,
Dale Robertson
3300 Island Ford Rd
Brevard, NC 28712

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Feb 03 2020

Green, Erica

From: Kathryn Whitaker <Kathryn.Whitaker.275165932@p2a.co>
Sent: Saturday, February 1, 2020 12:25 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.

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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,
Kathryn Whitaker
183 Harvest Dr
Waynesville, NC 28786

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: James Cooper <James.Cooper.275163961@p2a.co>
Sent: Saturday, February 1, 2020 12:15 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.

One of the primary reasons for my seeking to go solar at this time was the expectation that rebates would be forthcoming to help defray the cost of converting to home solar power.

Very respectfully,

Regards,
James Cooper
1191 Holley Terrace Road
Franklin, NC 28734

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Benjamin Patterson <Benjamin.Patterson.275161729@p2a.co>
Sent: Saturday, February 1, 2020 12:11 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 did not receive a confirmation email. I attempted to reapply a second time. I received the screen that stated my application had been submitted but never got the email. This was all completed by 1/2/20 at 9:08am. I attempted to contact Duke but they stated that the process was still ongoing. When I spoke with Duke on Thursday 1/16/20 they stated that I did not have an application on file and that I could reapply for next years. I did that got the same confirmation screen but again no 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.

Thank you for your time,

Regards,
Benjamin Patterson
14 Green Valley Rd
Asheville, NC 28806

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Matthew Harmody <Matthew.Harmody.275160973@p2a.co>
Sent: Saturday, February 1, 2020 12:08 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 about the status of our rebate application.

While applying for a rebate, the website malfunctioned and I was left wondering whether my application was accepted. I had completed the application by 9:05 am, 5 minutes after the process opened. The exact same thing happened last year when I applied. All this, from a multi-billion dollar corporation.

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,
Matthew Harmody
140 E Maine Ave
Southern Pines, NC 28387

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Kathryn Mallon <Kathryn.Mallon.275158723@p2a.co>
Sent: Saturday, February 1, 2020 11:56 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 website issues when trying to file the application for a rebate. The screen kept freezing, the application kept bringing me back to the beginning losing all information I had entered causing me to lose time re-entering all information again. This happened multiple times. Although I began my application at precisely 9 am and had all the pertinent information from my solar installer, I was unable to get my application submitted in a timely manner due to the issues with their software application. On Jan 2, I received an email from Duke that my application was accepted and i would hear shortly updating me of the status of my application. That email was timestamped at 9:36 am. I subsequently received an email on January 15 that their was no capacity to accept my application and our project was placed on the waiting list with no guarantee of being accepted in the program. On January 21 I was informed by Duke that my project was number 137 on the waiting list.

Since it took no more than 3 or 4 minutes to complete the application, my project would have been accepted and acknowledged much earlier that 9:36 had it not been for the IT problems with their software.

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,
Kathryn Mallon
73 Homestead Ridge Rd
Weaverville, NC 28787

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Feb 03 2020