

Green, Erica

From: MICHAEL PUGH <MICHAEL.PUGH.274797365@p2a.co>
Sent: Friday, January 31, 2020 9:50 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.

I too logged on at 9 am and began to proceed through the process which seemed to be working just fine. However at various times I would encounter a situation where the website would appear to lock up or not accept my information. I kept trying and at 9:12 am I was finally able to complete and submit my rebate application. I even received a confirmation email saying I had successfully submitted an application from Duke. Later that day I received another email from Duke around 4:02 pm saying again the following: "We had a great response from customers interested in this program. We are working to finalize the rebate applications and will notify you by Jan. 15, 2020, of your application status. For information regarding the program, please visit our website: duke-energy.com/NCSolarRebates" I did not receive anything from Duke Energy on the 15th On January 17th I wrote to Duke Energy to their email address that had been provided to inquire about the status since I had not received any word. On Saturday Jan 18 I received the following response from Duke: "Dear Mike Pugh,
Thank you for your interest in the NC Solar Rebate program. Please accept our apologies for the delay. We are reviewing all applications, and will provide status updates as soon as possible. Your patience during this time is appreciated. Thank you.

Regards,

NC Solar Rebate Team"

Since that time I have not received any other word from Duke

Regards,
MICHAEL PUGH
5731 Heatherstone Dr
Raleigh, NC 27606

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Jan 31 2020

Green, Erica

From: Lawrence Cahoon <Lawrence.Cahoon.274796014@p2a.co>
Sent: Friday, January 31, 2020 9:44 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 applied for a rebate through SunPower, Inc., which handles these rebates for its customers and is typically extremely prompt in doing so. Nevertheless, I was informed by Duke that my application was 'on a waiting list'. The math does not add up here. When I learn of Duke's IT problem, I suspect they just blew me off so they would not have to pay the rebate for which I qualified.

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,
Lawrence Cahoon
5322 Clear Run Drive
Wilmington, NC 28403

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Jan 31 2020

Green, Erica

From: Robert Covert <Robert.Covert.274794962@p2a.co>
Sent: Friday, January 31, 2020 9:40 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,
Robert Covert
156 Otter Ln
Lake Lure, NC 28746

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Jan 31 2020

Green, Erica

From: Shaun Fulks <Shaun.Fulks.274794692@p2a.co>
Sent: Friday, January 31, 2020 9:40 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 attempted to complete the rebate form at 9:02 AM. After experiencing problems with the website, I attempted to contact Duke by phone. After being transferred several times, sometimes to the wrong department within Duke, and holding anywhere from 10 to 30 minutes for someone to answer with each transfer, after an hour and 20 minutes I hung up.

I had other appointments to keep and could no longer stay on the phone. One of the main reasons I had decided to go ahead with solar was due to the rebates which were significantly helpful. I have invested \$44,000 to have the system installed on my home. As a widow and retired educator I do not have unlimited financial resources.

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.

Additionally, while Duke, in the past, had a policy of buying back the surplus energy generated by a customers' privately installed solar panels, this is no longer the case. Any energy I acquire that I do not use myself becomes a free donation to Duke since I am still tied into the power grid for those times (cloudy days, etc) when my system is unable to produce adequate energy for my needs. Buyback of surplus energy produced could be a wonderful incentive for more home owners/ companies to install solar, thereby diminishing the need for use of energy sources that increase pollution.

Thank you for your time,

Regards,
Shaun Fulks
314 Number Nine Rd
Fairview, NC 28730

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Jan 31 2020

Green, Erica

From: Eddie Wesson <Eddie.Wesson.274793297@p2a.co>
Sent: Friday, January 31, 2020 9:36 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,
Eddie Wesson
364 Ben Eller Lane, 364 BEN ELLER LANE
Township Of Taylorsville, NC 28681

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Jan 31 2020

Green, Erica

From: Zachary Barker <Zachary.Barker.274792333@p2a.co>
Sent: Friday, January 31, 2020 9:33 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 in how the website loaded; it kept circling back to the initial question without submitting. When it finally did submit, I did not receive a confirmation email like I was suppose to. I figured it would be delayed due to the high traffic but it never came. Only after talking to another customer about it a few days later, I realized I never got the confirmation and resubmitted.

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,
Zachary Barker
14 Drummond Court
Durham, NC 27713

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Jan 31 2020

Green, Erica

From: Lee Herrling <Lee.Herrling.274789940@p2a.co>
Sent: Friday, January 31, 2020 9:21 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,
Lee Herrling
211 Coral Ridge Dr
Clayton, NC 27520

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Jan 31 2020

Green, Erica

From: John larkins <John.larkins.274790993@p2a.co>
Sent: Friday, January 31, 2020 9:28 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 after applying for my rebate. I did not receive any conformation of my submission on 2 January 20 at 0910 A. m. and when I called Duke on 31 January 20 I was advised that Duke had no record of my submission. I am a senior citizen, 80 years old, and I live on a a fixed income. I am doing everything I can to reduce my costs of living. I need the Duke 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,
John larkins
200 Council Point
Rutherfordton, NC 28139

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Jan 31 2020

Green, Erica

From: Philip Fong <Philip.Fong.274789346@p2a.co>
Sent: Friday, January 31, 2020 9:18 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 they changed the website and we were unable to find the appropriate links to submit our rebate. When we called about the status of our rebate, our timestamp showed we submitted at 9:14am but the rebates were filled at 9:04 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,
Philip Fong
145 Victorian Oaks Dr
Durham, NC 27713

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Jan 31 2020

Green, Erica

From: Betty Henn <Betty.Henn.274788455@p2a.co>
Sent: Friday, January 31, 2020 9:12 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 and now last week I was sent the following e-mail from Duke-Energy.

Dear Betty Henns,

Project: 057122

Thank you for your interest in participating in the NC Solar Rebate Program. At this time, there is not capacity available to accept your application. Your project is #490 on the waiting list. Please note that there is no guarantee any project will be accepted into the program from the waiting list. The waiting list is available online at duke-energy.com/NCSolarRebates and is updated weekly. Should your project be accepted into the program, you will receive an email notification.

Per the NC Solar Rebate Program rules, any customers who remain on the waitlist at the end of the calendar year will be removed from the waitlist. Customers removed from the waitlist, including those customers within 90 days of the completion of their project, can reapply for the following calendar year.

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,
Betty Henn
373 Lindsey Loop Rd
Fletcher, NC 28732

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Jan 31 2020

Green, Erica

From: Veronica Yoshida <Veronica.Yoshida.274787889@p2a.co>
Sent: Friday, January 31, 2020 9:09 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.

While applying for a rebate, I experienced issues immediately. For nearly 20 minutes, beginning at 9:02, I watched the pages freeze, incomplete downloads, refuse to open, et cetera. This was very frustrating considering the cost of not only time but the "cooperative" effort of homeowners going to solar panels and the promise of rebates for being more environmentally concise. And the rhetoric about when the application was valid or not depending a window of time that didn't always coincide with the Jan 2 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,
The Yoshida Family

Regards,
Veronica Yoshida
504 Pebblestone Drive
Durham, NC 27703

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Jan 31 2020

Green, Erica

From: Carrie Petrosky <Carrie.Petrosky.274786033@p2a.co>
Sent: Friday, January 31, 2020 9:08 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when I tried to submit my solar rebate application. I was on the site just before 9 am in hopes to complete the application and get it submitted when it opened. I was unable to submit an application. I called Duke Energy and was on hold for quite a while. At 9:09 I emailed 8M Solar to inquire about my difficulty. They encouraged me to keep trying and informed me that the "Submit Application" was moved to the heading. It was not as prominent as before and difficult to see. I then submitted my application. I have been informed that I am #86 on the waiting list. My panels have been installed. My meter was changed out yesterday 1/30. I am waiting for Duke to give us the go ahead to turn my panels on.

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,
Carrie Petrosky
5805 Quail Covey Ln
Wendell, NC 27591

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Jan 31 2020

Green, Erica

From: Lauren Smith <Lauren.Smith.274786457@p2a.co>
Sent: Friday, January 31, 2020 9:00 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 submitted the online application on 1/31/20, there was no opportunity to print a copy of my application or to see it in its entirety. I tried to re-enter the Duke Power website to see if I could find the application, and I got caught in a loop that kept asking where I live. Duke Power also knew when I received the solar panels and made no attempt to notify me of their solar panel rebate program. I found out about the program on my own.

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,
Lauren Smith
213 Beard Avenue
Archdale, NC 27263

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Jan 31 2020

Green, Erica

From: Carrie Petrosky <Carrie.Petrosky.274786033@p2a.co>
Sent: Friday, January 31, 2020 9:00 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,
Carrie Petrosky
5805 Quail Covey Ln
Wendell, NC 27591

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Jan 31 2020

Green, Erica

From: SueLee Waller <SueLee.Waller.274784837@p2a.co>
Sent: Friday, January 31, 2020 8:52 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when submitting my application. I logged on to the site at 9:00 a.m. to input my application. At that time, the web page did not look like it was complete or fully functioning. The page had no form or fonts, only plain text and no design. It also had no buttons that would work. I then closed the site, launched the application page again, and was then able to submit my rebate application. Upon submission, I never received a confirmation email that the application was received.

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,
SueLee Waller
700 MOONBEAM DR.
Raleigh, NC 27603

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Jan 31 2020

Green, Erica

From: Phelps Clarke <Phelps.Clarke.209863651@p2a.co>
Sent: Friday, January 31, 2020 8:49 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 writing as an owner of a small rooftop solar installation company in western North Carolina and 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 over 100 of our clients about the status of their rebate applications.

We had clients experience all manner of glitches and delays as they tried to apply for the rebate through Duke Energy's website. The worst glitch was that clients would see a screen thanking them for their submission and claiming that Duke would be in contact soon - but then there was no contact and no record of that submission on Duke's end. The ensuing chaotic process of submitting browser history screenshots to prove time stamps has created even more uncertainty and may result in clients who were initially told via email by Duke that they received the rebate to later lose the rebate.

My hope moving forward is that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers who made a good faith effort to apply as soon as possible on the opening day of the rebate application.

Thank you for your time,

Regards,
Phelps Clarke
16 Sugar Hollow Lane
Fairview, NC 28730

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Jan 31 2020

Green, Erica

From: Geoffrey Tart <Geoffrey.Tart.274783072@p2a.co>
Sent: Friday, January 31, 2020 8:39 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

IT TOOK 4 MONTHS!

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,
Geoffrey Tart
3131 Mt Moriah Church Rd
Clinton, NC 28328

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Jan 31 2020

Green, Erica

From: Barbra Abrahams <Barbra.Abrahams.274783045@p2a.co>
Sent: Friday, January 31, 2020 8:39 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,
Barbra Abrahams
907 Sedgefield Dr
Siler City, NC 27344

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Jan 31 2020

Green, Erica

From: Michael Giggie <Michael.Giggie.274782839@p2a.co>
Sent: Friday, January 31, 2020 8:37 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 was trying to complete the form.

At exactly 9:00:15 on January 2nd I was on the website filling out the form. Every time I got to the part of the application that asked "residential" or "commercial" your app would NOT allow me to select "residential". I tried for 20 minutes until finally the app allowed for the correct selection and I was able to continue and complete the app.

Then I received 2 emails from Duke.

The first was a confirmation of my app.

The second stated that due to the number of applications received my app was being place on a wait list and that the list could be viewed on your website. I used the link but there was NO wait list to be found.

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 Giggie
873 Old Stonecutter Road
Rutherfordton, NC 28139

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Jan 31 2020

Green, Erica

From: Wesley Haney <Wesley.Haney.274781182@p2a.co>
Sent: Friday, January 31, 2020 8:27 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when... (PLEASE PERSONALIZE YOUR EMAIL, such as include your precise timeline for submitting your application, IT problems you encountered with Duke's website, date/time of email messages received from Duke, etc.)

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

I had no idea that this was a 'lottery' and that IT SHOULD BE AUTOMATIC!!!!!!!!!!

Thank you for your time,

Regards,
Wesley Haney
205 Hillington Rd
Garner, NC 27529

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Jan 31 2020

Green, Erica

From: CJ Clifton <CJ.Clifton.274782136@p2a.co>
Sent: Friday, January 31, 2020 8:31 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... attempting to complete the form. I went to the site at 09:02 for the first attempt and I had to submit 5 times over 40 min before it finally went through and then later was informed that all the spots for rebates had been filled and that I was added to a wait list. That I may get the rebate later in the year or must reapply next year.

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,
CJ Clifton
430 Bost Rd
Morganton, NC 28655

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Patricia Kenel <Patricia.Kenel.274780048@p2a.co>
Sent: Friday, January 31, 2020 8:20 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues when applying for the rebate. I have not received any communication since that time. I applied shortly after the window opened on January 2, 2020.

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,
Patricia Kenel
516 Spring Flower Ct
Cary, NC 27511

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Ben Collins <Ben.Collins.274781010@p2a.co>
Sent: Friday, January 31, 2020 8:26 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Immediately upon opening at 9:00 a.m. on January 2, Duke's website began experiencing IT issues, leading to uncertainty for myself and hundreds of other customers about the status of our rebate applications.

While applying for a rebate, I experienced issues 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,
Ben Collins
3328 Mid Pines Road
Raleigh, NC 27606

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: Edward Kizer <Edward.Kizer.274778988@p2a.co>
Sent: Friday, January 31, 2020 8:11 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 entered the online application and began entering my information. I was able to enter all of the required information despite the system not appearing to advance through each screen. After entering all of my information a statement did come up saying my application was received and Duke staff would be in touch. I completed the app by 9:04 am the day it opened. My solar provided contacted me later that day and recommended I resubmit my app as they had not received confirmation. Around 1pm on the same day, I again completed the app, noticing the app was accepting my information and advancing forward. There was also an acknowledgement/agreement that came up at the end before telling me my application was complete. I subsequently heard from Duke that I was placed 400+ on the waiting list for a 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,
Edward Kizer
225 Stone Hill Dr
Penrose, NC 28766

OFFICIAL COPY

Jan 31 2020

Green, Erica

From: julia angell <julia.angell.274778780@p2a.co>
Sent: Friday, January 31, 2020 8:10 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...submitting my rebate request at 9:04 am. I tried until 9:20 am with no success. Had to leave house for a short time. When I returned at approximately 10:30 am I tried again with no success. Sent Duke Energy a message about the problem and I have heard nothing back from them.

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,
julia angell
8024 Nc 67 Hwy
East Bend, NC 27018

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Jan 31 2020