

Worley, Lindsey

From: Phillips, Stacy <Stacy.Phillips@duke-energy.com>
Sent: Tuesday, March 16, 2021 1:21 PM
To: Jake Feltenberger
Cc: Ayers, Christopher J; Somers, Bo; Dodge, Tim-psncuc; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods; Drooz, David T; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; Statements; NCSolarRebate; Cc: Consumer.Services; Thomas, Jeff -psncuc.nc; Matt Abele; Ledford, Peter-energync; Benjamin Smith
Subject: RE: [External] Fwd: FW: Solar Rebate Complaint

Follow Up Flag: Follow up
Flag Status: Flagged

Mr. Feltenberger:

I'm glad the further explanation about the test was helpful. Because the January 6 results were lower than the stress test, we believe that slowness customers experienced was on their side due to things outside of Duke's control as I have shared Duke's opinion and the related data in the previous emails.

Stacy Phillips

Manager Distributed Energy Technology
Program Management and Compliance

Duke Energy
400 South Tryon- 14th Floor
Charlotte, NC 28202
O: 704-382-9399
M: 704-951-7133
F: 980-373-9886
Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Thursday, March 11, 2021 9:33 AM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>

Cc: chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rkwaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Hi Stacy,

I appreciate the explanation and direction to page 25 for more evaluation. My response is if during the "stress test/practice" the system passed why during the real test/January 6th when there were as you state fewer applications than during the stress test/practice did the system not work as expected?

I think there's something missing from the situation regarding "Lottery vs standard quo". A large issue for installers is that notification of these rule changes occur incredibly late in the game of presenting to solar homeowners. We're already in March and have been selling and presenting to clients with rules that are in place as of now (that we're officially given in November of 2020). Changing rules late in the game makes everything difficult. Currently we tell clients you have some control in the situation but nothing is guaranteed. If ya'll want to change the rule this could've been officially announced in 2020, we'd be presenting under that new rule at this point, and there'd be less confusion. However, you're recommending a rule change, and we have no idea of when it'll be official, and that was a big problem last year.

This year we already have 1/3 of clients presented to (or sold systems to) as two months have passed (in relation to the July application). The rule change to a "lottery" would be officially announced when, April, May, June?... This was a similar issue to last year when the rules changed after we had already been selling to clients under a different set of rules for well over half the year, and an official announcement released in November with Duke Webinar in December. Changing rules just before the game is played is not a winning strategy, and that is the reason most installers want to wait until next January (in my opinion).

Getting rid of the 90 day rule and allowing customers to reapply if they haven't won, I'm fine with that. Those are actually improvements to the rebate process from the clients' perspective, and it would relieve stress of Duke's net meter installers. When a rule change is made that actually benefits all sides (clients, installers and Duke) it's easy to make that change whenever. A lottery system benefits Duke and homeowners that are slow typers. I'm not against a lottery, just make the rule change before we start explaining the process not afterwards.

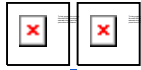
The above is just one opinion and is not my point in this email thread. My question remains "Why did the system fail to work appropriately on January 6, 2021? I still don't have an appropriate answer. I'm not sure that's your question to answer, but I do appreciate your efforts and explanations.

Thank you.

Jake

Here's a great video so you can see more of what we're about!

Sugar Hollow Solar Story



Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Wed, Mar 10, 2021 at 12:11 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

I am happy to answer your questions.

Your note below addresses the baseline test, but it is the stress test that shows how much volume the Rebates application website could handle. It starts on page 25. You will see there that the stress test included 79,279 applications being received, with 25,789 being submitted in the first ten minutes. The test was successful. On January 6, the busiest minute for the program was 9:01-9:02 when there were 571 applications submitted, which was less than the stress test.

You are right that the popularity of the program has grown since it was introduced in 2018. In fact, as a result of this growth, Duke supported the Public Staff's proposal to move to a lottery system where customers interested in participating would register and be randomly selected for the January 2021 capacity opening. We believe the random selection process would mitigate issues related to access to broadband internet, the ability to type quickly and other challenges customers face in the first come, first serve process. NCSEA, of which you are a member, stated in their July 6 filing that solar installers were universally against a random selection process. The commission cited this as a compelling reason for not approving the request.

Given how much more quickly the program sold out in January to year's past, Duke has again requested moving to a random selection process for the July 2021 capacity opening. My understanding is NCSEA is now in favor of a random selection process, but not for July. Duke believes that implementing this change sooner rather than later is critical. Your support and advocacy within NCSEA would be appreciated.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Friday, March 5, 2021 2:00 PM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>; chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Cc: Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>
Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Hi Stacy and Duke and everyone listed on the aforementioned Dockets,

Thank you for sharing the testing results in the pdf. Could you provide an explanation of the results based on my questions below?

I'll start with I might need a better explanation of the pdf. I cannot add up 79,000 from page 10. I do see 18,000 and I do see volume rate of 3000 in first ten minutes, and then a reference of 1516 in first ten minutes for actual. So I'm a little confused, but I understand enough to ask direct questions below.

Who set the expected high traffic circumstances? Who made the decision that only 1,516 applicants would apply in the first ten minutes? Even saying 3,000 will apply in the first ten minutes is faulty. This could mean 151 (or 300) applicants in the first minute and every minute up to 10 minutes? That is way to slow of a rate. Had Duke conferred with installers with this rate of application my feeling is we would've instructed the test to be 3,000 applicants in the first minute.

Did Duke confer with any installer to set these rates for the test? Sugar Hollow Solar was not asked how the test should've been organized, and that shows lack of responsibility of the owner of the test.

Every year this application has occurred the rate of application has grown exponentially. Every year installers have stated the rebate is not guaranteed, and the availability is narrow (except IMO out of state door knocking solar companies explained earlier in this thread). Again Duke's website failed, and that cost the NC applicants an equal opportunity of winning the rebate which Duke constructed as a race where they were the official.

Executive Summary

A baseline performance test was executed against the NC Solar Rebate application. This was to test the servers' endurance to expected high traffic circumstances and ensure the application would be able to handle the load properly. This test had the following specifications:

Duration 1 Hour

Total Volume: Expected 18,000 Solar Rebate Submissions

Volume Rate: 3,000 Submissions every 10 minutes

Actual Volume Rate:

- 1,516 during the first 10 mins
- 2,963 during the first 15 mins
- 4,412 during the first 20 mins
- 19,192 for the entire test

Observations:

- There was a single error during the test. An SSL error occurred during the first 10 minutes of the test.
- The majority of the response times were less than a second.

Response Times Compared to Previous Tests:

HTTP	Average		
Transaction Name	7/20/2020	11/17/2020	11/23/2020
NCSolar_000_Home	0.334	0.618	0.730
NCSolarCustomer_001_EnterProjectID	0.160	0.206	0.305
NCSolarCustomer_003_SubmitSolarRebate	0.850	0.981	1.358
NCSolarInstaller_001_EnterProjectID	0.159	0.220	0.290
NCSolarInstaller_002_SubmitSolarRequest	0.613	0.728	1.021

Chrome Browser	Average		
Transaction Name	8/4/2020	11/17/2020	11/23/2020
NC_Solar_Customer_Chrome_000_Home	0.709	0.988	1.080
NC_Solar_Customer_Chrome_001_ChoseCustomer	0.162	0.249	0.717
NC_Solar_Customer_Chrome_002_EnterProjectID	0.135	0.190	0.274
NC_Solar_Customer_Chrome_003_FillDetails	0.021	0.030	0.030
NC_Solar_Customer_Chrome_004_FillAddressDetails	0.020	0.029	0.030
NC_Solar_Customer_Chrome_005_SelectAddressType	0.060	0.089	0.091
NC_Solar_Customer_Chrome_006_SelectHomeType	0.022	0.031	0.031
NC_Solar_Customer_Chrome_007_SelectRebateQuantity	0.030	0.032	0.031

Page

11 / 37



The real test was January 6th, and the pdf results were more like data from a practice. The real test on the 6th did fail as submissions were faster than the practice exhibited. Or perhaps I should state that practice failed because it was not structured properly, and the test failed because it was based on a faulty practice. Either way the owner of the test/practice and application is at fault, not the clients nor the installers, which is the story that is continuously stated publicly. It didn't matter if I caught every pop fly in practice, if I dropped it during the game it was my fault and I had to take responsibility.

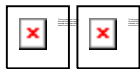
I'd like to understand what responsibility Duke is taking to be accountable for their responsibility of owning the application. I'd also like to appreciate the employees and their managers of the Duke Renewables department as they are calling solar applicants to understand the issues better first hand. Many of our clients are informing me that they are being reached out to, and that shows ya'll are working on something. They are confused and untrusting of Duke, they actually call me first to ask if they should call ya'll back. I find this very odd, but it does indicate a large lack of trust of Duke, something you may want to address.

I appreciate your time. Thank you.

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Tue, Mar 2, 2021 at 7:02 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

Thank you for bringing your concerns to us. Below I have tried to address your questions.

In response to your concerns about the preparedness of the Duke to manage the number of applicants, I have attached the performance testing documentation Duke submitted to the North Carolina Utilities Commission in December. Please scroll down to page 10. Duke tested scenarios that included application volumes up to 79,000. All scenarios passed.

The program sold out extraordinarily fast in January – less than two minutes in each utility. Duke is developing a proposal to address the inequities that you pointed out below and hope to share that publicly very soon.

We appreciate your efforts to ensure our common customers are treated fairly. Thank you for sending us the impacted project identification numbers. We have been contacting them individually to better understand their experience and will work with them accordingly. We always encourage installers to have customers call Duke directly to resolve their concerns quickest.

If you have any further questions, please feel free to contact me directly.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Monday, February 22, 2021 11:41 AM

To: Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; David.Tsai@duke-energy.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org

Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Benjamin Smith <ben@energync.org>; Ledford, Peter-energync <peter@energync.org>; Matt Abele <mattabele@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

***** CAUTION! EXTERNAL SENDER *** STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Thank you Jeffrey. I don't believe my next set of questions are in your realm of responsibility, thus I've placed everyone on the "service list" from Dockets E-2 and E-7 (sub 1167 and 1166 respectively) into this email. My hope is that someone on the list can pick up where you left off. Your response was received as honorable and professional, much appreciated.

For those on this thread for the first time, feel free to read through the thread for further reference.

As a note of transparency I do communicate my statements with my clients as I feel the need to inform them we are providing the best service we possibly can.

What are the steps to get an explanation from Duke in regards to the slowness of the final page of application? I believe internet speed was not the issue. The issue was the preparedness of Duke to manage the number of applicants. Indeed Demand outpaced Supply, and the leader and owner of the Rebate Handling, Duke Energy, was not prepared for the Demand. Hence a grand majority of applications were delayed due to a website that was slow to respond due to traffic, not due to internet speed. It was their website, and their inability to manage Demand that caused delays in applications.

Essentially **I am requesting an answer from Duke as to why the final page was slow to respond, and not with "... clients' internet speed was slow."** That answer does not satisfy me for a simple reason; the transition between pages was not slow and thus not an issue, thus "slow internet speed" is not justified. Slowness occurred on the final page, after clicking "I'm not a robot" where the "submit" link did not become active. It's not logical to state "slow internet speed" when speeds were sufficient until "submit", and the permission to click "submit" was created and thus controlled by the accountable entity of the rebate application. If Duke doesn't want to be responsible for managing the rebate they should not have taken that as one of their responsibilities, however they did, and thus they are accountable for not managing the "Demand" (# of applicants) that showed up on January 6th to their website.

Kind regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

Jake Feltenberger
Energy Consultant Manager • Sugar Hollow Solar

<image004.jpg>

<image003.jpg>

828 571 0025

-
<image003.jpg>

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Fri, Feb 19, 2021 at 9:56 AM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

I have received your emails to date. At this time, beyond my attached response, I do not have additional information to provide regarding your customers who did not receive a rebate. Any customers who have been able to document technical issues should reach out directly to Duke Energy at the email I provided in the attached email, as there may be avenues for relief that way.

The program was very popular this year, and with the available capacity cut in half, there were many, many unhappy customers. Unfortunately, the program is constrained by design and the demand has far outpaced the supply. Your suggestion of tracking timestamps is something we may raise to the Commission's attention when Duke files its April solar rebate report.

You can also have your customers submit a statement of position in the solar rebate dockets [E-7, Sub 1166](#) (DEC) and [E-2, Sub 1167](#) (DEP) at [this website](#). You or your customers can also file a formal complaint with the Commission by following [these steps](#).

Thank you again for reaching out to the Public Staff. Have a great weekend,

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Thursday, February 18, 2021 8:38 AM

To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>; statements@ncuc.net; Consumer.Services <Consumer.Services@psncuc.nc.gov>; NCSolarRebate <NCSolarRebate@duke-energy.com>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Thomas, Pubic Staff, NCSolarRebate and anyone else with Duke Energy,

It has been near 2 weeks since I sent my email and I have not had a legitimate response, nor any response. I feel it's ok to take your time to look into my questions in order they can be best answered, however I'd like to know that the email has been received and considered.




Could you please let me know if you will be addressing the concerns/thoughts and questions in the email I previously sent. Thank you.

Kind regards,

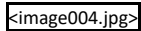
Jake

Here's a great video so you can see more of what we're about!

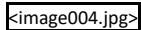
[Sugar Hollow Solar Story](#)


-



Jake Feltenberger
Energy Consultant Manager ▪ Sugar Hollow Solar




828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



On Fri, Feb 5, 2021 at 4:49 PM Jake Feltenberger <jake@sugarhollowsolar.com> wrote:

Hi Jeffrey, NCUC and Duke,

Jeffrey,

I appreciate your continued support in helping NC residents. I find it hard to believe that slow internet caused a delay in the "submit" button not becoming active. Essentially Duke is claiming then that everyone's internet was working fine, and then coming to the "submit" button everyone's internet decided to slow down. We had clients wait more than 30 seconds for the submit button to become active. That is not their internet slowness especially if no other screens had such delays.

NCSolarRebate, Can you please have someone at Duke explain the scenario above? If web screens moved steadily through until "captcha" / "I'm not a robot" then how can you lay cause towards internet speeds. It was traffic management, and this could be discovered if you researched time delay from screen to screen.

Also Stephanie Jett stated at position 17min 25 seconds and then again at position 22:39 seconds that Duke is implementing a logging mechanism that could track timestamps of applications from screen to screen. She stated, as you'll hear, that they could retrieve those timestamps if they put in the work. Duke is capable of providing step #2 timestamps of when Project ID #s were entered if they put in the work. That timestamp would truly prove who was ahead during submissions.

I have cc'd NCSolarRebate, Statements@ncuc.net and consumer.services as I have heard now that all three of these entities should be emailed in regards to "logging" official complaints (no reason other than being notified). including a "Mr. Joyner" email not provided.

Jeffrey, thank you for the direction in regards to direction of screenshots I will forward your message along to our clients.

Below is the link where you'll find the statement about logging timestamps between screens. She stated if the system fails they'll be able to retrieve. In my opinion based on the submit button not becoming active "they failed", but definitions are in the eye of the beholder - which would be the NCUC and Duke.

Please forward to 17:25 and 22:39 for time tracking of the entire application (screen to screen)

https://files.globalmeet.com/pb/eyJraWQiOiJjODdINDQzZi1iMjIwLTQwMDAtYTZiYi0xZmQ2MTAxYjc1NTUjLCJhbGciOiJFUzI1NiJ9.ChYiIGqjrbX6-3nARDfipK07YzLmsQBEgYIyKykjQYY2p4Y.5T_yBlr4YfeOUO2UU1crh3fag_REeeV_qsWz6qkVa6Trq0KZRGrFuO6g5tXQ8LO3P4v0POHBuTS8_djDiT-5TQ

Duke, NCSolarRebate and the NCUC,

I very much appreciate your continued effort and ability to be patient with me along with the time you've given me. We are a small company trying to grow. We want to create well paid jobs that are respectable and sustainable for NC. These incentives do more than create clean energy for NC solar owners and their neighbors; they create good PR if they're run with certainty. I have worked now in 3 states with solar incentives and I do feel there's time for improvement.

Utility companies often get a bad rap. Here in NC I've talked to over 400 prospective clients, sadly not one of them has had a high reputation for Duke (they do like their employees, but I digress). A more clear and certain incentive platform could help create better relations with Duke clients....think about it...1400 people on DEPs waitlist alone vs how many that received....that's not good PR, and those 1400 have friends and neighbors and family they speak to....it's not just them that feel disgruntled (I'm really focussing on residential. IMO commercial clients have known since 2018 submission the likelihood is nil in reserving capacity).

The uncertainty is also not good for the solar installer. It's harder to predict growth and thus to post jobs and if necessary borrow money to grow the company. How hard would it be to roll the rebate forward? Give the applicants of this January their value, and take it away from the back end 2023 or NonProfit which never moves. There are some solar companies out there that are telling clients they're "entitled" to the rebate (Encor being one, I know this because I had them pitch me at my home), but true NC installers are not doing this, no one is guaranteeing the rebate, and certainly now no one is claiming the rebate as "possible". Thus its current state is not much of an incentive, the wealthy that can roll the dice, but the less well off will pass. Sales strategies will roll into pushing loans that carry heavy dealer fees, and locking clients into 20 and 25 year loans that pay banks outside of NC. Future NC money leaving the state cannot be desirable. A high fee, low interest loan is a way to go forward, but again not the best for the NC resident that wants to do the right thing.

I know I'm up against a wall here, but I'm pleading for my clients out of true care. People have cancelled, hearts broken, some elderly told me they've dreamed of doing this, and now, it's gone.

Sincerely,

Jake Feltenberger

Our clients' project IDs are below.

060126
073274
119300
148884
144052
118234
143782
144060
148872
134712
064794
128256
138198
064784
115206
151424
134700
068842
139774
144054
142632
145786
115876
151704
128120
149320

141262
134246
151890
114128
141426
135694
124958
124788
136956
142958
117930
150332
134596
141348
138136
119288
150116
067042
149506
127376
134594
149310
124808
134592
134690
134550
128366
141370
059812
130436
149324
127630
149308
147082
128412
130448
151462
150082
128396

149298
128082
114590
144816
116226
134176
151770
114158
128032
134490
150342
151800
075574
148460
116336
130388
134742
148820
144064
064804
151122

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

Jake Feltenberger
Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image003.jpg>

<image004.jpg>

jake@sugarhollowsolar.com

<image003.jpg>

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Thu, Feb 4, 2021 at 8:08 PM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

Appreciate you getting back to me. So we had a chat with Duke today, and they largely pointed out that most rebate applications did not have technical issues. For your customers that did have technical issues unrelated to slow internet speeds (such as un-clickable "Submit" buttons or erroneous emails), please have that customer email Duke at NCSolarRebate@duke-energy.com. The customer should provide proof in the form of screenshots, browser histories, detailed descriptions of what happened; whatever they can.

If any of your customers were applying for a rebate reservation and received an erroneous "capacity reserved" email, and they took action based upon that email (such as signing a solar contract), please have them contact Duke as well. They will need to provide proof in the form of the emails received from Duke as well as the dated contract showing they took action based upon the erroneous email.

If the customer did not have a technical issue, I'm afraid there is really not a lot the Public Staff or Duke can do for them. Competition for rebates was incredibly fierce, with capacity reserved in under 3 minutes. As far as your one customer who was blind, I encourage you to work with them to reach out to Duke and inquire about what remedies they may have available.

Please let me know if you have any other questions or if I can help you any other way. Thanks for reaching out,

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Wednesday, February 3, 2021 1:43 PM

To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Thanks for taking the time to reply back to me Jeffrey, and I'm glad you're looking into this. The list I can provide is pretty long...below are their project ID numbers. Every one of them had issues of some sort or another, and one of them is legally blind. He's brought up the American Disabilities Act and how this type of rebate program is against rules, his take is understandable for sure, even if he didn't have issues. Please LMK any other ways I can help.

060126
073274
119300
148884
144052
118234
143782
144060
148872
134712
064794
128256
138198
064784
115206
151424
134700
068842
139774
144054
142632
145786
115876
151704
128120
149320
141262
134246
151890
114128
141426
135694
124958
124788
136956
142958
117930
150332
134596

141348
138136
119288
150116
067042
149506
127376
134594
149310
124808
134592
134690
134550
128366
141370
059812
130436
149324
127630
149308
147082
128412
130448
151462
150082
128396
149298
128082
114590
144816
116226
134176
151770
114158
128032
134490
150342
151800
075574

148460
116336
130388
134742
148820
144064
064804
151122

Thanks for your time.

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

<image003.jpg>

Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Tue, Feb 2, 2021 at 6:06 PM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

I appreciate your perspective on this issue. At this time I encourage your customers to provide documentation and proof to consumer.services@psncuc.nc.gov, where all customer complaints must first be logged. I can search those logs as well to pull data. If you have a comprehensive list of all people who have had technical issues, feel free to pass that along to myself as well. We have a meeting set up with Duke to discuss some of the issues that have been raised.

I appreciate the information regarding the timestamp on each page. I will talk to Duke about that and see if we can find significant delays prior to the submit button.

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>
Sent: Tuesday, February 2, 2021 3:53 PM
To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Subject: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Jeff,

We had many clients experience difficulties with Duke's website the morning of January 6th. Many reported difficulties/slowness moving from one page to the next, with the "captcha/I'm not a robot" button along with delayed availability of the "submit" link.

Is it ok for me to share your email address with them? They will share their issues. Many have already written emails to "consumer.services@psncuc.nc.gov" though they were instructed to list "Attn: Mr. Joyner" in the subject line. Thus you could find many by searching for those words.

I do know that some of them told me they waited for 30 seconds just watching the "I'm not a robot" button circle with no action allowable on the submit button. This delayed many if not everyone's ability to click submit which is the timestamp Duke has been using.

Also I know that Duke's website was not supposed to allow re-submission of the same project ID after passing step 2 of the application (step 2 was entering the project ID). Many clients needed to start over because the "captcha/I'm not a robot" link circled without end. They started over and resubmitted. This shouldn't have been possible.

Based on Duke's webinar, Duke stated they were timestamping every page applied upon (as the client moved through the application). Meaning the initial Step 2 timestamp should be logged and could be utilized. Being that some applicants finished under 1 minute, anyone knows the application was not lengthy. Moving from step 2 to the final step should have taken less than 15 seconds. If it took longer it was due to delays on Duke's website. If you were able to have access to step 2 timestamps (the initial submitted step 2). We would see true timestamps of our clients. You could also note the delays of the submit button. Of course with Duke this would take inquiring on the initial timestamp of step 2.

Please feel free to contact me.

Kind Regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

<image003.jpg>

Jake Feltenberger

Energy Consultant Manager • Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

----- Forwarded message -----

From: **Richard Jacobs** <rjjacobs@ncappraisal.com>
Date: Mon, Feb 1, 2021 at 6:08 PM
Subject: FW: Solar Rebate Complaint
To: Jake Feltenberger <jake@sugarhollowsolar.com>

Jake –

I just got this from a guy at the NC Utilities Commission responding to my letter to the NC Utilities Commission on complaining about the Duke Energy Solar Rebate fiasco on January 6. I sent him a copy of the screenshots he asked for showing the Submit button on my application page greyed out and my browser history for that morning showing me logged into Duke's website for the rebate program at 9 AM.

I passed along your name to him as someone with firsthand knowledge of other Sugar Hollow customers who also failed to get their applications submitted because of the defective website, and thought you should contact him directly.

Thanks.

Richard Jacobs

From: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Sent: Monday, February 1, 2021 5:13 PM
To: rjjacobs@ncappraisal.com
Subject: Solar Rebate Complaint

Hello Mr. Jacobs,

Thank you for speaking with me on the phone today. As I explained, I am an engineer tasked with reviewing solar rebate complaints. It appears the formal complaint you intended to file was filed as a [Consumer Statement of Position](#). I wanted to work with you on the complaint, as before they review a formal complaint, typically the Commission will want you to have worked with the Company and the Public Staff.

I have also had [Consumer Services](#) log your complaint into their complaint tracking system, so we are all on the same page. If you are unable to get satisfactory resolution through the Public Staff, you are free to re-file your document as a formal complaint.

If you can please send me the screenshots you took from your computer showing the 'greyed out' Apply button, I would appreciate it. I would like to understand from Duke's side why that might have happened. If you have any idea of the number of customers who also experienced the 'greyed out' Apply button, I would be interested in learning more or perhaps contacting the people that had the same issue.

Thank you, and I look forward to your response.

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Worley, Lindsey

From: Jake Feltenberger <jake@sugarhollowsolar.com>
Sent: Tuesday, March 16, 2021 3:42 PM
To: Phillips, Stacy
Cc: Ayers, Christopher J; Somers, Bo; Dodge, Tim-psncuc; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods; Drooz, David T; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; Statements; NCSolarRebate; Cc: Consumer.Services; Thomas, Jeff -psncuc.nc; Matt Abele; Ledford, Peter-energync; Benjamin Smith
Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you for your time and dedication to explaining. You're sharing Duke's opinion which is the opinion I'm trying to understand. I really appreciate your effort in resolving the issue, however I'm back to my primary issue. Maybe someone else on this email chain can answer the below:

When searching back through this email thread you will find on the date of February 22, 2021, I stated the situation of this:

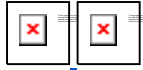
Essentially **I am requesting an answer from Duke as to why the final page was slow to respond, and not with "... clients' internet speed was slow."** That answer does not satisfy me for a simple reason; **the transition between pages was not slow and thus not an issue, thus "slow internet speed" is not justified. Slowness occurred on the final page, after clicking "I'm not a robot" where the "submit" link did not become active.** It's not logical to state "slow internet speed" when speeds were sufficient until "submit", and the permission to click "submit" was created and thus controlled by the accountable entity of the rebate application.

Hence how is it possible to continue to blame slow internet speeds on the part of the customer? The issue is demand control on Duke's website. Indeed the stress test may have worked in practice, but on game day it dropped the ball, and let me be more clear. On 4th down the website dropped the ball in the endzone. Passes up till the endzone (i.e. prior to the submit button issue) were caught. Maybe the stress test didn't account for everyone clicking the captcha at the same time, and hence that was the issue.....either way the ball in the endzone was dropped by owner of the website, and there lies the fault. Until something is presented to prove otherwise I cannot let go of my logical opinion.

I really appreciate your efforts.

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Tue, Mar 16, 2021 at 1:21 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

I'm glad the further explanation about the test was helpful. Because the January 6 results were lower than the stress test, we believe that slowness customers experienced was on their side due to things outside of Duke's control as I have shared Duke's opinion and the related data in the previous emails.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Thursday, March 11, 2021 9:33 AM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>

Cc: chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett - mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Hi Stacy,

I appreciate the explanation and direction to page 25 for more evaluation. My response is if during the "stress test/practice" the system passed why during the real test/January 6th when there were as you state fewer applications than during the stress test/practice did the system not work as expected?

I think there's something missing from the situation regarding "Lottery vs standard quo". A large issue for installers is that notification of these rule changes occur incredibly late in the game of presenting to solar homeowners. We're already in March and have been selling and presenting to clients with rules that are in place as of now (that we're officially given in November of 2020). Changing rules late in the game makes everything difficult. Currently we tell clients you

have some control in the situation but nothing is guaranteed. If ya'll want to change the rule this could've been officially announced in 2020, we'd be presenting under that new rule at this point, and there'd be less confusion. However, you're recommending a rule change, and we have no idea of when it'll be official, and that was a big problem last year.

This year we already have 1/3 of clients presented to (or sold systems to) as two months have passed (in relation to the July application). The rule change to a "lottery" would be officially announced when, April, May, June?... This was a similar issue to last year when the rules changed after we had already been selling to clients under a different set of rules for well over half the year, and an official announcement released in November with Duke Webinar in December. Changing rules just before the game is played is not a winning strategy, and that is the reason most installers want to wait until next January (in my opinion).

Getting rid of the 90 day rule and allowing customers to reapply if they haven't won, I'm fine with that. Those are actually improvements to the rebate process from the clients' perspective, and it would relieve stress of Duke's net meter installers. When a rule change is made that actually benefits all sides (clients, installers and Duke) it's easy to make that change whenever. A lottery system benefits Duke and homeowners that are slow typers. I'm not against a lottery, just make the rule change before we start explaining the process not afterwards.

The above is just one opinion and is not my point in this email thread. My question remains "Why did the system fail to work appropriately on January 6, 2021? I still don't have an appropriate answer. I'm not sure that's your question to answer, but I do appreciate your efforts and explanations.

Thank you.

Jake

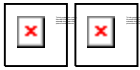
Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager • Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Wed, Mar 10, 2021 at 12:11 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

I am happy to answer your questions.

Your note below addresses the baseline test, but it is the stress test that shows how much volume the Rebates application website could handle. It starts on page 25. You will see there that the stress test included 79,279 applications being received, with 25,789 being submitted in the first ten minutes. The test was successful. On January 6, the busiest minute for the program was 9:01-9:02 when there were 571 applications submitted, which was less than the stress test.

You are right that the popularity of the program has grown since it was introduced in 2018. In fact, as a result of this growth, Duke supported the Public Staff's proposal to move to a lottery system where customers interested in participating would register and be randomly selected for the January 2021 capacity opening. We believe the random selection process would mitigate issues related to access to broadband internet, the ability to type quickly and other challenges customers face in the first come, first serve process. NCSEA, of which you are a member, stated in their July 6 filing that solar installers were universally against a random selection process. The commission cited this as a compelling reason for not approving the request.

Given how much more quickly the program sold out in January to year's past, Duke has again requested moving to a random selection process for the July 2021 capacity opening. My understanding is NCSEA is now in favor of a random selection process, but not for July. Duke believes that implementing this change sooner rather than later is critical. Your support and advocacy within NCSEA would be appreciated.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Friday, March 5, 2021 2:00 PM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>; chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Cc: Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>
Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Hi Stacy and Duke and everyone listed on the aforementioned Dockets,

Thank you for sharing the testing results in the pdf. Could you provide an explanation of the results based on my questions below?

I'll start with I might need a better explanation of the pdf. I cannot add up 79,000 from page 10. I do see 18,000 and I do see volume rate of 3000 in first ten minutes, and then a reference of 1516 in first ten minutes for actual. So I'm a little confused, but I understand enough to ask direct questions below.

Who set the expected high traffic circumstances? Who made the decision that only 1,516 applicants would apply in the first ten minutes? Even saying 3,000 will apply in the first ten minutes is faulty. This could mean 151 (or 300) applicants in the first minute and every minute up to 10 minutes? That is way to slow of a rate. Had Duke conferred with installers with this rate of application my feeling is we would've instructed the test to be 3,000 applicants in the first minute.

Did Duke confer with any installer to set these rates for the test? Sugar Hollow Solar was not asked how the test should've been organized, and that shows lack of responsibility of the owner of the test.

Every year this application has occurred the rate of application has grown exponentially. Every year installers have stated the rebate is not guaranteed, and the availability is narrow (except IMO out of state door knocking solar companies explained earlier in this thread). Again Duke's website failed, and that cost the NC applicants an equal opportunity of winning the rebate which Duke constructed as a race where they were the official.

Executive Summary

A baseline performance test was executed against the NC Solar Rebate application. This was to test the servers' endurance to expected high traffic circumstances and ensure the application would be able to handle the load properly. This test had the following specifications:

Duration 1 Hour

Total Volume: Expected 18,000 Solar Rebate Submissions

Volume Rate: 3,000 Submissions every 10 minutes

Actual Volume Rate:

- 1,516 during the first 10 mins
- 2,963 during the first 15 mins
- 4,412 during the first 20 mins
- 19,192 for the entire test

Observations:

- There was a single error during the test. An SSL error occurred during the first 10 minutes of the test.
- The majority of the response times were less than a second.

Response Times Compared to Previous Tests:

HTTP	Average	11/17/2020	11/23/2020
Transaction Name	7/20/2020	11/17/2020	11/23/2020
NCSolar_000_Home	0.334	0.638	0.730
NCSolarCustomer_001_EnterProjectID	0.160	0.206	0.305
NCSolarCustomer_002_SubmitSolarRebate	0.630	0.981	1.358
NCSolarInstaller_003_EnterProjectID	0.159	0.210	0.290
NCSolarInstaller_003_SubmitSolarRequest	0.615	0.728	1.021

Chrome Browser	Average	11/17/2020	11/23/2020
Transaction Name	8/4/2020	11/17/2020	11/23/2020
NC_Solar_Customer_Chrome_000_Home	0.709	0.588	1.080
NC_Solar_Customer_Chrome_001_ChoseCustomer	0.162	0.149	0.712
NC_Solar_Customer_Chrome_002_EnterProjectID	0.135	0.190	0.194
NC_Solar_Customer_Chrome_003_FillDetails	0.021	0.030	0.030
NC_Solar_Customer_Chrome_004_FillAddressDetails	0.020	0.029	0.029
NC_Solar_Customer_Chrome_005_SelectAddressType	0.060	0.089	0.089
NC_Solar_Customer_Chrome_006_SelectHomeType	0.022	0.031	0.031
NC_Solar_Customer_Chrome_007_SelectRebateQuantity	0.032	0.032	0.031

Page 11 / 37

The real test was January 6th, and the pdf results were more like data from a practice. The real test on the 6th did fail as submissions were faster than the practice exhibited. Or perhaps I should state that practice failed because it was not structured properly, and the test failed because it was based on a faulty practice. Either way the owner of the test/practice and application is at fault, not the clients nor the installers, which is the story that is continuously stated publicly. It didn't matter if I caught every pop fly in practice, if I dropped it during the game it was my fault and I had to take responsibility.

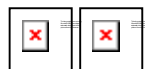
I'd like to understand what responsibility Duke is taking to be accountable for their responsibility of owning the application. I'd also like to appreciate the employees and their managers of the Duke Renewables department as they are calling solar applicants to understand the issues better first hand. Many of our clients are informing me that they are being reached out to, and that shows ya'll are working on something. They are confused and untrusting of Duke, they actually call me first to ask if they should call ya'll back. I find this very odd, but it does indicate a large lack of trust of Duke, something you may want to address.

I appreciate your time. Thank you.

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Tue, Mar 2, 2021 at 7:02 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

Thank you for bringing your concerns to us. Below I have tried to address your questions.

In response to your concerns about the preparedness of the Duke to manage the number of applicants, I have attached the performance testing documentation Duke submitted to the North Carolina Utilities Commission in December. Please scroll down to page 10. Duke tested scenarios that included application volumes up to 79,000. All scenarios passed.

The program sold out extraordinarily fast in January – less than two minutes in each utility. Duke is developing a proposal to address the inequities that you pointed out below and hope to share that publicly very soon.

We appreciate your efforts to ensure our common customers are treated fairly. Thank you for sending us the impacted project identification numbers. We have been contacting them individually to better understand their experience and will work with them accordingly. We always encourage installers to have customers call Duke directly to resolve their concerns quickest.

If you have any further questions, please feel free to contact me directly.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Monday, February 22, 2021 11:41 AM

To: Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; David.Tsai@duke-energy.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org

Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Benjamin Smith <ben@energync.org>; Ledford, Peter-energync <peter@energync.org>; Matt Abele <mattabele@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

***** CAUTION! EXTERNAL SENDER *** STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Thank you Jeffrey. I don't believe my next set of questions are in your realm of responsibility, thus I've placed everyone on the "service list" from Dockets E-2 and E-7 (sub 1167 and 1166 respectively) into this email. My hope is that someone on the list can pick up where you left off. Your response was received as honorable and professional, much appreciated.

For those on this thread for the first time, feel free to read through the thread for further reference.

As a note of transparency I do communicate my statements with my clients as I feel the need to inform them we are providing the best service we possibly can.

What are the steps to get an explanation from Duke in regards to the slowness of the final page of application? I believe internet speed was not the issue. The issue was the preparedness of Duke to manage the number of applicants. Indeed Demand outpaced Supply, and the leader and owner of the Rebate Handling, Duke Energy, was not prepared for the Demand. Hence a grand majority of applications were delayed due to a website that was slow to respond due to traffic, not due to internet speed. It was their website, and their inability to manage Demand that caused delays in applications.

Essentially **I am requesting an answer from Duke as to why the final page was slow to respond, and not with "... clients' internet speed was slow."** That answer does not satisfy me for a simple reason; the transition between pages was not slow and thus not an issue, thus "slow internet speed" is not justified. Slowness occurred on the final page, after clicking "I'm not a robot" where the "submit" link did not become active. It's not logical to state "slow internet speed" when speeds were sufficient until "submit", and the permission to click "submit" was created and thus controlled by the accountable entity of the rebate application. If Duke doesn't want to be responsible for managing the rebate they should not have taken that as one of their responsibilities, however they did, and thus they are accountable for not managing the "Demand" (# of applicants) that showed up on January 6th to their website.

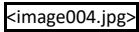
Kind regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger
Energy Consultant Manager ▪ Sugar Hollow Solar

828 571 0025

-
<image003.jpg>

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Fri, Feb 19, 2021 at 9:56 AM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

I have received your emails to date. At this time, beyond my attached response, I do not have additional information to provide regarding your customers who did not receive a rebate. Any customers who have been able to document technical issues should reach out directly to Duke Energy at the email I provided in the attached email, as there may be avenues for relief that way.

The program was very popular this year, and with the available capacity cut in half, there were many, many unhappy customers. Unfortunately, the program is constrained by design and the demand has far outpaced the supply. Your suggestion of tracking timestamps is something we may raise to the Commission's attention when Duke files its April solar rebate report.

You can also have your customers submit a statement of position in the solar rebate dockets [E-7, Sub 1166](#) (DEC) and [E-2, Sub 1167](#) (DEP) at [this website](#). You or your customers can also file a formal complaint with the Commission by following [these steps](#).

Thank you again for reaching out to the Public Staff. Have a great weekend,

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Thursday, February 18, 2021 8:38 AM

To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>; statements@ncuc.net; Consumer.Services <Consumer.Services@psncuc.nc.gov>; NCSolarRebate <NCSolarRebate@duke-energy.com>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Thomas, Pubic Staff, NCSolarRebate and anyone else with Duke Energy,

It has been near 2 weeks since I sent my email and I have not had a legitimate response, nor any response. I feel it's ok to take your time to look into my questions in order they can be best answered, however I'd like to know that the email has been received and considered.

Could you please let me know if you will be addressing the concerns/thoughts and questions in the email I previously sent. Thank you.

Kind regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

Jake Feltenberger
Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image003.jpg>

<image004.jpg>

-

jake@sugarhollowsolar.com

<image003.jpg>

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

On Fri, Feb 5, 2021 at 4:49 PM Jake Feltenberger <jake@sugarhollowsolar.com> wrote:

Hi Jeffrey, NCUC and Duke,

Jeffrey,

I appreciate your continued support in helping NC residents. I find it hard to believe that slow internet caused a delay in the "submit" button not becoming active. Essentially Duke is claiming then that everyone's internet was working fine, and then coming to the "submit" button everyone's internet decided to slow down. We had clients wait more than 30 seconds for the submit button to become active. That is not their internet slowness especially if no other screens had such delays.

NCSolarRebate, Can you please have someone at Duke explain the scenario above? If web screens moved steadily through until "captcha" / "I'm not a robot" then how can you lay cause towards internet speeds. It was traffic management, and this could be discovered if you researched time delay from screen to screen.

Also Stephanie Jett stated at position 17min 25 seconds and then again at position 22:39 seconds that Duke is implementing a logging mechanism that could track timestamps of applications from screen to screen. She stated, as you'll hear, that they could retrieve those timestamps if they put in the work. Duke is capable of providing step #2 timestamps of when Project ID #s were entered if they put in the work. That timestamp would truly prove who was ahead during submissions.

I have cc'd NCSolarRebate, Statements@ncuc.net and consumer.services as I have heard now that all three of these entities should be emailed in regards to "logging" official complaints (no reason other than being notified). including a "Mr. Joyner" email not provided.

Jeffrey, thank you for the direction in regards to direction of screenshots I will forward your message along to our clients.

Below is the link where you'll find the statement about logging timestamps between screens. She stated if the system fails they'll be able to retrieve. In my opinion based on the submit button not becoming active "they failed", but definitions are in the eye of the beholder - which would be the NCUC and Duke.

Please forward to 17:25 and 22:39 for time tracking of the entire application (screen to screen)

https://files.globalmeet.com/pb/eyJraWQiOiJjODdlNDQzZi1iMjIwLTQwMDAtYTZiYi0xZmQ2MTAxYjc1NTUjLCJhbGciOiJFUzI1NiJ9.ChYiIGqjrbX6-3nARDfipK07YzLmsQBEGYlyKykjQYY2p4Y.5T_yBlr4YfeOUO2UU1crh3fag_REeeV_qsWz6qkVa6Trq0KZRGrFuO6g5tXQ8LO3P4v0POHBuTS8_djDiT-5TQ

Duke, NCSolarRebate and the NCUC,

I very much appreciate your continued effort and ability to be patient with me along with the time you've given me. We are a small company trying to grow. We want to create well paid jobs that are respectable and sustainable for NC. These incentives do more than create clean energy for NC solar owners and their neighbors; they create good PR if they're run with certainty. I have worked now in 3 states with solar incentives and I do feel there's time for improvement.

Utility companies often get a bad rap. Here in NC I've talked to over 400 prospective clients, sadly not one of them has had a high reputation for Duke (they do like their employees, but I digress). A more clear and certain incentive platform could help create better relations with Duke clients....think about it...1400 people on DEPs waitlist alone vs how many that received....that's not good PR, and those 1400 have friends and neighbors and family they speak to...it's not just them that feel disgruntled (I'm really focussing on residential. IMO commercial clients have known since 2018 submission the likelihood is nil in reserving capacity).

The uncertainty is also not good for the solar installer. It's harder to predict growth and thus to post jobs and if necessary borrow money to grow the company. How hard would it be to roll the rebate forward? Give the applicants of this January their value, and take it away from the back end 2023 or NonProfit which never moves. There are some solar companies out there that are telling clients they're "entitled" to the rebate (Encor being one, I know this because I had them pitch me at my home), but true NC installers are not doing this, no one is guaranteeing the rebate, and certainly now no one is claiming the rebate as "possible". Thus its current state is not much of an incentive, the wealthy that can roll the dice, but the less well off will pass. Sales strategies will roll into pushing loans that carry heavy dealer fees, and locking clients into 20 and 25 year loans that pay banks outside of NC. Future NC money leaving the state cannot be desirable. A high fee, low interest loan is a way to go forward, but again not the best for the NC resident that wants to do the right thing.

I know I'm up against a wall here, but I'm pleading for my clients out of true care. People have cancelled, hearts broken, some elderly told me they've dreamed of doing this, and now, it's gone.

Sincerely,

Jake Feltenberger

Our clients' project IDs are below.

060126
073274
119300
148884
144052
118234
143782
144060
148872
134712
064794
128256
138198
064784
115206
151424
134700
068842
139774
144054
142632
145786
115876
151704
128120
149320

141262
134246
151890
114128
141426
135694
124958
124788
136956
142958
117930
150332
134596
141348
138136
119288
150116
067042
149506
127376
134594
149310
124808
134592
134690
134550
128366
141370
059812
130436
149324
127630
149308
147082
128412
130448
151462
150082
128396

149298
128082
114590
144816
116226
134176
151770
114158
128032
134490
150342
151800
075574
148460
116336
130388
134742
148820
144064
064804
151122

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

-

Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image003.jpg>

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Thu, Feb 4, 2021 at 8:08 PM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

Appreciate you getting back to me. So we had a chat with Duke today, and they largely pointed out that most rebate applications did not have technical issues. For your customers that did have technical issues unrelated to slow internet speeds (such as un-clickable “Submit” buttons or erroneous emails), please have that customer email Duke at NCSolarRebate@duke-energy.com. The customer should provide proof in the form of screenshots, browser histories, detailed descriptions of what happened; whatever they can.

If any of your customers were applying for a rebate reservation and received an erroneous “capacity reserved” email, and they took action based upon that email (such as signing a solar contract), please have them contact Duke as well. They will need to provide proof in the form of the emails received from Duke as well as the dated contract showing they took action based upon the erroneous email.

If the customer did not have a technical issue, I’m afraid there is really not a lot the Public Staff or Duke can do for them. Competition for rebates was incredibly fierce, with capacity reserved in under 3 minutes. As far as your one customer who was blind, I encourage you to work with them to reach out to Duke and inquire about what remedies they may have available.

Please let me know if you have any other questions or if I can help you any other way. Thanks for reaching out,

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>
Sent: Wednesday, February 3, 2021 1:43 PM
To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Thanks for taking the time to reply back to me Jeffrey, and I'm glad you're looking into this. The list I can provide is pretty long...below are their project ID numbers. Every one of them had issues of some sort or another, and one of them is legally blind. He's brought up the American Disabilities Act and how this type of rebate program is against rules, his take is understandable for sure, even if he didn't have issues. Please LMK any other ways I can help.

060126
073274
119300
148884
144052
118234
143782
144060
148872
134712
064794
128256
138198
064784
115206
151424
134700
068842
139774
144054
142632
145786
115876
151704
128120
149320
141262
134246
151890
114128
141426
135694
124958
124788
136956
142958
117930
150332
134596

141348
138136
119288
150116
067042
149506
127376
134594
149310
124808
134592
134690
134550
128366
141370
059812
130436
149324
127630
149308
147082
128412
130448
151462
150082
128396
149298
128082
114590
144816
116226
134176
151770
114158
128032
134490
150342
151800
075574

148460
116336
130388
134742
148820
144064
064804
151122

Thanks for your time.

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

<image003.jpg>

Jake Feltenberger

Energy Consultant Manager • Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Tue, Feb 2, 2021 at 6:06 PM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

I appreciate your perspective on this issue. At this time I encourage your customers to provide documentation and proof to consumer.services@psncuc.nc.gov, where all customer complaints must first be logged. I can search those logs as well to pull data. If you have a comprehensive list of all people who have had technical issues, feel free to pass that along to myself as well. We have a meeting set up with Duke to discuss some of the issues that have been raised.

I appreciate the information regarding the timestamp on each page. I will talk to Duke about that and see if we can find significant delays prior to the submit button.

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>
Sent: Tuesday, February 2, 2021 3:53 PM
To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Subject: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Jeff,

We had many clients experience difficulties with Duke's website the morning of January 6th. Many reported difficulties/slowness moving from one page to the next, with the "captcha/I'm not a robot" button along with delayed availability of the "submit" link.

Is it ok for me to share your email address with them? They will share their issues. Many have already written emails to "consumer.services@psncuc.nc.gov" though they were instructed to list "Attn: Mr. Joyner" in the subject line. Thus you could find many by searching for those words.

I do know that some of them told me they waited for 30 seconds just watching the "I'm not a robot" button circle with no action allowable on the submit button. This delayed many if not everyone's ability to click submit which is the timestamp Duke has been using.

Also I know that Duke's website was not supposed to allow re-submission of the same project ID after passing step 2 of the application (step 2 was entering the project ID). Many clients needed to start over because the "captcha/I'm not a robot" link circled without end. They started over and resubmitted. This shouldn't have been possible.

Based on Duke's webinar, Duke stated they were timestamping every page applied upon (as the client moved through the application). Meaning the initial Step 2 timestamp should be logged and could be utilized. Being that some applicants finished under 1 minute, anyone knows the application was not lengthy. Moving from step 2 to the final step should have taken less than 15 seconds. If it took longer it was due to delays on Duke's website. If you were able to have access to step 2 timestamps (the initial submitted step 2). We would see true timestamps of our clients. You could also note the delays of the submit button. Of course with Duke this would take inquiring on the initial timestamp of step 2.

Please feel free to contact me.

Kind Regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

-

<image003.jpg>

Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

----- Forwarded message -----

From: **Richard Jacobs** <rjjacobs@ncappraisal.com>
Date: Mon, Feb 1, 2021 at 6:08 PM
Subject: FW: Solar Rebate Complaint
To: Jake Feltenberger <jake@sugarhollowsolar.com>

Jake –

I just got this from a guy at the NC Utilities Commission responding to my letter to the NC Utilities Commission on complaining about the Duke Energy Solar Rebate fiasco on January 6. I sent him a copy of the screenshots he asked for showing the Submit button on my application page greyed out and my browser history for that morning showing me logged into Duke's website for the rebate program at 9 AM.

I passed along your name to him as someone with firsthand knowledge of other Sugar Hollow customers who also failed to get their applications submitted because of the defective website, and thought you should contact him directly.

Thanks.

Richard Jacobs

From: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Sent: Monday, February 1, 2021 5:13 PM
To: rjjacobs@ncappraisal.com
Subject: Solar Rebate Complaint

Hello Mr. Jacobs,

Thank you for speaking with me on the phone today. As I explained, I am an engineer tasked with reviewing solar rebate complaints. It appears the formal complaint you intended to file was filed as a [Consumer Statement of Position](#). I wanted to work with you on the complaint, as before they review a formal complaint, typically the Commission will want you to have worked with the Company and the Public Staff.

I have also had [Consumer Services](#) log your complaint into their complaint tracking system, so we are all on the same page. If you are unable to get satisfactory resolution through the Public Staff, you are free to re-file your document as a formal complaint.

If you can please send me the screenshots you took from your computer showing the 'greyed out' Apply button, I would appreciate it. I would like to understand from Duke's side why that might have happened. If you have any idea of the number of customers who also experienced the 'greyed out' Apply button, I would be interested in learning more or perhaps contacting the people that had the same issue.

Thank you, and I look forward to your response.

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Worley, Lindsey

From: Phillips, Stacy <Stacy.Phillips@duke-energy.com>
Sent: Wednesday, March 17, 2021 11:50 AM
To: Jake Feltenberger
Cc: Ayers, Christopher J; Somers, Bo; Dodge, Tim-psncuc; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods; Drooz, David T; bkaylor@rkwaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; Statements; NCSolarRebate; Cc: Consumer.Services; Thomas, Jeff -psncuc.nc; Matt Abele; Ledford, Peter-energyinc; Benjamin Smith
Subject: RE: [External] Fwd: FW: Solar Rebate Complaint

Follow Up Flag: Follow up
Flag Status: Flagged

Mr. Feltenberger:

I understand you are frustrated with the program opening, but at this time I have answered your questions as thoroughly and as best as I can. I have no additional information to offer.

Stacy Phillips

Manager Distributed Energy Technology
Program Management and Compliance

Duke Energy
400 South Tryon- 14th Floor
Charlotte, NC 28202
O: 704-382-9399
M: 704-951-7133
F: 980-373-9886
Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Tuesday, March 16, 2021 3:42 PM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>

Cc: chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Thank you for your time and dedication to explaining. You're sharing Duke's opinion which is the opinion I'm trying to understand. I really appreciate your effort in resolving the issue, however I'm back to my primary issue. Maybe someone else on this email chain can answer the below:

When searching back through this email thread you will find on the date of February 22, 2021, I stated the situation of this:

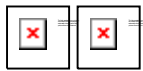
Essentially **I am requesting an answer from Duke as to why the final page was slow to respond, and not with "... clients' internet speed was slow."** That answer does not satisfy me for a simple reason; **the transition between pages was not slow and thus not an issue, thus "slow internet speed" is not justified. Slowness occurred on the final page, after clicking "I'm not a robot" where the "submit" link did not become active.** It's not logical to state "slow internet speed" when speeds were sufficient until "submit", and the permission to click "submit" was created and thus controlled by the accountable entity of the rebate application.

Hence how is it possible to continue to blame slow internet speeds on the part of the customer? The issue is demand control on Duke's website. Indeed the stress test may have worked in practice, but on game day it dropped the ball, and let me be more clear. On 4th down the website dropped the ball in the endzone. Passes up till the endzone (i.e. prior to the submit button issue) were caught. Maybe the stress test didn't account for everyone clicking the captcha at the same time, and hence that was the issue.....either way the ball in the endzone was dropped by owner of the website, and there lies the fault. Until something is presented to prove otherwise I cannot let go of my logical opinion.

I really appreciate your efforts.

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Tue, Mar 16, 2021 at 1:21 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

I'm glad the further explanation about the test was helpful. Because the January 6 results were lower than the stress test, we believe that slowness customers experienced was on their side due to things outside of Duke's control as I have shared Duke's opinion and the related data in the previous emails.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Thursday, March 11, 2021 9:33 AM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>

Cc: chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett - mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Hi Stacy,

I appreciate the explanation and direction to page 25 for more evaluation. My response is if during the "stress test/practice" the system passed why during the real test/January 6th when there were as you state fewer applications than during the stress test/practice did the system not work as expected?

I think there's something missing from the situation regarding "Lottery vs standard quo". A large issue for installers is that notification of these rule changes occur incredibly late in the game of presenting to solar homeowners. We're already in March and have been selling and presenting to clients with rules that are in place as of now (that we're officially given in November of 2020). Changing rules late in the game makes everything difficult. Currently we tell clients you have some control in the situation but nothing is guaranteed. If ya'll want to change the rule this could've been officially announced in 2020, we'd be presenting under that new rule at this point, and there'd be less confusion. However, you're recommending a rule change, and we have no idea of when it'll be official, and that was a big problem last year.

This year we already have 1/3 of clients presented to (or sold systems to) as two months have passed (in relation to the July application). The rule change to a "lottery" would be officially announced when, April, May, June?... This was a similar issue to last year when the rules changed after we had already been selling

to clients under a different set of rules for well over half the year, and an official announcement released in November with Duke Webinar in December. Changing rules just before the game is played is not a winning strategy, and that is the reason most installers want to wait until next January (in my opinion).

Getting rid of the 90 day rule and allowing customers to reapply if they haven't won, I'm fine with that. Those are actually improvements to the rebate process from the clients' perspective, and it would relieve stress of Duke's net meter installers. When a rule change is made that actually benefits all sides (clients, installers and Duke) it's easy to make that change whenever. A lottery system benefits Duke and homeowners that are slow typers. I'm not against a lottery, just make the rule change before we start explaining the process not afterwards.

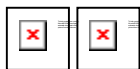
The above is just one opinion and is not my point in this email thread. My question remains "Why did the system fail to work appropriately on January 6, 2021? I still don't have an appropriate answer. I'm not sure that's your question to answer, but I do appreciate your efforts and explanations.

Thank you.

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager • Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Wed, Mar 10, 2021 at 12:11 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

I am happy to answer your questions.

Your note below addresses the baseline test, but it is the stress test that shows how much volume the Rebates application website could handle. It starts on page 25. You will see there that the stress test included 79,279 applications being received, with 25,789 being submitted in the first ten minutes. The test was successful. On January 6, the busiest minute for the program was 9:01-9:02 when there were 571 applications submitted, which was less than the stress test.

You are right that the popularity of the program has grown since it was introduced in 2018. In fact, as a result of this growth, Duke supported the Public Staff's proposal to move to a lottery system where customers interested in participating would register and be randomly selected for the January 2021 capacity opening. We believe the random selection process would mitigate issues related to access to broadband internet, the ability to type quickly and other challenges customers face in the first come, first serve process. NCSEA, of which you are a member, stated in their July 6 filing that solar installers were universally against a random selection process. The commission cited this as a compelling reason for not approving the request.

Given how much more quickly the program sold out in January to year's past, Duke has again requested moving to a random selection process for the July 2021 capacity opening. My understanding is NCSEA is now in favor of a random selection process, but not for July. Duke believes that implementing this change sooner rather than later is critical. Your support and advocacy within NCSEA would be appreciated.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Friday, March 5, 2021 2:00 PM

To: Phillips, Stacy <Stacy.Phillips@duke-energy.com>; chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rkwaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>

Cc: Thomas, Jeff -[psncuc.nc](mailto:jeff.thomas@psncuc.nc.gov) <jeff.thomas@psncuc.nc.gov>; Matt Abele <mattabele@energync.org>; Ledford, Peter-energync <peter@energync.org>; Benjamin Smith <ben@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

Hi Stacy and Duke and everyone listed on the aforementioned Dockets,

Thank you for sharing the testing results in the pdf. Could you provide an explanation of the results based on my questions below?

I'll start with I might need a better explanation of the pdf. I cannot add up 79,000 from page 10. I do see 18,000 and I do see volume rate of 3000 in first ten minutes, and then a reference of 1516 in first ten minutes for actual. So I'm a little confused, but I understand enough to ask direct questions below.

Who set the expected high traffic circumstances? Who made the decision that only 1,516 applicants would apply in the first ten minutes? Even saying 3,000 will apply in the first ten minutes is faulty. This could mean 151 (or 300) applicants in the first minute and every minute up to 10 minutes? That is way to slow of a rate. Had Duke conferred with installers with this rate of application my feeling is we would've instructed the test to be 3,000 applicants in the first minute.

Did Duke confer with any installer to set these rates for the test? Sugar Hollow Solar was not asked how the test should've been organized, and that shows lack of responsibility of the owner of the test.

Every year this application has occurred the rate of application has grown exponentially. Every year installers have stated the rebate is not guaranteed, and the availability is narrow (except IMO out of state door knocking solar companies explained earlier in this thread). Again Duke's website failed, and that cost the NC applicants an equal opportunity of winning the rebate which Duke constructed as a race where they were the official.

Executive Summary

A baseline performance test was executed against the NC Solar Rebate application. This was to test the servers' endurance to expected high traffic circumstances and ensure the application would be able to handle the load properly. This test had the following specifications:

Duration 1 Hour

Total Volume: Expected 18,000 Solar Rebate Submissions

Volume Rate: 3,000 Submissions every 10 minutes

Actual Volume Rate:

- 1,516 during the first 10 mins
- 2,963 during the first 15 mins
- 4,412 during the first 20 mins
- 19,192 for the entire test

Observations:

- There was a single error during the test. An SSL error occurred during the first 10 minutes of the test.
- The majority of the response times were less than a second.

Response Times Compared to Previous Tests:

HTTP	Average	11/17/2020	11/23/2020
Transaction Name	7/20/2020	11/17/2020	11/23/2020
NCSolar_000_Home	0.334	0.638	0.730
NCSolarCustomer_001_EnterProjectID	0.160	0.206	0.305
NCSolarCustomer_002_SubmitSolarRebate	0.630	0.981	1.358
NCSolarInstaller_003_EnterProjectID	0.159	0.210	0.290
NCSolarInstaller_003_SubmitSolarRequest	0.615	0.728	1.021

Chrome Browser	Average	11/17/2020	11/23/2020
Transaction Name	8/4/2020	11/17/2020	11/23/2020
NC_Solar_Customer_Chrome_000_Home	0.709	0.588	1.080
NC_Solar_Customer_Chrome_001_ChoseCustomer	0.142	0.149	0.712
NC_Solar_Customer_Chrome_002_EnterProjectID	0.135	0.190	0.194
NC_Solar_Customer_Chrome_003_FillDetails	0.021	0.030	0.030
NC_Solar_Customer_Chrome_004_FillAddressDetails	0.020	0.029	0.029
NC_Solar_Customer_Chrome_005_SelectAddressType	0.060	0.089	0.089
NC_Solar_Customer_Chrome_006_SelectHomeType	0.022	0.031	0.031
NC_Solar_Customer_Chrome_007_SelectRebateQuantity	0.032	0.032	0.031

Page 11 / 37

The real test was January 6th, and the pdf results were more like data from a practice. The real test on the 6th did fail as submissions were faster than the practice exhibited. Or perhaps I should state that practice failed because it was not structured properly, and the test failed because it was based on a faulty practice. Either way the owner of the test/practice and application is at fault, not the clients nor the installers, which is the story that is continuously stated publicly. It didn't matter if I caught every pop fly in practice, if I dropped it during the game it was my fault and I had to take responsibility.

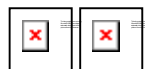
I'd like to understand what responsibility Duke is taking to be accountable for their responsibility of owning the application. I'd also like to appreciate the employees and their managers of the Duke Renewables department as they are calling solar applicants to understand the issues better first hand. Many of our clients are informing me that they are being reached out to, and that shows ya'll are working on something. They are confused and untrusting of Duke, they actually call me first to ask if they should call ya'll back. I find this very odd, but it does indicate a large lack of trust of Duke, something you may want to address.

I appreciate your time. Thank you.

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com



6 Sugar Hollow Solar Fairview, NC 28730



www.sugarhollowsolar.com

On Tue, Mar 2, 2021 at 7:02 PM Phillips, Stacy <Stacy.Phillips@duke-energy.com> wrote:

Mr. Feltenberger:

Thank you for bringing your concerns to us. Below I have tried to address your questions.

In response to your concerns about the preparedness of the Duke to manage the number of applicants, I have attached the performance testing documentation Duke submitted to the North Carolina Utilities Commission in December. Please scroll down to page 10. Duke tested scenarios that included application volumes up to 79,000. All scenarios passed.

The program sold out extraordinarily fast in January – less than two minutes in each utility. Duke is developing a proposal to address the inequities that you pointed out below and hope to share that publicly very soon.

We appreciate your efforts to ensure our common customers are treated fairly. Thank you for sending us the impacted project identification numbers. We have been contacting them individually to better understand their experience and will work with them accordingly. We always encourage installers to have customers call Duke directly to resolve their concerns quickest.

If you have any further questions, please feel free to contact me directly.

Stacy Phillips

Manager Distributed Energy Technology

Program Management and Compliance

Duke Energy

400 South Tryon- 14th Floor

Charlotte, NC 28202

O: 704-382-9399

M: 704-951-7133

F: 980-373-9886

Stacy.phillips@duke-energy.com

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Monday, February 22, 2021 11:41 AM

To: Thomas, Jeff -psncuc.nc <jeff.thomas@psncuc.nc.gov>; chris.ayers@psncuc.nc.gov; Somers, Bo <Bo.Somers@duke-energy.com>; Dodge, Tim-psncuc <tim.dodge@psncuc.nc.gov>; brady.allen@theallenlawoffices.com; pstein@selcnc.org; molly.jagannathan@troutmansanders.com; njimenez@selcnc.org; Breitschwerdt, Brett -mcguirewoods <bbreitschwerdt@mcguirewoods.com>; david.drooz@psncuc.nc.gov; bkaylor@rwkaylorlaw.com; james.west@faypwc.com; rick.feathers@ncemcs.com; sherry.robinson@lexisnexis.com; David.Tsai@duke-energy.com; mhutt@selcnc.org; MillerSA@booth-assoc.com; smiller@cucainc.org; bkoger@advancedenergy.org

Cc: Consumer.Services <Consumer.Services@psncuc.nc.gov>; statements@ncuc.net; NCSolarRebate <NCSolarRebate@duke-energy.com>; Benjamin Smith <ben@energync.org>; Ledford, Peter-energync <peter@energync.org>; Matt Abele <mattabele@energync.org>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

***** CAUTION! EXTERNAL SENDER *** STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Thank you Jeffrey. I don't believe my next set of questions are in your realm of responsibility, thus I've placed everyone on the "service list" from Dockets E-2 and E-7 (sub 1167 and 1166 respectively) into this email. My hope is that someone on the list can pick up where you left off. Your response was received as honorable and professional, much appreciated.

For those on this thread for the first time, feel free to read through the thread for further reference.

As a note of transparency I do communicate my statements with my clients as I feel the need to inform them we are providing the best service we possibly can.

What are the steps to get an explanation from Duke in regards to the slowness of the final page of application? I believe internet speed was not the issue. The issue was the preparedness of Duke to manage the number of applicants. Indeed Demand outpaced Supply, and the leader and owner of the Rebate Handling, Duke Energy, was not prepared for the Demand. Hence a grand majority of applications were delayed due to a website that was slow to respond due to traffic, not due to internet speed. It was their website, and their inability to manage Demand that caused delays in applications.

Essentially **I am requesting an answer from Duke as to why the final page was slow to respond, and not with "... clients' internet speed was slow."** That answer does not satisfy me for a simple reason; the transition between pages was not slow and thus not an issue, thus "slow internet speed" is not justified. Slowness occurred on the final page, after clicking "I'm not a robot" where the "submit" link did not become active. It's not logical to state "slow internet speed" when speeds were sufficient until "submit", and the permission to click "submit" was created and thus controlled by the accountable entity of the rebate application. If Duke doesn't want to be responsible for managing the rebate they should not have taken that as one of their responsibilities, however they did, and thus they are accountable for not managing the "Demand" (# of applicants) that showed up on January 6th to their website.


Kind regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)



Jake Feltenberger
Energy Consultant Manager ▪ Sugar Hollow Solar

828 571 0025

-
<image003.jpg>

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Fri, Feb 19, 2021 at 9:56 AM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

I have received your emails to date. At this time, beyond my attached response, I do not have additional information to provide regarding your customers who did not receive a rebate. Any customers who have been able to document technical issues should reach out directly to Duke Energy at the email I provided in the attached email, as there may be avenues for relief that way.

The program was very popular this year, and with the available capacity cut in half, there were many, many unhappy customers. Unfortunately, the program is constrained by design and the demand has far outpaced the supply. Your suggestion of tracking timestamps is something we may raise to the Commission's attention when Duke files its April solar rebate report.

You can also have your customers submit a statement of position in the solar rebate dockets [E-7, Sub 1166](#) (DEC) and [E-2, Sub 1167](#) (DEP) at [this website](#). You or your customers can also file a formal complaint with the Commission by following [these steps](#).

Thank you again for reaching out to the Public Staff. Have a great weekend,

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>

Sent: Thursday, February 18, 2021 8:38 AM

To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>; statements@ncuc.net; Consumer.Services <Consumer.Services@psncuc.nc.gov>; NCSolarRebate <NCSolarRebate@duke-energy.com>

Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Thomas, Pubic Staff, NCSolarRebate and anyone else with Duke Energy,

It has been near 2 weeks since I sent my email and I have not had a legitimate response, nor any response. I feel it's ok to take your time to look into my questions in order they can be best answered, however I'd like to know that the email has been received and considered.

Could you please let me know if you will be addressing the concerns/thoughts and questions in the email I previously sent. Thank you.

Kind regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

Jake Feltenberger
Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image003.jpg>

<image004.jpg>

-

jake@sugarhollowsolar.com

<image003.jpg>

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

On Fri, Feb 5, 2021 at 4:49 PM Jake Feltenberger <jake@sugarhollowsolar.com> wrote:

Hi Jeffrey, NCUC and Duke,

Jeffrey,

I appreciate your continued support in helping NC residents. I find it hard to believe that slow internet caused a delay in the "submit" button not becoming active. Essentially Duke is claiming then that everyone's internet was working fine, and then coming to the "submit" button everyone's internet decided to slow down. We had clients wait more than 30 seconds for the submit button to become active. That is not their internet slowness especially if no other screens had such delays.

NCSolarRebate, Can you please have someone at Duke explain the scenario above? If web screens moved steadily through until "captcha" / "I'm not a robot" then how can you lay cause towards internet speeds. It was traffic management, and this could be discovered if you researched time delay from screen to screen.

Also Stephanie Jett stated at position 17min 25 seconds and then again at position 22:39 seconds that Duke is implementing a logging mechanism that could track timestamps of applications from screen to screen. She stated, as you'll hear, that they could retrieve those timestamps if they put in the work. Duke is capable of providing step #2 timestamps of when Project ID #s were entered if they put in the work. That timestamp would truly prove who was ahead during submissions.

I have cc'd NCSolarRebate, Statements@ncuc.net and consumer.services as I have heard now that all three of these entities should be emailed in regards to "logging" official complaints (no reason other than being notified). including a "Mr. Joyner" email not provided.

Jeffrey, thank you for the direction in regards to direction of screenshots I will forward your message along to our clients.

Below is the link where you'll find the statement about logging timestamps between screens. She stated if the system fails they'll be able to retrieve. In my opinion based on the submit button not becoming active "they failed", but definitions are in the eye of the beholder - which would be the NCUC and Duke.

Please forward to 17:25 and 22:39 for time tracking of the entire application (screen to screen)

https://files.globalmeet.com/pb/eyJraWQiOiJjODdlNDQzZi1iMjltLTQwMDAtYTZiYi0xZmQ2MTAxYjc1NTUjLCJhbGciOiJFUzI1NiJ9.ChYiIGqjrbX6-3nARDfipK07YzLmsQBEGYlyKykjQYY2p4Y.5T_yBlr4YfeOUO2UU1crh3fag_REeeV_qsWz6qkVa6Trq0KZRGrFuO6g5tXQ8LO3P4v0POHBuTS8_djDiT-5TQ

Duke, NCSolarRebate and the NCUC,

I very much appreciate your continued effort and ability to be patient with me along with the time you've given me. We are a small company trying to grow. We want to create well paid jobs that are respectable and sustainable for NC. These incentives do more than create clean energy for NC solar owners and their neighbors; they create good PR if they're run with certainty. I have worked now in 3 states with solar incentives and I do feel there's time for improvement.

Utility companies often get a bad rap. Here in NC I've talked to over 400 prospective clients, sadly not one of them has had a high reputation for Duke (they do like their employees, but I digress). A more clear and certain incentive platform could help create better relations with Duke clients....think about it...1400 people on DEPs waitlist alone vs how many that received....that's not good PR, and those 1400 have friends and neighbors and family they speak to...it's not just them that feel disgruntled (I'm really focussing on residential. IMO commercial clients have known since 2018 submission the likelihood is nil in reserving capacity).

The uncertainty is also not good for the solar installer. It's harder to predict growth and thus to post jobs and if necessary borrow money to grow the company. How hard would it be to roll the rebate forward? Give the applicants of this January their value, and take it away from the back end 2023 or NonProfit which never moves. There are some solar companies out there that are telling clients they're "entitled" to the rebate (Encor being one, I know this because I had them pitch me at my home), but true NC installers are not doing this, no one is guaranteeing the rebate, and certainly now no one is claiming the rebate as "possible". Thus its current state is not much of an incentive, the wealthy that can roll the dice, but the less well off will pass. Sales strategies will roll into pushing loans that carry heavy dealer fees, and locking clients into 20 and 25 year loans that pay banks outside of NC. Future NC money leaving the state cannot be desirable. A high fee, low interest loan is a way to go forward, but again not the best for the NC resident that wants to do the right thing.

I know I'm up against a wall here, but I'm pleading for my clients out of true care. People have cancelled, hearts broken, some elderly told me they've dreamed of doing this, and now, it's gone.

Sincerely,

Jake Feltenberger

Our clients' project IDs are below.

060126
073274
119300
148884
144052
118234
143782
144060
148872
134712
064794
128256
138198
064784
115206
151424
134700
068842
139774
144054
142632
145786
115876
151704
128120
149320

141262
134246
151890
114128
141426
135694
124958
124788
136956
142958
117930
150332
134596
141348
138136
119288
150116
067042
149506
127376
134594
149310
124808
134592
134690
134550
128366
141370
059812
130436
149324
127630
149308
147082
128412
130448
151462
150082
128396

149298
128082
114590
144816
116226
134176
151770
114158
128032
134490
150342
151800
075574
148460
116336
130388
134742
148820
144064
064804
151122

Here's a great video so you can see more of what we're about!

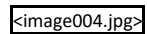
[Sugar Hollow Solar Story](#)



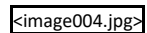
-

Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar



828 571 0025



jake@sugarhollowsolar.com

<image003.jpg>

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Thu, Feb 4, 2021 at 8:08 PM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

Appreciate you getting back to me. So we had a chat with Duke today, and they largely pointed out that most rebate applications did not have technical issues. For your customers that did have technical issues unrelated to slow internet speeds (such as un-clickable “Submit” buttons or erroneous emails), please have that customer email Duke at NCSolarRebate@duke-energy.com. The customer should provide proof in the form of screenshots, browser histories, detailed descriptions of what happened; whatever they can.

If any of your customers were applying for a rebate reservation and received an erroneous “capacity reserved” email, and they took action based upon that email (such as signing a solar contract), please have them contact Duke as well. They will need to provide proof in the form of the emails received from Duke as well as the dated contract showing they took action based upon the erroneous email.

If the customer did not have a technical issue, I’m afraid there is really not a lot the Public Staff or Duke can do for them. Competition for rebates was incredibly fierce, with capacity reserved in under 3 minutes. As far as your one customer who was blind, I encourage you to work with them to reach out to Duke and inquire about what remedies they may have available.

Please let me know if you have any other questions or if I can help you any other way. Thanks for reaching out,

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>
Sent: Wednesday, February 3, 2021 1:43 PM
To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Subject: Re: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Thanks for taking the time to reply back to me Jeffrey, and I'm glad you're looking into this. The list I can provide is pretty long...below are their project ID numbers. Every one of them had issues of some sort or another, and one of them is legally blind. He's brought up the American Disabilities Act and how this type of rebate program is against rules, his take is understandable for sure, even if he didn't have issues. Please LMK any other ways I can help.

060126
073274
119300
148884
144052
118234
143782
144060
148872
134712
064794
128256
138198
064784
115206
151424
134700
068842
139774
144054
142632
145786
115876
151704
128120
149320
141262
134246
151890
114128
141426
135694
124958
124788
136956
142958
117930
150332
134596

141348
138136
119288
150116
067042
149506
127376
134594
149310
124808
134592
134690
134550
128366
141370
059812
130436
149324
127630
149308
147082
128412
130448
151462
150082
128396
149298
128082
114590
144816
116226
134176
151770
114158
128032
134490
150342
151800
075574

148460
116336
130388
134742
148820
144064
064804
151122

Thanks for your time.

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

<image003.jpg>

Jake Feltenberger

Energy Consultant Manager • Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

On Tue, Feb 2, 2021 at 6:06 PM Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov> wrote:

Hello Jake,

I appreciate your perspective on this issue. At this time I encourage your customers to provide documentation and proof to consumer.services@psncuc.nc.gov, where all customer complaints must first be logged. I can search those logs as well to pull data. If you have a comprehensive list of all people who have had technical issues, feel free to pass that along to myself as well. We have a meeting set up with Duke to discuss some of the issues that have been raised.

I appreciate the information regarding the timestamp on each page. I will talk to Duke about that and see if we can find significant delays prior to the submit button.

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

From: Jake Feltenberger <jake@sugarhollowsolar.com>
Sent: Tuesday, February 2, 2021 3:53 PM
To: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Subject: [External] Fwd: FW: Solar Rebate Complaint

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

Hello Jeff,

We had many clients experience difficulties with Duke's website the morning of January 6th. Many reported difficulties/slowness moving from one page to the next, with the "captcha/I'm not a robot" button along with delayed availability of the "submit" link.

Is it ok for me to share your email address with them? They will share their issues. Many have already written emails to "consumer.services@psncuc.nc.gov" though they were instructed to list "Attn: Mr. Joyner" in the subject line. Thus you could find many by searching for those words.

I do know that some of them told me they waited for 30 seconds just watching the "I'm not a robot" button circle with no action allowable on the submit button. This delayed many if not everyone's ability to click submit which is the timestamp Duke has been using.

Also I know that Duke's website was not supposed to allow re-submission of the same project ID after passing step 2 of the application (step 2 was entering the project ID). Many clients needed to start over because the "captcha/I'm not a robot" link circled without end. They started over and resubmitted. This shouldn't have been possible.

Based on Duke's webinar, Duke stated they were timestamping every page applied upon (as the client moved through the application). Meaning the initial Step 2 timestamp should be logged and could be utilized. Being that some applicants finished under 1 minute, anyone knows the application was not lengthy. Moving from step 2 to the final step should have taken less than 15 seconds. If it took longer it was due to delays on Duke's website. If you were able to have access to step 2 timestamps (the initial submitted step 2). We would see true timestamps of our clients. You could also note the delays of the submit button. Of course with Duke this would take inquiring on the initial timestamp of step 2.

Please feel free to contact me.

Kind Regards,

Jake

Here's a great video so you can see more of what we're about!

[Sugar Hollow Solar Story](#)

<image003.jpg>

<image003.jpg>

-

<image003.jpg>

Jake Feltenberger

Energy Consultant Manager ▪ Sugar Hollow Solar

<image004.jpg>

828 571 0025

<image004.jpg>

jake@sugarhollowsolar.com

<image004.jpg>

6 Sugar Hollow Solar Fairview, NC 28730

<image004.jpg>

www.sugarhollowsolar.com

----- Forwarded message -----

From: **Richard Jacobs** <rjjacobs@ncappraisal.com>
Date: Mon, Feb 1, 2021 at 6:08 PM
Subject: FW: Solar Rebate Complaint
To: Jake Feltenberger <jake@sugarhollowsolar.com>

Jake –

I just got this from a guy at the NC Utilities Commission responding to my letter to the NC Utilities Commission on complaining about the Duke Energy Solar Rebate fiasco on January 6. I sent him a copy of the screenshots he asked for showing the Submit button on my application page greyed out and my browser history for that morning showing me logged into Duke's website for the rebate program at 9 AM.

I passed along your name to him as someone with firsthand knowledge of other Sugar Hollow customers who also failed to get their applications submitted because of the defective website, and thought you should contact him directly.

Thanks.

Richard Jacobs

From: Thomas, Jeffrey T <jeff.thomas@psncuc.nc.gov>
Sent: Monday, February 1, 2021 5:13 PM
To: rjjacobs@ncappraisal.com
Subject: Solar Rebate Complaint

Hello Mr. Jacobs,

Thank you for speaking with me on the phone today. As I explained, I am an engineer tasked with reviewing solar rebate complaints. It appears the formal complaint you intended to file was filed as a [Consumer Statement of Position](#). I wanted to work with you on the complaint, as before they review a formal complaint, typically the Commission will want you to have worked with the Company and the Public Staff.

I have also had [Consumer Services](#) log your complaint into their complaint tracking system, so we are all on the same page. If you are unable to get satisfactory resolution through the Public Staff, you are free to re-file your document as a formal complaint.

If you can please send me the screenshots you took from your computer showing the 'greyed out' Apply button, I would appreciate it. I would like to understand from Duke's side why that might have happened. If you have any idea of the number of customers who also experienced the 'greyed out' Apply button, I would be interested in learning more or perhaps contacting the people that had the same issue.

Thank you, and I look forward to your response.

Jeff Thomas

Utilities Engineer

[Public Staff](#) – North Carolina Utilities Commission

Energy Division

Electric Section – Operations and Planning

Office: (919) 733-0885

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.