

Worley, Lindsey

From: oxfordhawk@aol.com
Sent: Monday, February 8, 2021
5:37 PM
To: Statements
Subject: Docket Nos. E-2, Sub 1167
and E-7, Sub 1166,

Dear Commission,

This complaint is regarding the failure in the timing of the order made on Nov 6, 2020.

If the change reducing the rebate by half was not made at all, then anyone in the top 350 or so on the waitlist would have gotten into the rebate program (using a total of just over 800 total accepted as is). This additional capacity would have taken the cut-off time beyond the current cut-off of just over 2 min to closer to 3.5 min. This additional time would have allowed the program to maintain some semblance of first-come-first-serve rather than the current issue of it being "who had the fastest internet connection and who can type the fastest".

My wife, did the typing and suffers from Dupuytren's Contracture. In spite of that we were able to receive the confirmation that we applied correctly at 9:02:09 and apparently, that was 3 seconds off the cutoff??? Supposedly. 800 people took less that 2 minutes and 6 seconds to complete the application. So, because she was 3 seconds late we are not able to receive a rebate?? How can that be?? My wife, whose name is on the account at Duke Energy, Carole Houk, is very upset as am I. This is a patently unfair system and it involves a good amount of money and we feel we have not been treated fairly.

Carole Houk
Frank Dworsky

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Feb 09 2021