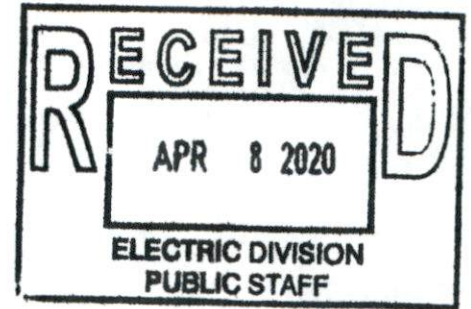


Richard Gloor DO

39 Nichols Hill Dr.
Asheville, NC, 28804

email: rick.gloor@gmail.com



March 15, 2020

Duke Solar Rebate Program

We (Suzanne-spouse&I) are writing this letter to express our disappointment in your(Duke Solar Rebate Team) initial bungling; yes we understand computer glitches, but more significantly the manner in which the initial problem was compounded by poor communications. Will detail specifics in a moment, but first the details as to how the morning of Jan 2, 2020 went down.

With our general lack of computer skills, we approached the morning of 01/02 with some trepidation. Much to our delight the process was easy and by ~9:10 we had submitted our application and as can be seen in document #1 at 9:12 received confirmation; or so we believed, that our submission had been received. We did it, or so we thought.

Latter that morning I received a call from a Sundance(our solar installer) Rep inquiring as to whether we were going to apply, as our initial submission was not recorded and now likely lost somewhere in cyberspace. To say that I was dismayed would be an understatement. The rep suggested that I resubmit ASAP which I did, producing a second "thanks for you submission" letter. As can be seen in Doc#2 this was at 1:15PM. And at almost the same time Doc#3 arrived, at point we realized that the earlier submission was not acknowledged. Doc#4 received some three weeks later showed us to be #335 on the waiting list. Well OK, the computer system got overloaded, crashed and burned; it's not a world's first event. Was hoping that the error on your part would not fall down on us, and I assume many of our fellow Duke Energy customers. We decided to see how this was all going to play out. We were gone several weeks in February.

Shortly after we returned, I got a call from one of the Solar Rebate team-name and phone # withheld at present-requesting the timeline of events as reported above. She asked if I could send the emails documenting the timeline. I had previously searched my emails and could not find the emails generated on 01/02. I suggested writing a letter to state the particulars of the events. At which point the Rep informed me that this would probably not get us very far, and advised us to "get in line". The tone of the conversation suggested that we were responsible for being #335 in that line. I then had a computer tech come to our home to see if missing emails could be found. No success,

OFFICIAL COPY

May 28 2020

Richard Gloor DO

39 Nichols Hill Dr.
Asheville, NC, 28804

email: rick.gloor@gmail.com

and 110 dollars later we were in the same boat. Three days ago while searching through the Sundance Solar bills in preparation to take to our tax accountant, lo and behold I found the copies of the emails now labeled #s1-2-3-4- as noted above. I have now tried on three separate occasions to recontact your Rep. Have left 3 messages over the last two weeks to find out to whom the newly found emails should be sent. To date-no reply. These clearly verify the events as reported above. It seems only fair that we should be re-evaluated and moved to near the top of list of those to receive a rebate.

Finally, and not pertaining to the rebate program, Duke Energy declined to order our new meter as our Homeowner's Ins. was due to expire sometime in April. We have lived at the same address for 20 years and have been with the same insurance company.

Only after submitting the renewal policy, was the meter approved and ordered. We have lost some 2 weeks in getting the solar units online. Very customer unfriendly.

With this new information, it is our expectation that we will be moved way up in our position on THE LIST, and that we will be awarded a rebate.

Sincerely:

Rick and Suzanne Gloor

c.c. Sundance Solar
Public Staff Utilities Commission- Raliegh

PS. As of this morning, NO response from Anyone @ Duke Energy
3/18/2020 e noon
RD Gloor



Products & Services

MENI

Apply for Solar Rebates

La Comm Whaley

Thank you for your submission. The Rebate Team will be following up by email to inform you of the status of your application.

RETURN TO NC SOLAR REBATES

Comm:

Let Me know if I should do something else
Rick Gloor

Ps. Checked my email. No # from Duke

(http://www.duke-energy.com/energy-corporation) (http://www.duke-energy.com/energy.com/rss) @ Sign up for Email (https://play.google.com/store/apps/details?id=com.dukeenergy.customerapp.release&hl=en_US&pcampaignid=MKT-Other-global-all-co-prtnr-py-PartBadge-Mar2515-1)



(https://itunes.apple.com/us/app/duke-energy/id1325217974?mt=8)



(https://play.google.com/store/apps/details?id=com.dukeenergy.customerapp.release&hl=en_US&pcampaignid=MKT-Other-global-all-co-prtnr-py-PartBadge-Mar2515-1)

OUR COMPANY (/OUR-COMPANY/ABOUT-US)

About Us (/our-company/about-us)
Investors (/our-company/investors)
Careers (/our-company/careers)
News Center (/our-company/news)
Social Media (/our-company/social-media)

PARTNER WITH US (/PARTNER-WITH-US)

Trade Allies (/partner-with-us/trade-allies)
Suppliers (/partner-with-us/suppliers)
Asset Recovery (/partner-with-us/asset-recovery)
Builders Developers and Contractors (/partner-with-us/builders-developers-and-contractors)
Property Managers (/partner-with-us/property-managers)

SAFETY AND PREPAREDNESS (/SAFETY-AND-PREPAREDNESS)

Storm Safety (/safety-and-preparedness/storm-safety)
High Water and Dam Safety (/safety-and-preparedness/high-water-and-dam-safety)
Natural Gas Safety (/safety-and-preparedness/natural-gas-safety)
Overhead Power Lines (/safety-and-preparedness/overhead-power-lines)

COMMUNITY (/COMMUNITY)

Duke Energy Foundation (/community/duke-energy-foundation)
Employee Engagement (/community/employee-engagement)
Energy Assistance Programs (/community/customer-assistance-programs)
Lakes (/community/lakes)
Vegetation Management (/community/vegetation-management)

CUSTOMER SERVICE (/CUSTOMER-SERVICE)

HOME SERVICES (/HOME-SERVICES)
BUSINESS ENERGY SERVICE (/ENERGY-SERVICES)
DUKE ENERGY RENEWABLE (/RENEWABLE-ENERGY)



Products & Services

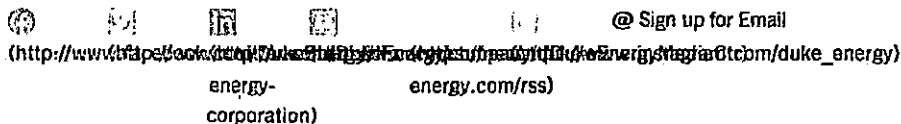
MENU

Apply for Solar Rebates

Interconversion. 21
Z.N: 28


Thank you for your submission. The Rebate Team will be following up by email to inform you of the status of your application.

RETURN TO NC SOLAR REBATES



(<https://itunes.apple.com/us/app/duke-energy/id1325217974?mt=8>)



 (https://play.google.com/store/apps/details?id=com.dukeenergy.customerapp.release&hl=en_US&pcampaignid=MKT-Other-global-all-co-prtnr-py-PartBadge-Mar2515-1)

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[Careers \(/our-company/careers\)](#)

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 PREPAREDNESS)

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(/community/customer-assistance-
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Lakes (/community/lakes)

Vegetation Management
(community/vegetation-management)

CUSTOMER SERVICE
((CUSTOMER-SERVICE))

HOME SERVICES (/HOME-SERVICES)

BUSINESS ENERGY SERVICE
(/ENERGY-SERVICES)DUKE ENERGY RENEWABLES
(/RENEWABLE-ENERGY)

Dec. 12.

From: **NCSolarRebate@duke-energy.com**
Subject: **Duke Energy NC Solar Application Received**
Date: **January 2, 2020 at 1:15 PM**
To: **richard.gloor@duke-energy.com, richard.gloor@duke-energy.com**



Dear Richard Gloor,

Project ID: 052538

Thank you for your interest in participating in the NC Solar Rebate Program. We have received your application and will be in touch soon via email to update you on its status. You may review the Terms & Conditions of the program [here](#).

Sincerely,

The NC Solar Rebate Team

Did not receive this letter to 9:12 submission

Document #3

From: Duke Energy [mailto:duke-energy@duke-energy.com]
Subject: NC Solar application update
Date: January 21, 2020 at 4:02 PM
To: richard.gloor@duke-energy.com



Dear Richard Gloor,

Project: 052538

Thank you for your interest in participating in the NC Solar Rebate Program. At this time, there is not capacity available to accept your application. Your project is #335 on the waiting list. Please note that there is no guarantee any project will be accepted into the program from the waiting list. The waiting list is available online at duke-energy.com/NCSolarRebates and is updated weekly. Should your project be accepted into the program, you will receive an email notification.

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

For more information about the NC Solar Rebate Program, please visit duke-energy.com/NCSolarRebates, email NCSolarRebate@duke-energy.com or call 866.233.2290.

Sincerely,

The NC Solar Rebate Team

BUILDING A SMARTER ENERGY FUTURE

Document #4



Dr. Richard Gloor

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Route 24
Delivery Point
Commerce

4326

70192280000097221567 1:05:11 PM
3/26/2020
W100012DFQ

Enclosed:

Complaint Letter Re:

Wake Energy Solar Rebate Program 2020