

Green, Erica

From: Joanne Harris <Joanne.Harris.275374859@p2a.co>
Sent: Monday, February 3, 2020 9:58 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Joanne Harris
3701 Country Ridge Road
Greensboro, NC 27405

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Feb 03 2020

Green, Erica

From: Karen Skarda <Karen.Skarda.275373995@p2a.co>
Sent: Monday, February 3, 2020 9:48 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

While applying for a rebate, I experienced issues with the application not rolling to the sequential pages. I was also unable to get the acknowledgement checkboxes to become usable and needed to log on several times over to finally get the application to work!

I am very disappointed in how Duke Energy handled the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo. While I finally received an email confirming my application, many others did not get confirmation, even after sending in applications several times in a row. Due to the importance of getting as much renewable energy into our grid as possible, I believe all applications should get rebates-without any caps to the program.

Thank you for your time,

Regards,
Karen Skarda
47 Summit Ave
Raleigh, NC 27603

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Feb 03 2020

Green, Erica

From: Dan Tullis <Dan.Tullis.275370547@p2a.co>
Sent: Monday, February 3, 2020 9:14 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

I would like to complain about Duke Energy's 2020 solar rebate process, and especially the website glitches that occurred while trying to apply. I started submitting immediately at 9:00am. Then I tried to submit and nothing happened. So, I refresh the page and then the site looks different and I'm able to submit both of my projects. However, you can imagine that now numerous other people have now got a head start on me since I had to REDO my submissions.

Additionally, why have customers that had their solar installed in July wait numerous months to turn on the solar for some arbitrary 90 days prior rule. If my likelihood of getting rebate was so low, I should have just turned on the panels to get "some sort of value" for those numerous months.

The whole process is ridiculous and painful.

Sincerely,
Dan Tullis
919-801-7163

Regards,
Dan Tullis
719 Pete Brittain Road
Morganton, NC 28655

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Feb 03 2020

Green, Erica

From: Louis Linn <Louis.Linn.275363680@p2a.co>
Sent: Monday, February 3, 2020 7:33 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Louis Linn
12 Hickory Dr.
Fletcher, NC 28732

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Feb 03 2020

Green, Erica

From: Dale Cagle <Dale.Cagle.275322711@p2a.co>
Sent: Sunday, February 2, 2020 5:44 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Dale Cagle
Po box 1382
Mountain Home, NC 28758

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Feb 03 2020

Green, Erica

From: Maria Trejo <Maria.Trejo.275306034@p2a.co>
Sent: Sunday, February 2, 2020 3:42 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Maria Trejo
306 Tripple H Ln
Lincolnton, NC 28092

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Feb 03 2020

Green, Erica

From: Shailaja Rajagopalan <Shailaja.Rajagopalan.275303857@p2a.co>
Sent: Sunday, February 2, 2020 3:18 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

While applying for a rebate, I experienced issues when I submitted my claim at 9:02, January 2nd 2020, the screen took me straight from Step 6 to Step 8 and completely skipped step 7 (which is where I anticipated entering my project sizing information. I was directed to 'Thank you for your application'. I attempted it twice and both time, the screen skipped step 7. I also never received a confirmation from Duke after my submission. We called Duke energy customer service line at 9:01 and emailed them later in the day when I had not received the confirmation. Additionally, I had asked my installer also to submit on my behalf, as we were traveling to the west coast during this time and did not want to miss the application timeline. My installer submitted on our behalf and I confirmed 3 times on my android phone in the link sent by Duke, all of them did not register. I had to submit it on the computer for it to register.

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

Thank you for your time,

Regards,
Shailaja Rajagopalan
203 Bradson Road
Morrisville, NC 27560

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Feb 03 2020

Green, Erica

From: Linda Baker <Linda.Baker.275300562@p2a.co>
Sent: Sunday, February 2, 2020 2:39 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

While applying for a rebate, I experienced issues. I was online right at 9:00 and the website was not yet ready. I went back to the email from my solar company and tried the link again. I was able to access the website and completed the application per the directions from my solar company. I got to the end and submitted but the screen did not look like it was supposed to. I started over and this time completed the application around 9:15, however I did not receive a confirmation email. At that point (around 9:20 am on 1/2) I tried AGAIN and this time I did receive an email confirmation.

I am an experienced website and computer user, and in fact I hold a BS and MS in computer science. There was no user error involved.

Duke Energy did not perform complete testing of their website prior to putting it into production on 1/2. The result is I am now on a waiting list for my rebate. I understand there are no guarantees with the rebate, but I find it ridiculous that Duke Energy clearly failed to test their website before putting it into production. I was online right at 9:00 am on 1/2 and because of website issues and having to submit the form 3 times, I am now on a wait list.

In my opinion this is unacceptable. Duke Energy should have performed testing - which clearly they did not.

Duke Energy needs to be held accountable for their lack of action. Further, Duke Energy has not been forthcoming on what happened (they have not acknowledged any problem with their website). The way they have handled my application and the overall application process is not right. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
Linda Baker
210 Kalmia Dr
Durham, NC 27703

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Feb 03 2020

Green, Erica

From: Carey Parker <Carey.Parker.275292391@p2a.co>
Sent: Sunday, February 2, 2020 1:15 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program.

I know you've received many of these already. I was online and ready at 9am on Jan 2nd. I attempted to submit my claim, but it didn't seem to go through. I think I finally got it submitted successfully, but I don't believe I got any sort of confirmation - so now I'm not sure. I've searched my email inbox and can't find any confirmation. So now I'm worried that it didn't actually go through.

Regards,
Carey Parker
115 Button Rd
Morrisville, NC 27560

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Feb 03 2020

Green, Erica

From: Cynthia Newman <Cynthia.Newman.275261773@p2a.co>
Sent: Sunday, February 2, 2020 12:51 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

Re: E-2, Sub 1167 and E-7, Sub 1166
my information, I applied for the rebate but have not heard anything yet.

Project ID #: INTCO-16578
kW AC System Size: 8.073 kW, as you said
Duke account number: 1117339639

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

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

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

Thank you for your time,

Regards,
Cynthia Newman
2709 Mortise Ct
Durham, NC 27704

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Feb 03 2020

Green, Erica

From: Cynthia Newman <Cynthia.Newman.275261773@p2a.co>
Sent: Sunday, February 2, 2020 12:49 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Cynthia Newman
2709 Mortise Ct
Durham, NC 27704

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Feb 03 2020

Green, Erica

From: Brian McLaughlin <Brian.McLaughlin.275286730@p2a.co>
Sent: Sunday, February 2, 2020 12:17 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

While applying for a rebate, I experienced issues. I logged into the site promptly at 9am, with all information in hand. I was able to input my information and click through, but the layout of the website looked strange. Given the tight timeline, I proceeded with the application. After submitting my information, it said my information was submitted, but I never recieved an email confirmation, and as the screen still looked strange, I decided to call Duke. I didn't want to submit my information a second time for fear they would take the second submission instead of the first, and we'd have a worse position for the rebate. I immediately called Duke and was on hold for 30 minutes before being transferred to another department, waiting on hold another 50 minutes. Around 10.20am, I decided I was better off resubmitting, so I did so, and it was clear the first submission had been faulty, because the website looked normal now. We submitted at approximately 10.20, and immediately got an email confirmation. I finally got through to someone at Duke shortly after, and they said there was no way to check whether my initial submission went through, and there was nothing they could do to assist me. We have been notified that we are on the waiting list to receive the rebate, but we missed the initial cut off. We understand that people who submitted by 10am received a rebate, which means if our initial submission, which we put through at about 9.05, had been accepted, we would have received the rebate, as well.

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

Thank you for your time,

Regards,
Brian McLaughlin
5061 Oakmere Rd
Waxhaw, NC 28173

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Feb 03 2020

Green, Erica

From: John Sherer <John.Sherer.275276263@p2a.co>
Sent: Sunday, February 2, 2020 10:36 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

I applied through their portal more than 12 times over the the period of January 2-10. I tried different browsers and different computers. Just last week, I heard from Duke in an email where they said they still have not received any of those efforts. They did say that because I emailed them on the afternoon of January 2, I would be put into their request queue, but they have de-prioritized my application. Because I only had screen shots and emails from later that afternoon, they are claiming I did not make a legitimate request until the afternoon.

How can their logic be that instead of simply applying, I chose to risk not getting the rebate, and instead sent them emails with untruths and fabricated screenshots in order to do what? Scam them? To what end? It's outrageous that they've told me (their customer) that they "must have supporting evidence with a timestamp" to legitimize my efforts. Why is the burden of proof on me to overcome a failing of their system that they have acknowledged? They've seen my "evidence" of screenshots and they're telling me they still can't "locate" my rebate application. I'm offended that they believe I may have lied to them and won't accept my written claim that I submitted my request first thing the morning of January 2.

I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo.

Thank you for your time,

Regards,
John Sherer
602 Benton St
Hillsborough, NC 27278

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Feb 03 2020

Green, Erica

From: Cynthia Newman <Cynthia.Newman.275261773@p2a.co>
Sent: Sunday, February 2, 2020 7:46 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

I am very disappointed in how Duke Energy handled my application and the overall application process. I am contacting you in the hopes that you will fully investigate the cause of these issues and direct Duke Energy to make the situation right for all of its customers that are now in limbo. I had a hard time even getting on the site. It didn't come up until 904am.

Thank you for your time,

Regards,
Cynthia Newman
2709 Mortise Ct
Durham, NC 27704

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Feb 03 2020

Green, Erica

From: TImothy Hause <TImothy.Hause.275261908@p2a.co>
Sent: Sunday, February 2, 2020 7:46 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
TImothy Hause
1145 Tulip Poplar Rd
Fuquay-varina, NC 27526

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Feb 03 2020

Green, Erica

From: Cynthia Newman <Cynthia.Newman.275261773@p2a.co>
Sent: Sunday, February 2, 2020 7:44 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Cynthia Newman
2709 Mortise Ct
Durham, NC 27704

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Feb 03 2020

Green, Erica

From: Louis Linn <Louis.Linn.275363680@p2a.co>
Sent: Monday, February 3, 2020 7:33 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

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

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

Thank you for your time,

Regards,
Louis Linn
12 Hickory Dr.
Fletcher, NC 28732

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Robert Tyler <Robert.Tyler.275341558@p2a.co>
Sent: Sunday, February 2, 2020 9:13 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

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

While applying for a rebate, I experienced issues when... (1) My first application at 9:02 vaporized. (2) My 2nd application at 9:05 seemed to go through all right and I went on a walk. (3) Southern Energy contacted me approx. 9:40AM to say Duke didn't have my application and I needed to send a 3rd time. I did. (4) Several days later I received a note from Duke saying my application was received at 9:54AM. (5) Late in the 3rd week of January I received an email from Duke saying I was on a wait list (Number 214) and would not receive a rebate this year. I received phone calls from Southern Energy during January saying Duke wanted screen shots of the application. I asked my daughter who knows computers forward and backwards about this and she just looked at me and said, "Are they loopy or what?" I believe Duke is disconnected from reality as I had originally received a welcoming note from them as a potential solar customer with phone number to call for more information. Since Duke had planned to replace my entrance box and I thought it would be good for both Duke and So Energy to connect to a new box, I called the number. I believe Brian answered but when I suggested coordination to make the job easier for both companies, Brian said he couldn't do anything and gave me another Duke number to call. Just before I disconnected with Brian he said to me, "Don't tell them it's for a solar project or they will just call me back". With this previous background of experience with Duke, I'm not at all surprised they had such difficulties coordinating the rebate program. Duke seems to avoid responsibility. PS: Duke did schedule the entrance box replacement, contacted me the day before to ensure all was ready on my end, told me who would do the work and what vehicles they would be driving. I got everything ready and one individual from Duke showed up. He told me the job was too complicated and would have to be put off. Just normal from Duke.

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

Thank you for your time,
Robert Tyler
919 357 8617
rgtyler1024@gmail.com

Regards,
Robert Tyler

3915 Kelly Drive
Durham, NC 27707

Feb 03 2020

OFFICIAL COPY

Green, Erica

From: Doug Hill
Sent: Monday, February 3, 2020 9:19 AM
To: Statements
Subject: Statement of Position Submitted by Doug Hill

Statement of Position Submitted

Name

Doug Hill

Email

fourhillsnc@gmail.com

Docket

058948

Message

Hi, We wanted to alert you about our difficulties with the Duke Energy Solar rebate program. Even though we were explicitly prepared by our solar installer and was online and ready to begin our application right at 9:00 am on January 2, we ran into difficulties that ultimately landed us #295 on the waitlist. I am attaching our correspondence to Duke Energy below. Unfortunately, we had cleared our browser history by the time we got our Waitlist notification. Is there any list we can be placed on, or further steps we can take, to remedy the Duke Solar application glitches we experienced? Thanks, Doug Hill "Regarding Project ID # 058948 Doug Hill We are writing to alert you that on Thursday, January 2, 2020, at 9:00 AM sharp, we faithfully followed all rules and directions to complete our online solar rebate application. Your application site, however, displayed several glitches. While we were able to access the site when it opened at 9:00 am, we found that the application, which we had expected to be multi-page, had been condensed onto a single page. Then, when we filled in the requested information, we found we could not get the application to submit. We closed out that form and retried accessing the application a second time, about 9:05. Between 9:05 and 9:08, we were able to open up, view, and complete the application on normal, successive web pages, followed by clicking the "continue" button located below the questions. When we got the final page, we were asked to click the "I am not a robot" box. Immediately after clicking, a web page opened that stated our "application has successfully submitted." At that point, we thought we were finished. Then, around 11:40 AM, our solar installer called us to see if we had received a Duke Energy confirmation email. We had not. He advised us to reapply, noting that other customers had reported several application glitches. We went to your Solar Rebate site again, went through the application process for a third time, and when we clicked on the "I am not a robot" box, A NEW PAGE, with the "find photos with crosswalks" series of photos came up. We chose the correct images, and got the exact same final "application successfully submitted" page as we had received on our second application try, at 9:08 AM. This time, however, we finally received Duke's follow up email. We alerted our installer, who conveyed that Duke may honor our earlier application time stamp, because of all the problems with the application site online. We am enclosing our earlier email to show when we first contacted Duke Energy to explain this. Nowhere in the instructions for applying did it suggest that we take a screen shot with clock to document the exact time our

application was submitted. However, we received our first completed application success web page by 9:08 AM. We implore that you remedy this issue by placing us in the rebate queue according to when we received our initial webpage confirmation success notice: at 9:08 AM on January 2, 2020. We appreciate your urgent attention to this matter. Sincerely, Doug and Pam Hill"

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Feb 03 2020

Green, Erica

From: Inge MD <Inge.MD.275012184@p2a.co>
Sent: Friday, January 31, 2020 6:32 PM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

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

Dear NCUC:

I am requesting that you investigate what went wrong with the application process for Duke Energy's 2020 solar rebate program. Look below for a copy of the email I sent (date and time!) to our Solar Installer(Southern Energy Management):

Applying online for Duke rebate this morning.

Inbox

x

Inge De Becker
Thu, Jan 2, 6:22 PM

to Brandon, Clay

Hey Brandon,

I can't imagine what your day was like!

I'm writing this not to complain to you, but to describe objectively how things went for us between 9:00 and 9:15 am today.

First, I want to say that in the past ten days I looked at the explanatory videos 4-5 times to familiarize myself with the process.

I looked at what the rebate application looks like on Duke's website, and I could smoothly follow along all of the 8 steps you described, even yesterday.

Today, I was ready at my computer, same computer, same browser (Safari), staring at the screen and waiting for the Duke page to change from showing the little video in the lower left corner to: applying for the rebate. The screen finally changed, a few minutes late. I followed your 8 steps. When clicking on Residential, then Continue, it would loop back and indicate me as Commercial, over and over again. And when I was ready for 8.1, the screen just staid stuck. I never got to see the text, not the boxes to click, saying I accept etc, nor did the submit button appear.

At 9:12, I sent you a brief email saying "Stuck at 8.1. Help!"

At about the same time, Clay called you and left a VM.

We then quickly switched to Clay's computer (Firefox), he followed all the steps, and everything went perfectly smoothly. Duke sent use-mail confirmation of our submission at 9:15 am.

Fingers crossed...

And thanks again for keeping us well-informed!

OFFICIAL COPY

Feb 03 2020

Inge De Becker & Clay Steinman.

It is unacceptable that such a smart and knowledgeable company would not be ready for an onslaught of applications at exactly 9:00 am on 2/2/2020. They knew what was coming. Ask 1) that you not leave it up to Duke to "investigate" what went wrong. By nature, a corporation is beholden to its stockholders, not to the People of North Carolina. And 2) make sure the company gives everyone their rebate. I mean, everyone who applied on that day. And not on taxpayers' dollars.

Thank you for your time,
Inge De Becker (& Clay Steinman)

Regards,
Inge MD
721
Hillsborough, NC 27278

OFFICIAL COPY

Feb 03 2020

Green, Erica

From: Gary Stickley <Gary.Stickley.275136187@p2a.co>
Sent: Saturday, February 1, 2020 9:45 AM
To: Statements
Subject: Issues with Duke Energy Solar Rebate Program (E-2, Sub 1167 and E-7, Sub 1166)

Dear Commission,

I sent the following letter to Duke Energy concerning my experience with the Duke 2020 Solar Rebate program. Please consider this experience and do what you can to get a fair response from Duke Energy. Thanks in advance.

To: Duke Energy February 1, 2020
Attn: Ms. Lynn Good, CEO
550 S. Tryon Street
Charlotte, NC 28202

We are a retired couple, both life-long residents of Durham. We have decided to remain in our house in Durham. In 4Q2019, we installed a 7.88kW solar array, basing that decision partly upon the solar tax credit and the potential for a Duke rebate (est \$4560.00), and, of course, the energy cost savings from this point forward. We appreciate the fact that Duke and our Federal government are facilitating energy cost-reductions such as this, especially for a fixed income family.

Our 2020 rebate application experience is documented below:

- Login to website at 9:01am Jan 2, from Wilmington NC.
- After multiple refreshes, APPLY NOW icon appeared at 9:06
- After multiple timeouts on the CAPTCHA verification, I logged into the website again, and at the same time, my wife logged in from Durham. From both locations, the CAPTCHA verification timed out continually. I tried the CAPTCHA response time using another online retail system and it was almost instantaneous.
- At 9:24am, my installer submitted my application at my request. An NCSOLAR email was received timestamped 9:28am, with a "Click here to acknowledge" icon. At 9:29am, I clicked the icon, and received a "Thank you for your submission" message.
- I called Duke Energy at 9:29am to confirm.
- I was on hold until 9:46am, when a Duke rep picked up.
- The Duke rep checked and could not find the verification reflected in the system. She asked me to redo "Click here" multiple times. Finally, she asked for assistance while I was on hold, something was done at the Duke system, and at 10:26 she said the system reflected the acknowledgement of the submission.
- The Duke rep was courteous and professional, and she understood my frustration. It seems that your personnel reflect your intention to serve your customers well, but your execution needs work.

In the end, I clicked the APPLY NOW icon at 9:06am, and at 10:26am, Duke confirmed we are finally in the list for rebate consideration. Now, we are #264 (Jan 21) or #266 (Feb 1) on the waitlist. According to my last call with Duke, while you cannot predict the future, it is unlikely we will receive some rebate, based upon our position on the list.

We came away with some concerns:

- Duke has been through this rebate application program at least once before, and you have had a chance to assess your process. It seems you were unprepared, you had stress-tested your process, and you had no back-up process in place that would implement a "first come first serve" process. I think you cannot affirm that the first

to come were the first to be considered for the rebate.

• The "\$6000 rebate maximum" is touted often, but I could only find the disclaimer "Submission of an Application, however, does not guarantee a rebate, and all Applications are handled on a 'first come, first served' basis" once. Just using the numbers from the website, only about two-thirds [(1878-620)/1878] were accepted. I realize this calculation does not take into account all factors; however, it is a valid indicator that I was betting more than \$4500 on a 60/40 chance of success. I would never do such a thing. After reviewing all Duke information available to me at the time I made the decision, I feel that I was led to be overly optimistic. There is no statement about odds of getting a rebate, nor any other info helping the customer gauge what the odds might be. When I called to ask about this before deciding upon the installation (two separate calls), the Duke reps explained that rebate numbers were based upon how many applied for the reserved amount of kW, and how much they were requesting. He said he could not give me any info about what to project for the 2020 applications, nor could he give me any info about the 2019 application numbers (e.g. number of applications versus number accepted).

Please answer the following questions:

1. Is there anything we can do to get some or all of the estimated \$4560 rebate? If not, please tell us that also.
2. Will you consider prioritizing the 2020 waitlist to the front for the 2021 rebate program?
3. Can we turn off our system for the rest of 2020, or uninstall the new meter, and apply for 2021 rebates?
4. Will you explain to me how "first come first serve" is defined, so that I can conclude I was treated fairly?
5. Can you affirm that the rebates were prioritized in the order that the APPLY NOW icons were pressed? The process I just experienced was more like a lottery drawing, with a 1- or 2-hour open application period.
6. How many Duke customers spent 1 or 2 hours on that Thursday morning trying to complete the rebate application process – several thousand?

Thank you in advance for a response. Duke has served us well over the years; however, in the last few years, we've had many disappointing experiences, this one being the worst. You are going in the wrong direction in our opinion.

Gary and Kathy Stickley

10 Falling Water Drive
Durham, NC 27713
(919) 672-7683

Project: 055676 Installer: Emerald Energy

Regards,
Gary Stickley
10 Falling Water Drive
Durham, NC 27713