

**GOVERNMENT OF PUERTO RICO  
PUBLIC SERVICE REGULATORY BOARD  
PUERTO RICO ENERGY BUREAU**

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**Received:**  
**Sep 28, 2019**  
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**IN RE:**

**PUERTO RICO ELECTRIC POWER  
AUTHORITY RATE REVIEW**

**CASE NO.:**

CEPR-AP-2015-0001; NEPR-AP-2018-0003

**SUBJECT:**

Resolution and Order dated  
September 27, 2019.

**URGENT MOTION FOR RECONSIDERATION OF THE TIMELINE  
FOR THE IMPLEMENTATION OF THE ENERGY EFFICIENCY RIDER**

TO THE PUERTO RICO ENERGY BUREAU:

COMES NOW the Puerto Rico Electric Power Authority through the undersigned legal representation and respectfully sets forth and pray:

1. Yesterday, September 27, 2019, the Puerto Rico Energy Bureau of the Public Service Regulatory Board (the “Energy Bureau”) entered a *Resolution and Order* (the “Order”) directing the Puerto Rico Electric Power Authority (PREPA) to implement several riders. Among these riders is the Energy Efficiency rider (the “EE Rider”). *See* Order, ¶ IV. The Energy Bureau established “an initial Energy Efficiency fund equivalent to ten percent (10%) of a fully developed [energy efficiency program]” that is “\$13,000,000.00 to be collected from customers through the EE Rider during the period of October 1, 2019 to June 30, 2020.”<sup>1</sup> *See* Id.

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<sup>1</sup>The Orders sets forth the effective dates for the effectiveness of the revised factors. Specifically, the Order mentions that the EE Rider Factor will be in effect from October 1, 2019 to June 30, 2020, but Section V’s chart lists June 30, 2019, as the last effective day of the approved EE Rider. PREPA understands that this is a clerical mistake and therefore, this motion’s arguments have been presented and construed taking June 30, 2020, as the last effective date for the approved EE Rider.

2. Despite the fact that PREPA's relevant software is prepared to include the EE Rider in the customer's bills, PREPA understands that there are other matters of the outmost importance that need to be considered before implementing the EE Rider. Therefore, PREPA requests the Energy Bureau to (1) reconsider the date of the implementation of the EE Rider, (2) order that the EE Rider will not enter in effect on October 1, 2019 and (3) considers that the EE Rider implementation be postponed until January 1, 2020.

3. As the Energy Bureau knows, the creation and production of PREPA's bills is a process that depends on the work and effort of several PREPA directorates. The Customer Service Directorate is one of the main components necessary to carry out all the riders and implementation of new line items in PREPA's customers' electricity bills.

4. The implementation of any change in the customers' bills is something that requires prior strategic planification and coordination. As part of the planification that needs to be carried out to make changes in the bills is providing training to PREPA's employees, specifically the Customer Service's Directorate employees that are assigned to areas in which their tasks include personal interaction with the customers. Examples of these employees are the employees detailed in the call center and the employees detailed in the regional offices.

5. There is no question, and it is foreseeable to anyone, that any new line item in the customers' bills will generate questions and complains. The first to receive these questions will be PREPA's employees. The Customer Service Directorate must make sure that its team is fully trained in any change to the bill, capable to inform and explain these changes to the customers and prepared to respond to questions in the best and most responsible manner.

6. The Customer Service Directorate has around 1,400 employees. All these employees have to be properly trained in changes to the bill, including a change like the implementation of the EE

Rider that results in a new line item and additional charge. PREPA's employees also need to be prepared to answer the customers' questions, like the origin of the new charge and what is the impact in the customers' bills.

7. The Energy Bureau must also consider that part of the logistics to the implementation and the training is the coordination of the training itself. The coordination of the training necessarily implies the need for a well-thought-out logistic because PREPA needs to have employees available to the public while the trainings are being provided.

8. For example, the Customer Service Directorate provided proper training to its team for the implementation of the New Rate Structure in May 2019, which included the Reconciliation Clauses<sup>2</sup>. These trainings were carried out within a successful strategic schedule. The Customer Service Directorate's services were not interrupted during the trainings' period. These proceedings were closely monitored by the Energy Bureau. This organized and customer-centric process cannot be completed for the implementation of the EE Rider with a date short of three (3) days after the Order.

9. The implementation of the EE Rider on October 1, 2019, one business day after the entry of the Order, leaves PREPA with its hands tied and doesn't allow time for training of PREPA's staff or educate the public.

10. The negative impact of the lack of training and proper information to the public will be soon reflected in the operations of the Customer Service Directorate, in the call center, as well as in the increase of the customers' objections to the bills. The benefit of a fast-track implementation is outweighed by the negative impact that a new unannounced additional charge will have on PREPA's customers and in turn, its operations.

11. The Energy Bureau should also consider other important components of PREPA's management that need to be involved in the process of the EE Rider implementation. For example, PREPA's Strategic Communications Office has the important role in communicating changes to the general public and customers. Said office needs to develop and implement a strategy to address the questions from the public and also develop a public campaign to inform the customers.

12. PREPA requests the Energy Bureau to delay the implementation of the EE Rider until January 2020. A three (3) month period will allow PREPA to prepare and communicate adequately to the public the changes that they will see in their bills. Delaying the implementation for three (3) months is reasonable considering that it is the same amount of time that PREPA had to prepare its staff and inform the general public for the implementation of the New Rate Structure.

**WHEREFORE**, PREPA respectfully requests the Energy Bureau to reconsider the date for the implementation of the EE Rider, order that the EE Rider will not enter in effect on October 1, 2019 and consider that the EE Rider implementation be postponed until January 1, 2020.

**RESPECTFULLY SUBMITTED.**

In San Juan, Puerto Rico, this 28<sup>th</sup> day of September 2019.

*/s Katuska Bolaños*  
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**CERTIFICATE OF SERVICE**

It is hereby certified that, on this same date I have filed the above motion using the Energy Bureau's Electronic Filing System, at the following address: <http://radicacion.energia.pr.gov> and that a courtesy copy of the filing was sent via e-mail to [hrivera@oipc.pr.gov](mailto:hrivera@oipc.pr.gov); [abogados@fuerteslaw.com](mailto:abogados@fuerteslaw.com); [francisco.rullan@aae.pr.gov](mailto:francisco.rullan@aae.pr.gov); [mgrpcorp@gmail.com](mailto:mgrpcorp@gmail.com); [licenciadamasferrer@gmail.com](mailto:licenciadamasferrer@gmail.com); [wilma.lopez@aae.pr.gov](mailto:wilma.lopez@aae.pr.gov) [cfl@mcvpr.com](mailto:cfl@mcvpr.com); [ivc@mcvpr.com](mailto:ivc@mcvpr.com); [pnieves@vnblegal.com](mailto:pnieves@vnblegal.com); [mmuntanerlaw@gmail.com](mailto:mmuntanerlaw@gmail.com); [maribel.cruz@acueductospr.com](mailto:maribel.cruz@acueductospr.com); [jfeliciano@constructorespr.net](mailto:jfeliciano@constructorespr.net); [abogados@fuerteslaw.com](mailto:abogados@fuerteslaw.com); [eirizarry@ccdlawpr.com](mailto:eirizarry@ccdlawpr.com); [edwin.quinones@aae.pr.gov](mailto:edwin.quinones@aae.pr.gov); [nydinmarie.watlington@cemex.com](mailto:nydinmarie.watlington@cemex.com); [aconer.pr@gmail.com](mailto:aconer.pr@gmail.com); [epenergypr@gmail.com](mailto:epenergypr@gmail.com); [jorgehernandez@escopr.net](mailto:jorgehernandez@escopr.net); [ecandelaria@camarapr.net](mailto:ecandelaria@camarapr.net); [pga@caribe.net](mailto:pga@caribe.net); [manuelgabrielfernandez@gmail.com](mailto:manuelgabrielfernandez@gmail.com); [mreyes@midapr.com](mailto:mreyes@midapr.com); [agraitfe@agraitlawpr.com](mailto:agraitfe@agraitlawpr.com); [attystgo@yahoo.com](mailto:attystgo@yahoo.com).

In San Juan, Puerto Rico, this 28<sup>th</sup> day of September 2019.

*/s Katuska Bolaños*  
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