

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

**NEPR**

**Received:**

**Jan 14, 2021**

**6:53 PM**

**IN RE:**

PERFORMANCE TARGETS FOR LUMA  
ENERGY SERVCO, LLC

**CASE NO.:** NEPR-AP-2020-0025

**SUBJECT:**

Motion submitting presentation in compliance with order.

**MOTION IN COMPLIANCE WITH ORDER SUBMITTING LUMA'S  
PRESENTATION GIVEN ON JANUARY 14, 2021, AT THE PRE-FILING TECHNICAL  
CONFERENCE**

**TO THE PUERTO RICO ENERGY BUREAU:**

**COME NOW**, LUMA ENERGY SERVCO, LLC and LUMA ENERGY, LLC as Management Co., per the latter's responsibilities under Section 4.2(f) of the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement (collectively, LUMA), through the undersigned legal counsel and respectfully submit the following:

1. On January 14, 2021, LUMA appeared before the Puerto Rico Energy Bureau (Energy Bureau) for a Pre-Filing Technical Conference in this case that was held via videoconference.
2. With leave from the Energy Bureau, Mr. Mario Hurtado, Vice President, Regulatory, of LUMA Energy LLC, Management Co., offered an electronic presentation.
3. The Energy Bureau issued a verbal order directing LUMA to file a copy of the presentation for the record.
4. With this motion, and in compliance with the order of the Energy Bureau, LUMA is submitting a copy of the presentation in pdf format.

**WHEREFORE**, LUMA respectfully requests that the Energy Bureau accepts this filing and deems that LUMA complied with the order issued during the Pre-Filing Technical Conference held on January 14, 2021, directing LUMA to file for the record a copy of LUMA's presentation made during the Pre-Filing Technical Conference.

**RESPECTFULLY SUBMITTED.**

In San Juan, Puerto Rico, this 14<sup>th</sup> day of January 2021.

I hereby certify that I filed this motion using the electronic filing system of the Puerto Rico Energy Bureau and that on this date, I will send an electronic copy of this motion to counsel of record for the Puerto Rico Electric Power Authority, Maraliz Vázquez-Marrero, mvazquez@diazvaz.law; Joannely Marrero-Cruz, jmarrero@diazvaz.law; and Katuska Bolaños-Lugo, kbolanos@diazvaz.law.

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# Performance Metrics Technical Conference

NEPR-AP-2020-0025

January 14, 2021



# Main deliverables to PREB

## Initial Budgets

Delineate the financial resources to be utilized to carry out the recovery and transformation in line with currently applicable rate order

## System Remediation Plan

Focus on most critical deficiencies to be addressed early to bring utility assets and activities in line with laws, regulations and contract standards

## Performance Metrics

Measure starting points, goals and progress based on key measures related to improving customer service, reliability, safety, and operational excellence

## System Operation Principles

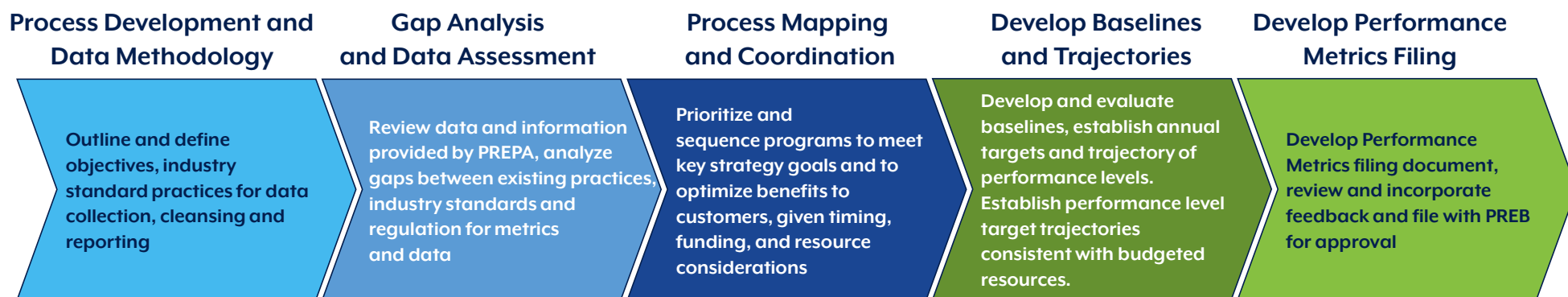
Set broad rules for real-time operation of the Bulk Power System, dispatch of power plants, as well as short- and long-term system and resource planning

## Operating Plans

These plans for vegetation management, emergency response, physical security and data security are focused and operational in nature

# Performance Metrics in context

Performance Metrics promote transparency and align LUMA's efforts with Puerto Rico public policy by setting specific, measurable, achievable, results-based and timely goals. During the Front-End Transition, LUMA has been engaged with PREPA and P3A to develop Performance Metrics. This work has included reviewing existing data and developing proposed metrics consistent with current electric utility standards within the categories of Customer Service, Technical, Safety and Regulatory, Financial Performance, and Major Outage Events.



## Guidance & standards followed

- Performance Metrics methodology and baselines were developed using:
  - 3<sup>rd</sup> party industry specific customer satisfaction survey and scoring (currently being baselined)
  - Occupational Safety and Health Administration (OSHA) published regulations and standards
  - Applicable Institute of Electrical and Electronics Engineers (IEEE) standards for distribution reliability and distribution interruption events
  - Technical expertise and knowledge of industry practices from LUMA subject matter experts





Thank you

