

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

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IN RE: NEW TRANSPARENT BILL; §6B(C)
OF LAW NO. 83 AS AMENDED

CASE NO. CEPR-AP-2016-0002

SUBJECT: Petition for Approval of LUMA's
Model Customer Bill.

**PETITION FOR APPROVAL OF LUMA'S MODEL CUSTOMER BILL AND
SUBMITTING MODEL BILL AND SUPPORTING INFORMATION**

TO THE HONORABLE PUERTO RICO ENERGY BUREAU:

COME NOW LUMA Energy, LLC ("ManagementCo")¹, and **LUMA Energy ServCo, LLC** ("ServCo")², jointly referred to as "LUMA"), and respectfully submit this Petition to the honorable Puerto Rico Energy Bureau ("Energy Bureau," or "Bureau"), through the undersigned counsel and request that the Energy Bureau approve LUMA's Model Customer Bill ("Model Bill"):

I. Introduction

LUMA entered into the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement dated as of June 22, 2020 (the "OMA"), with the Puerto Rico Electric Power Authority ("PREPA") and the Puerto Rico Public-Private Partnerships Authority ("P3 Authority") to (i) provide management, operation, maintenance, repair, restoration and replacement, and other related services for the transmission and distribution system ("T&D System"), in each case that are customary and appropriate for a utility transmission and distribution system service provider, and (ii) establish policies, programs and procedures with respect thereto

¹ Register No. 439372.

² Register No. 439373.

((i) and (ii), collectively, the “O&M Services”). *See* OMA Section 5.1.³ The O&M Services are to be provided in accordance with the “Contract Standards,”⁴ requiring compliance with Applicable Law⁵, Prudent Utility Practice⁶, and other standards, terms, conditions and requirements specified in the OMA. Contract Standards necessarily require acting consistently with policy mandates and directives in Act 57-2014, as amended, known as the “Puerto Rico Energy Transformation and RELIEF Act” (“Act 57-2014”), Act 120-2018, as amended, known as the “Electric Power System Transformation Act” (“Act 120-2018”) and Act 17-2019, known as the “Puerto Rico Energy Public Policy Act” (“Act 17-2019”), among others.

The O&M Services are to commence on a date referred to as the “Service Commencement Date,” or the “Interim Period Service Commencement Date” if PREPA remains in Title III bankruptcy proceeding, and certain conditions precedent specified under the OMA are satisfied or

³ The OMA further provides that, except for those rights and responsibilities reserved for PREPA and the P3 Authority or otherwise expressly provided in the OMA, LUMA “shall (A) be entitled to exercise all of the rights and perform the responsibilities of [PREPA] in providing the O&M Services, and (B) have the autonomy and responsibility to operate and maintain the T&D System and establish the related plans, policies, procedures and programs with respect thereto as provided in [the OMA].” *Id.* Moreover, the OMA provides that LUMA shall function as agent of [PREPA] and PREPA “irrevocably authorizes [LUMA] to (i) represent [PREPA] before [the Energy Bureau] with respect to any matter related to the performance of any O&M Services provided by [LUMA] under [the OMA]” and “(ii) prepare all related filings and other submissions before [the Energy Bureau]” among other functions. OMA, Section 5.6.

⁴ The OMA defines “Contract Standards” as “the terms, conditions, methods, techniques, practices and standards imposed or required by: (i) Applicable Law; (ii) Prudent Utility Practice; (iii) applicable equipment manufacturer’s specifications and reasonable recommendations; (iv) applicable insurance requirements under any insurance procured pursuant to this Agreement; (v) the Procurement Manuals, as applicable, and (vi) any other standard, term, condition or requirement specifically contracted in this Agreement to be observed by [LUMA].” *Id.* Section 1.1 at page 9.

⁵ This term includes “any foreign, national, federal, state, Commonwealth, municipal or local law, constitution, treaty, convention, statute, ordinance, code, rule, regulation, common law, case law or other similar requirement enacted, adopted, promulgated or applied by any [governmental body][...]” in each case applicable to the parties to the OMA. *Id.*, Section 1.1 at page 3.

⁶ “Prudent Utility Practice” is defined, in pertinent part, as “...at any particular time, the practices, methods, techniques, conduct and acts that, at the time they are employed, are generally recognized and accepted by companies operating in the United States electric transmission and distribution business as such practices, methods, techniques, conduct and acts appropriate to the operation, maintenance, repair and replacement of assets, facilities and properties of the type covered by the [OMA]” *Id.* at page 26.

waived (collectively, for purposes of this Petition, the “Commencement Date”).⁷ *See Id.*, Sections 4.5 and 4.7(b). Beginning on the Effective Date (that is, June 22, 2020) and until Commencement Date⁸ (this period, the “Front-End Transition Period”), LUMA is required to provide “Front-End Transition Services”⁹ which are “intended to ensure an orderly transition of the responsibility for the management, operation, maintenance, repairs, restoration and replacement of the T&D System to [LUMA] by the . . . [Commencement Date], without disruption of customer service and business continuity [...]” *Id.*, Sections 1.1 at page 15 and 4.1(a).¹⁰

Upon Commencement Date, LUMA shall perform customer services in accordance with Contract Standards, including “all billing and collection services for the T&D System in accordance with the Contract Standards, including the requirements set forth in Annex I (Scope of Services).” *Id.*, Section 5.3(a). The Scope of Services further details that the O&M Services include “maintain[ing] a staff dedicated to assisting customers . . . [and] . . . trained, as needed, to

⁷LUMA is assuming that PREPA will not exit the Title III Bankruptcy proceeding before June 1, 2021. Consistent with statements from the Executive Director of Financial Oversight and Management Board (FOMB) and PREPA Certified Fiscal Plan for FY2021, certified on June 29, 2020, the Initial Budgets assume that PREPA will exit Title III at December 31, 2021. *See e.g.*, “Natalie Jaresko: “we are going to emerge from bankruptcy in 2021”, PR Headline News, <https://www.puertoricoheadlinenews.com/natalie-jaresko-we-are-going-to-emerge-from-bankruptcy-in-2021/> (last visited February 22, 2021). Consequently, LUMA anticipates providing the O&M Services during the Interim Period pursuant to the Supplemental Terms Agreement agreed between the OMA parties precisely for this contingency. If PREPA exits the Title III bankruptcy proceeding contemporaneously with all other conditions precedent to Service Commencement Date, then LUMA will begin providing O&M Services without the need for an “interim period.” Mentions in this document (and in all other OMA required submittals to the Energy Bureau), to “beginning of O&M Services,” “start of operations,” “start of operations and maintenance services,” and other allusions of similar import, shall be understood to refer to the end of the Front-End Transition Period and LUMA’s commencement of O&M Services regardless of whether it is in under an “interim period” or after full “Service Commencement Date.”

⁸ *See Id.*

⁹ The Front-End Transition Services are defined in the OMA as services to “complete the transition and handover to [LUMA] of the operation, management and other rights and responsibilities with respect to the T&D System pursuant to [the OMA], including the services contemplated by the Front-End Transition Plan; provided that the Front-End Transition Services shall not be O&M Services.” ⁹ *Id.*, Section 1.1 at page 16.

¹⁰ Although both ManagementCo and ServCo constitute the Operator under the OMA, after the Commencement Date, ServCo will provide the vast majority of the O&M Services while ManagementCo’s role will be mainly providing oversight and management of ServCo.

answer questions related to the T&D System and customer bills,” *Id.* Annex I, at page 13. Per Section 13.1 (g) of the OMA, “no later than the Service Commencement Date, the Operator and its management shall become publicly associated with the T&D System for the Term^[11]. To that end, the Operator Marks^[12] shall within one hundred and eighty (180) days of the Service Commencement Date, and for the duration of the Term, replace the Owner Marks^[13], including on . . . customer bills”

In order to provide O&M Services effectively to customers and to comply with its obligations under the OMA, LUMA is hereby seeking the Bureau’s approval of the Model Bill. Approval of the Model Bill will enable LUMA to satisfy the requirements of a “transparent bill” set forth in Act 83 of May 2, 1941, as amended, known as the Puerto Rico Electric Power Authority Act (“Act 83”), Act 57-2014 and Act 17-2019, as interpreted by this honorable Energy Bureau to benefit the public interest and customers. A LUMA bill will also serve as a measure to enable customers to “see and feel improvement” after Commencement Date and act as a “catalyst for T&D customer engagement,” which are initiatives to be pursued by LUMA during the Front-End Transition Period as per the OMA. *See* OMA, Annex II, page II-37. This bill will be a clear signal to the customer of the utility transformation and help avoid confusion after Commencement Date as to whom to contact to resolve issues related to their electric service.

LUMA has prepared a Model Bill both in Spanish and English that is a re-design of PREPA’s current bill. The proposed Model Bill includes key information that is currently

¹¹ Section 2.3 of the OMA defines the “Term” as an Initial Term in which the OMA will be in effect “from the Effective Date through the fifteenth (15th) anniversary of the Service Commencement Date (such period of time, the “Initial Term”), unless extended or earlier terminated in accordance with the terms hereof.”

¹² This term refers to LUMA’s trademarks listed in Annex XIV of the OMA, as may be revised by LUMA from time to time. *Id.*, Section 1.1 at page 22.

¹³ This term refers to PREPA’s trademarks listed in Annex XV of the OMA, as may be revised by PREPA from time to time. *Id.*, Section 1.1 at page 23.

found in PREPA's bill, presented in a different format and design in order to better inform customers of their energy usage and facilitate a higher level of customer service. As will be explained, the Model Bill includes adjustments in the presentation of the information that is required by law and by this Energy Bureau. See Exhibit 1 (LUMA Model Bill in Spanish and English).

In re-designing PREPA's current customer bill and preparing the Model Bill, LUMA used PREPA's existing data and files on the customer bill that was approved by this Energy Bureau by Final Resolution and Order of January 11, 2017 as amended by the *Nunc Pro Tunc* Resolution of February 6, 2017, Case No. CEPR-AP-2016-0002 (as amended, "Final Resolution and Order of January 11, 2017"). LUMA redesigned the transparent bill to adopt an enhanced customer-friendly format that follows best industry practices and will improve customer services in accordance with Puerto Rico energy public policy.

The Model Bill complies with applicable requirements of a transparent bill to provide customers an easy format to understand the electricity service they have received for the applicable billing period, the applicable charges and credits, and the customer's energy usage and consumption. The Model Bill also plainly informs customers of their right to contest the bill or request an investigation and provides four alternative means to notify an objection and request an investigation.

To facilitate the Bureau's approval process, LUMA drafted the proposed Model Bill, submitted as Exhibit 1 to this Petition, following the Final Resolution and Order of January 11, 2017. **LUMA is not changing any of the rates, riders or credits that were approved by the Bureau in case CEPR-AP-2015-0001.**

LUMA reviewed the Case Docket No. CEPR-AP-2016-0002 to comply with the procedural and substantive requirements that the Bureau adopted in approving PREPA's current bill. In addition to submitting sample customer bills in Spanish and English, Exhibit 1, LUMA is also filing with this Petition an Excel spreadsheet that details the charges that will be included in the customer bills per class based on the different rates as approved by the Energy Bureau and following PREPA's Book of Tariffs. *See* Exhibit 2. The charges, subsidies and riders have not been changed from those approved by the Bureau for PREPA and that are itemized in PREPA's current bill as mandated by the Bureau. For ease of reference on design changes made to PREPA's current bill, Exhibit 3 to this Petition is an illustrated comparison between the two bills.

LUMA welcomes the feedback of the Independent Consumer Protection Office ("ICPO"). A key goal of the new bill is to further facilitate consumer's ability to understand their energy usage using clear language and data and to provide useful and timely information to all electric customers on the energy transition currently underway in Puerto Rico. LUMA is prepared to answer questions and provide clarifications to facilitate approval of the proposed Model Bill that re-designs PREPA's current customer bill.

LUMA respectfully requests that this honorable Energy Bureau approve the proposed Model Bill, deem it a compliant re-design of PREPA's current bill, and allow LUMA to incorporate the proposed Model Bill in its implementation of the current tariffs that the Bureau approved for PREPA.

II. Energy Bureau's Authority

As the main entity in charge of ensuring compliance with energy public policy and to carry out energy policy mandates, this honorable Bureau has authority to review this Petition pursuant to Act 83, Act 57-2014 and Act 17-2019.

Act 57-2014 gives the Energy Bureau authority and regulatory oversight over electric services and electric power service companies¹⁴, such as PREPA and LUMA. *See* Act 57-2014, Sections 6.3 and 6.4, 22 LPRA §§ 1054b and 1054c. Among other powers, the Energy Bureau may establish public policy standards with respect to electric power service companies, establish rates, regulate any transaction, action or omission in connection with the electric power grid and the electric power infrastructure, exercise jurisdiction over certified electric power companies, review controversies of electricity bills sent to customers, and exercise general jurisdiction over persons connected to the grid or receiving energy services and persons that exercise control over the provision of electric power services. *See Id.*

Act 17-2019 gives the Bureau authority to “guarantee every consumer’s right to receive a reliable, stable, and excellent electric power service at a cost that is accessible, just, and reasonable, **a transparent and easy to understand bill**, and a fast service response.” Act 17-2019, Art. 1.5 (10), 22 LPRA §1141d (10)(a) (emphasis added). It further provides that electric power service companies shall: “create, with the approval of the Bureau, an electricity bill for each customer class, which itemizes, clearly and in detail, the categories of the different charges and credits assessed to the consumer, as established by the Bureau. The bill shall be completely transparent and approved by the Bureau.” *Id.*, Article 1.10 (h), 22 LPRA §1141i (h).

¹⁴Section 1.2 of Act 17-2019, defines “electric power service company” as:

any natural or juridical person or entity, including energy cooperatives, engaged in the rendering of energy generation, transmission, and distribution services, billing, wheeling, grid services, energy storage, the resale of electric power, as well as any other electric power service as defined by the Bureau. For purposes of this Act, the Electric Power Authority or its successor, as well as any electric power transmission and distribution network operator, shall be deemed to be an Electric Power Service Company.

22 LPRA §1141a(c).

Regarding the requirement of a “transparent bill,” Act 83, as amended, provides that with approval from the Energy Bureau, PREPA shall adopt a transparent bill that clearly itemizes the categories of the different charges and credits to consumers for each customer class of PREPA or its successor. Act 83, Section 6, 22 LPRA §196 (i). Act 83 further provides that PREPA and the Puerto Rico Energy Bureau shall develop a plan for the implementation of a transparent bill. *Id.*, Section 6A (c), 22 LPRA §196a (c).

Pursuant to Act 57-2014, electric service companies must itemize rates approved by the Energy Bureau in their customer bills, reflecting each one of the charges comprising the rate and in accordance with the transparent bill requirements established by the Bureau by regulation and as per the principles of Article 1.10 of Act 17 and Section 6 of Act 83. *See* Act 57-2014, Section 6.25(b), 22 LPRA §1054x (b).

III. Legal Requirements of a Transparent Customer Bill

Act 83 requires that electricity bills for PREPA customers must be transparent. *See* Act 83, Section 6, 22 LPRA §196(i). “The purpose of [a] transparent bill is to provide PREPA's customers with detailed information regarding the rates they pay for their electric service and how their payments are applied to PREPA's operational and administrative expenses.” Energy Bureau Resolution and Order of August 16, 2016, Case No. CEPR-AP-2016-0002 at page 1. This honorable Energy Bureau has construed that a “totally transparent bill” is “a simple bill that is clear and discernible for the consumer.” Final Resolution and Order of January 11, 2017 at page 5. This means, “first [...] that all the charges that are itemized in the bill correspond with the costs incurred by PREPA to provide electric service” and “[s]econd, it is a bill that can be understood by the consumer, with the purpose of placing the consumer in a better position to make informed decisions about its electricity consumption.” *Id.* This honorable Bureau has also clarified that a bill with too much detail may not necessarily be transparent by explaining that: “a bill that itemizes

each and all the possible categories of charges and costs (which could be dozens, or even hundreds of items), as detailed and thorough as it may be, could not be considered a transparent bill, since it would put the customer in the situation of having to navigate and manage a dense, long and complex document; it would not be a simple, clear, discernible bill.” *Id.*¹⁵ This Energy Bureau further construed that the charges in the transparent bill “must reflect the costs that are reasonably distinguished by the consumers, that offer them clear price signals, in which they can trust to adjust their energy consumption patterns to more efficient energy consumption patterns.” *Id.*

Section 6 of Act 83 provides that the transparent bill adopted by PREPA shall clearly itemize the categories of the different charges and credits assessed to the customer including, but not limited to: (1) the adjustment for fuel purchase; (2) the adjustment for energy purchase from energy producers; (3) the net metering credit; (4) the contribution in lieu of taxes and subsidies created under special laws; (5) the Transition Charge; and (6) the Base Rate Charge, "which shall include the account service and management fee, energy consumption charge, operating expenses, energy theft, electricity loss, debt payment not included in the Transition Charge, accounts receivables from the public sector, accounts receivables from the private sector, and any other charge that has an impact on the customer's bill." 22 LPRA §196 (i). All other rates or charges that the Bureau determines shall not be part of the transparent bill, shall be published in both PREPA's and the Bureau's websites. *Id.*¹⁶

Additionally, Section 22(b)(1) of Act 83 states that:

¹⁵ Section 5 of Act 120-2018 also addresses the public policy behind the transparent bill requirement, including among the criteria that the Public Partnerships Committee should evaluate in connection with the sale of PREPA's assets: "A billing system and a rate structure that meets the requirements and has the format of the transparent bill adopted and approved by the [Bureau] while ensuring that said bill's content and economic impact is easy to understand for consumers." 22 LPRA §1115 (2019).

¹⁶ Act 83 further provides that the transparent bill "shall not include or encompass any other charge or fee under the fuel purchase or energy purchase items other than that approved by the [Bureau] in accordance with the mandates of [Act 83] and [Act 57-2014]." 22 LPRA §196 (i).

As of the effective date of the new rate, [PREPA] shall compute annually the cost of subsidies, grants, and contributions granted under laws in effect, rural electrification programs, public irrigation systems, public lighting system, and the contribution in lieu of taxes (CILT), and shall establish as a separate charge in its transparent bill, the cost of the CILT and all other aforementioned subsidies as follows:

- A) Payment equal to municipal taxes, CILT;
- B) Cost of subsidies, contributions, public lighting, rural electrification programs, and public irrigation system.

22 LPRA §212(b).

Pursuant to the requirements of Acts 83 57-2014 and 17-2019, this Energy Bureau determined that PREPA's "new bill must have an itemization of the charges that correspond to the scheme of charges and costs approved by the [Bureau] in the proceeding for the review of PREPA's rates." Final Resolution and Order of January 11, 2017 at page 5.

The transparent bill shall also comply with the requirements of Section 6.27(b) of Act 57-2014 on notice to customers of the right to object the bill and request an investigation. Said section requires that "[e]very invoice that a certified electric power service company issues to its customers shall conspicuously advise all customers that they have thirty (30) days to dispute the same, pay the amount corresponding to the average of undisputed bills during the last six (6) months, and request the electric power service company to conduct an investigation, all of this without affecting the service." 22 LPRA §1054z (b).

Additionally, Section 3.7 of Act 17-2019, amending Section 7 of Act No. 114-2007, requires, in relevant part, that the electricity bill shall include a message that installation of equipment to generate energy from renewable sources may help reduce the electricity bill.¹⁷ Act

¹⁷ The full text of the message required by Act 17-2019 provides:

The installation of equipment to generate energy from renewable sources may help

17-2019 requires that said message be placed “at least two inches from where the total amount of the bill appears and shall be written in a font which is the same size as the largest font used in any text appearing on the bill.” *Id.*

Relatedly, Bureau Regulation 8863 defines “Electric Power Service Bill” or “Electric Bill” or “Bill” as “the document sent periodically by the Electric Service Company to Customers or consumers wherein all the components, charges, or rates that make up the final consumption cost each Customer or Consumer must pay are listed. Bills may be sent by regular mail, email, or accessed by the Customer through a website.” Section 1.08 (8), Regulation 8863.¹⁸ Section 3.01 of Bureau Regulation 8863 also establishes that each electricity bill “must be drafted clearly and plainly so that they are easy to understand without requiring that readers possess any specialized knowledge for their comprehension.”

Regulation 8863 establishes the minimum contents of a bill. It requires inclusion of a notice of the customer’s right to object the bill and request an investigation by the Electric Service Company. *Id.*, Article 3.02. The notice on the right to object the bill shall, at the minimum, include the following:

1. The billing date and the date that the Bill is due. The due date shall be, at minimum, thirty (30) days from the date that the Bill is sent by email. [...]¹⁹

to reduce your electricity bill and PREPA, through its commercial office or the Internet, or the transmission and distribution network Contractor shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available to incentivize the purchase of this equipment. Additional information about this equipment is available at the Energy Public Policy Program.

Act 17-2019, Section 3.7.

¹⁸ This definition is taken from Act 57-2014, where the term is almost identically defined, except that it provides that the bill is sent “monthly” rather than periodically. *See*, Act 57-2014, Article 1.3(t), 22 LPRA § 1051a (u).

¹⁹ In the case of Bills addressed to public entities, including municipalities, the notice shall state that the due date shall be, at minimum, forty-five (45) days from the date that the Bill was sent by email. In cases

2. That the Customer has until the due date on the Bill to pay it or, on the contrary, file an objection to the Bill and request the corresponding investigation.
3. That in order to object to the Bill, the Customer must pay an amount equal to average of the non-disputed Bills during the six (6) months that precede the objected Bill and request an investigation from the Electric Service Company, which will not affect the provision of service to the Customer. Similarly, the Bill must advise that, in cases where there is not a billing history of at least six (6) months['] worth of non-objected Electric Bills, the Customer must pay the amount equal to the average of the preceding non-objected Bills. In cases where the objected Bill is the first Electric Bill the Company has issued to the Customer, [the Customer] shall be exempt from payment at the time of the filing of the request for investigation or objection. In cases where the average of the non-objected bills is greater than the objected bill, the Customer must pay the amount of the objected bill.^[20]
4. The means available for filing an objection to the Bill, in accordance with the provisions of Section 4.04 of Regulation 8863.
5. The contact information of the Customer service office where any objection or claim related to the Bill may be addressed.
6. The contact information of the Puerto Rico Energy [Bureau] and the Independent Consumer Protection Office. The Bill shall

where the Bill is sent by regular mail, the notice shall state that the terms shall begin to elapse on the date of the postal stamp. If the Bill sent by regular mail does not have a postal stamp, the terms shall begin to elapse three (3) days following the date of issuance of the Bill. *See* Article 3.02, Regulation 8863.

²⁰ In the Energy Bureau's Final Resolution and Order of January 11, 2017, this Energy Bureau specified the following text to meet these requirements:

Every customer shall have the right to object their bill and to request an investigation of the same. The customer shall have until the bill expiration date to pay the same, or to present their objection. In order to object or to request an investigation, which shall not affect the customer's electric service, the customer must pay the amount corresponding to the average of the non-objected bills during the six months prior to the objected bill. In the case there aren't at least 6 months of non-objected bills, the customer must pay the amount corresponding to the average of the prior non-objected bills. If the objected bill is the first bill issued by PREPA to the customer, the customer must pay the sum equivalent to the deposit that was required at the time of subscription of the electric service contract or the sum of the objected bill, whichever is less. In case the average amount of the non-objected bills is greater than the objected bill, the customer must pay the sum of the objected bill.

Final Resolution and Order of January 11, 2017 at pages 11-12.

indicate the most convenient means for contacting these entities, among them: business hours, street and mailing address, telephone numbers, websites, email addresses, or the street addresses of citizen contact points.

Per Section 4.04 of Regulation 8863, the Electric Service Company must provide at least three means for the Customer to notify an objection or request an investigation, including customer service offices, certified mail, fax, telephone, email, or a website, so long as the date of the filing of the objection and request for investigation can be established with certainty.

IV. Bureau's Approval of PREPA's Transparent Bill, Case No CEPR-AP-2016-0002.

LUMA's proposed Model Bill revises the format, design and art of the current PREPA bill and complies with the requirements of the transparent bill as implemented by the Bureau. Therefore, this Petition has been filed as part of Case No. CEPR-AP-2016-0002, wherein the Bureau approved the current PREPA bill on January 11, 2017.

This honorable Bureau initiated Case No. CEPR-AP-2016-0002 through a Resolution and Order of August 17, 2016.²¹ It stated that the proceeding to approve PREPA's bill was closely

²¹ In Case No. CEPR-2016-0002, the Bureau required that PREPA file a proposed bill for each customer category and include the following with its submission:

1. A copy of an actual customer bill from a recent month for each current tariff rate shown;
2. A description on how the proposed transparent bills complied with [Act 83];
3. For illustrative purposes, provide billings for a customer taking electricity service from PREPA under each tariff rate proposed by PREPA in Case No. CEPR-AP-2015-0001 and show how each item would be shown on the customer billings;
4. Identify and describe any and all known limitations with PREPA's current customer billing systems that would limit the implementation of a transparent bill as required by Act 57-2014; and
5. Identify the personnel at PREPA responsible for designing and administering customer billing, including determining the content of customer bills.

See Resolution and Order of August 16, 2006.

linked to the proceeding to approve PREPA's rates which was then ongoing, Case No. CEPR-AP-2015-0001. *See* Final Resolution and Order of January 11, 2017 at page 6.

As the record of this case shows, PREPA filed --and the Energy Bureau accepted and considered--, a sample bill with a proposed re-design and an excel file with the information to be included in the bills for each customer category. *See* Case Docket, filings of September 16, 2016, Case No. CEPR-AP-2016-0002, and Final Resolution and Order of January 11, 2017 at pages 6-7. Additionally, the Bureau issued several Requests for Information to PREPA. Final Resolution and Order of January 11, 2017 at page 8.

The Bureau also issued a public notice in a local newspaper to invite the public to receive comments and held two public hearings. *Id.* The ICPO presented comments and requests that were considered by the Bureau as part of the proceedings and in this honorable Bureau's final determination. *Id.* Upon concluding review of PREPA's proposed bill, this honorable Energy Bureau issued the Final Resolution and Order of January 11, 2017, that was amended *nunc pro tunc* on February 16, 2017.

The Bureau's Final Resolution and Order of January 11, 2017 approved PREPA's proposed bill with certain amendments and requirements. The Bureau ordered that "PREPA must use the new transparent bill, as approved . . . when implementing the tariffs approved by the [Bureau] in the Review of Rates." *Id.* at page 12. It further ordered that PREPA had to "file before the [Bureau] the format, design and art corresponding to the new transparent bill that is consistent with [the Final Resolution and Order of January 11, 2017], for each customer category or tariff code." *Id.*

The Bureau set the following requirements for PREPA's bill, which LUMA has considered in its proposed bills:

Cover of the Bill:

1. Unbundling generation, transmission and distribution energy charges was not accepted. The transparent bill shall not itemize these charges separately;
2. The information related to “Total Energy Charge” and “Total Demand Charge” shall be presented followed by a parenthesis with an arithmetic expression “(## kWh x ## \$/kWh) or “(## kVA x ## \$/kVA)” that corresponds to said charge;
3. Service Charges must include an arithmetic expression "(## kWh x ## \$/kWh)". This also includes credits made to the customer (e.g., "Net Metering Program Credit", "Adjustments to the Transition Charge due to Net Metering Grandfathering among others);
4. In the bills of customers subscribed to the Net Metering Program, the lines of information in the section of "Reconciliation Clauses and Riders" that contain credits to the customer must be located at the end of the list, after all the applicable charges to the customer;
5. Maintained the graphic bars that present historic information about the "Cost per kWh" and the "Consumption History; and
6. Net metering information.

Back of the Bill:

1. Service Charges to be included in the back of the bill with an indication that a completely detailed itemization of said charge will be available for each tariff code in its website, as well as in PREPA's regional and commercial offices;
2. The names of the subsidies included in the line of information "Subsidies, Public Lighting (Municipal) and other Subventions"; and
3. Text indicating the procedure for bill objections and including the contact information for the Energy Bureau and the ICPO.

See id. at pages 10-12 and *Nunc Pro Tunc* Resolution of February 16, 2017.

V. LUMA’s Transparent Bill-Redesign Process

As a starting point for the design of the new Model Bill, the LUMA Customer Experience team, including Jessica Laird, as lead, and Matthew Ward and Paul Raver, assessed PREPA’s current bill and identified the following gaps:

1. Unclear language for key portions of the bill (e.g., reconciliation clauses);
2. Charge and usage data were difficult to determine (i.e. not clear on the bill);
3. Insufficient customer messaging to engage and inform customers about customer programs; and
4. A lack of a modern bill design to provide ease of comprehension and effective communication of information to customers.

Given these gaps, the decision was made to redesign the bill with the following objectives in mind:

1. Create a bill that provides clear, concise billing information that does not require the customer to study the bill or perform calculations;
2. Identify and incorporate key customer experience improvement opportunities into the bill design, including customer-friendly language and informative customer messaging;
3. Develop the bill design to increase eBill sign up, electronic payments, and automated payments;
4. In accordance with the OMA, make the bill consistent with LUMA's brand, logo, and style guide; and
5. Leverage "bill design" studies, best practices, and benchmarks from the utility and other industries.

LUMA performed primary and secondary research to identify several key bill design studies and best practices. In addition to complying with statutory requirements of Act 83, Act 57-2014 and Act 17-2019, Regulation 8863 and the Final Resolution and Order of January 11, 2017, LUMA considered "bill design" studies, best practices and bill benchmarks from both the utility industry and other industries. LUMA also performed research on bills from North American electric & gas utilities (Canada and United States), including traditional bill statements and home energy reports (e.g., innovative reports designed to drive behavioral energy efficiency gains). LUMA considered several examples of customer bills for the Model Bill, of which the main was the customer bill used by Hydro One, which is Ontario's largest electricity transmission and

distribution service provider.²² As part of this effort, the team also reviewed bills outside the utility industry (financial services, telecommunications, and cable-TV industries).²³ LUMA's review helped identify key best practices for the proposed bill design including:

1. Communicating value to customers by explaining to customers the value they are receiving for the dollars they are spending for their electricity;
2. Separating bill summary versus detail information;
3. Using white space to highlight the most important bill content;
4. Including a breakdown of the charges to create clarity and transparency and to enable customers to recalculate the bill themselves;
5. Using large print in the front portion of the bill as well as customer friendly language and illustrations to help reduce customer anxiety;
6. As is the case with PREPA's current bill, include detailed information or "small print" in the back of the bill; and
7. Using dynamic color in addition to black and white to engage the customer.

LUMA estimates that the Model Bill that will be printed in dynamic color with three logical pages (two physical pages), will be less costly than the current PREPA bill that is printed in black & white with two logical pages (one physical page). This assessment is based on the costs estimated by LUMA to implement its billing program included in the Initial Budgets, which were submitted to this honorable Bureau for approval in Case No. NEPR-MI-2021-0004, as well as vendor contacts.

²² Sample available at <https://understandmybill.ca/explain/residential-tou/1> (last visited March 29, 2021). Other examples reviewed were bills used by ComEd (Exelon), ComEd (Opower), ConEdison, FP&L (NextEra), Georgia Power (Southern), PECO (Exelon), PG&E, PSE&G, Xcel Energy, AEP Ohio (AEP), BC Hydro, Atmos Energy, Duke, ENMAX, Fortis BC, Hydro Ottawa, and SMUD.

²³ The bills reviewed included those of AT&T, Xfinity and Chase.

VI. LUMA's Model Bill Complies with Statutory and Regulatory Requirements

As the Model Bill included as Exhibit 1 shows, LUMA has re-designed the current PREPA bill to better achieve the goals of the transparent bill mandate under Acts 83, 57-2014, 17-2019 and maintain compliance with the legal and regulatory requirements. The Model Bill includes the itemized information on charges and credits required by the aforementioned applicable laws and regulations, *see* Section III *supra*, as well as the requirements set forth by the Bureau in its Final Resolution and Order of January 11, 2017, all in a customer-friendly format that follows industry models and practices. The Model Bill is designed to empower the customer with clear and useful data about charges, costs, energy usage and consumption patterns.

LUMA hereby outlines the components of the Model Bill:

A. Cover Page of the Model Bill

The first page of the Model Bill with a plain, easy to understand format, includes the total amount due for electric charges, the payment due date and the kWh used.

The Cover Page includes a bar graph with three data points on energy usage with the historic information on consumption for the prior billing period (typically one month), the consumption of the same month in the previous year, and the current consumption. This historic information on energy consumption references the cost per kWh. Based on a review of bill statement benchmarks and bill design best practices, LUMA submits that this is the best practice format when compared with PREPA's current bill that includes a bar graph with information on energy usage during the prior 12 months. The 3-bar graph is more legible and understandable than the small-sized print of the 12-month bar graph currently used in the PREPA bill²⁴. The current small print and cluttered information would appear to lead to customers skipping over the graph

²⁴ The three-bar graph is used by Hydro One. *See id.*

and therefore does not properly meet the important goal of providing customers useful information on energy consumption to make intelligent decisions on future energy usage or how to reduce energy consumption.

In addition to the aforementioned three-bar graph on history of energy usage, the Model Bill includes a comparative section on energy usage. In plain, understandable and relatable language referencing percentages, this portion of the Model Bill informs the customer about changes in energy usage when compared with the prior month and the same month in the prior year. In a third column, the Model Bill explains in plain language the average cost per day, the average daily use of kWh and a 12-month average cost per kWh. These visual depictions and explanations of energy usage, consumption patterns and energy costs, allow customers to understand the bill without need to possess specialized knowledge and to review their patterns of energy consumption in the relevant period and compare them to prior usage.

It is respectfully submitted that the three-bar graph on energy usage, coupled with explanatory comparisons on energy usage and explanations on average costs and average daily use of energy, advance the statutory and regulatory goal of providing information that the customer may trust to adjust consumption patterns. It must be noted that none of the laws or regulations establishing the requirements for the transparent bill require that the history of consumption be detailed for an entire twelve-month period. The twelve-month history was included in numeric form only in the model bill that PREPA submitted to the Energy Bureau for approval in 2016, and in response, the Energy Bureau required in its Final Resolution and Order of January 10, 2017 that this information be provided in bar graph form. Consistent with this honorable Bureau's expressions regarding the definition of a transparent bill, we respectfully submit that too much detail does not necessarily translate into a transparent bill. *See* Final Resolution and Order of

January 10, 2017 at page 5. In this case, LUMA believes that the extended twelve-month bar graph format, in the Bureau's words, puts "the customer in the situation of having to navigate and manage a dense, long and complex document" and does not result in a simple, clear, discernible bill. *See Id.*

The first page of the Model Bill also includes a notice advising the customer that he/she has until the due date to pay or to register an objection and directing the customer to the back of the bill for details on how to contact LUMA customer service and how to file an objection to charges, as per the requirements of the Final Resolution and Order of January 11, 2017. *See Id.* at page 11.

The mailing address for payments and the contact information via phone and at the LUMA website are also included in the first page to enable the customer to pay the bill or to make inquiries without need to read the detailed portions of the Model Bill that are included in subsequent pages.

B. Back of the Bill

In compliance with the Bureau's Final Resolution and Order of January 11, 2017 and the requirements of Section 6 of Act 83, the back of the first physical page of the Model Bill, which is the second logical or content page, includes an explanation on the charges for electric services that are included as customer charge, energy charge, demand charge, if applicable, and reconciliation clauses and riders. *See* Final Resolution and Order of January 10, 2017 at page 11. The subsidies are itemized. *See Id.* The Model Bill also includes an indication that a complete list and breakdown of charges and subsidies is available at LUMA's website, lumapr.com. *See Id.* Said format tracks what PREPA currently does with its bill whereby itemization of subsidies is found at PREPA's website and the back of the bill directs customers to the website.

In compliance with Section 6.27 of Act 57-2014, as amended, Bureau Regulation 8863 and this honorable Bureau's Final Resolution and Order of January 10, 2017, the back of the first page of the Model Bill explains the customer's right to object the bill and request an investigation until the due date. The language used tracks the text specified in the Final Resolution and Order of January 10, 2017, with some modifications to add further clarity. *See Id.* at pages 11-12 and text transcribed in footnote 15 of this Petition. The back of the first page of the Model Bill includes **four** different means to submit the objection or request for an investigation: personally, by email, phone or postal mail. It also informs the customer of the payments that must be made in order to proceed with an objection or request an investigation. *See* Final Resolution and Order of January 11, 2017 at page 12. In compliance with Bureau Regulation 8863 and with the Bureau's Final Resolution and Order of January 11, 2017, the back of the first page of the Model Bill includes the contact information of the Energy Bureau and the ICPO and indicates the means for contacting these entities, including: email, mailing address, telephone and fax. *See Id.*

Additionally, as specified in the Final Resolution and Order of January 11, 2017, the back of the first page of the Spanish-language version of the Model Bill indicates that the customer may find the English-language version of the bill at www.lumapr.com. *See Id* at page 11, footnote 38. Similarly, the English-language version of the same page of the Model Bill indicates that the customer may find the Spanish-language version of the bill at the same website. A space has been left blank in the Model Bill to include other required provisions or future terms of service.

Finally, the back of the first page of the Model Bill includes an explanation on how a customer may protect his/her credit if there is an overdue balance and provides a contact phone number to pay an overdue balance. It also includes is an easy-to-read- reference on the four options to pay the electric bill: online, via an automated payment line, by mail or at a LUMA office.

C. Second Page

The main purpose of this second physical page is to provide the customer with a bill detail that complies with the requirements of Acts 83, 57-2014 and 17-2019. The page shows granular, detailed data on meter reads, customer charges, reconciliation clause charges, energy usage and cost detail. This provides the customer a full understanding of costs of the electric bill. As required by the Bureau, the information on charges is presented with reference to kWh x \$/kWh for each of the charges. *See Id.* at page 10.

The front of the second physical page of the Model Bill, which is the third logical or content page, begins with the reference to the benefits of the net metering program that is required by Section 3.7 of Act 17-2019. In compliance with this provision, the net metering message is placed at least two inches from the total amount of the bill and is drafted in the same font size as the largest font size used in the Model Bill. Placement of the net metering message in the front of this second page of the Model Bill is well suited with the purpose of the page which is to provide the customer a breakdown of charges and detailed metering information. Although the net-metering message is not in the first page as was indicated in the Final Resolution and Order of January 10, 2017, Act 17-2019 does not mandate inclusion of the net metering message in the first page of the customer bill. This honorable Bureau's request in the Final Resolution and Order of January 10, 2017 that the net metering message be placed in the first physical page of the PREPA bill, appears to have been directed at not including this text in the **back of the PREPA bill** where information on service charges, subsidies and billing objections is included in a smaller print than other sections.

LUMA is proposing to include the net metering message **in the front of the second physical page of the bill** where the information on the amount due is prominently restated along

with other applicable charges and adjustments. Therefore, **in this proposed location, the net metering text is similarly prominent as in the front of the first physical page.** In addition, placing this message in the first physical page of the bill would remove white space in that page, which would be counter to the best practice of using white space to highlight important information and, as a result, may also result in diverting attention from this message.

Finally, the details on current electric charges included in the second physical page comply with the itemization requirements of Sections 6 and 22(b) of Act 83. To wit, it includes: (1) the adjustment for fuel purchase (FCA Clause); (2) the adjustment for energy purchase (PPCA Clause); (3) the contribution in lieu of taxes; (4) the subsidies created under special laws (HH and NHH); (5) the provisional rate adjustment; and (6) the Base Rate Charges, including the customer charge and the consumption charges.

VII. Breakdown per customer classes

To evidence compliance with the requirement that “the electricity bill for each customer class, [shall] itemize[], clearly and in detail, the categories of the different charges and credits assessed to the consumer,” Act 17-2019, Article 1.10(h), 22 LPRA §1141i(h), LUMA is submitting as Exhibit 2 to this Petition, a file in excel format that itemizes charges, riders, subsidies and credits to be included in each of the bills per customer class in accordance with PREPA’s Book of Tariffs. Exhibit 2 shows the detailed information that will be used in the bills for each class of customer. Exhibit 2 follows the rates approved by the Bureau in PREPA’s Book of Tariffs and tracks the information that PREPA currently includes in its bills. One of the items of the Excel table includes the details of the charges for customers who participate in the net metering program and are entitled to a net metering credit.

VIII. Comparison of Model Bill with PREPA's Current Bill

Included as Exhibit 3 to this Petition in pdf format and also submitted in Power Point™ format, is an illustrated comparison between the current PREPA bill and LUMA's Model Bill. The different elements of each of the bills have been identified by numbers to allow for a visual cross-reference between the bills. A narrative list identifies the elements that appear in each of the bills. In the first and third columns, the narrative list references the elements as found in PREPA's current bill. The second and fourth columns reference the corresponding elements that are found in the Model Bill. Bold typeface is used in the listing to identify the new elements of LUMA's Model Bill. As Exhibit 3 shows, the main differences between the two bills are:

1. LUMA's Model Bill has two pages of content, while PREPA's current bill includes one main page and a back page with small print;
2. LUMA's Model Bill is printed in colors, while PREPA's current bill is printed in grey scale;
3. LUMA's Model Bill includes bar graphs on energy usage and consumption for 3 months (i.e., the preceding month, the same month in the previous year and the current month), along with comparative information on energy consumption and energy usage for the past month and past 12-month period. In comparison, PREPA's current bill only includes a bar graph in small print with information on consumption during the past 12 months (elements 45-50; 66-70);
4. In the Model Bill the message on net metering is included in page two, while PREPA's current bill includes the message in the first page (element 14); and
5. In the Model Bill, the breakdown on current charges is included in the second physical page, while the same information is included in the first page of PREPA's current bill (elements 31-44).

The Model Bill includes the following new elements:

1. The address where electricity is provided (element 20);
2. Page numbering (element 60);
3. New presentation on the title (element 61);
4. New presentation on the period covered by the bill (element 62);
5. Energy Savings Tip (element 63);
6. New presentation on total kWh used (element 64);

7. Visual comparative on energy usage (elements 66 and 67);
8. Information on average energy consumption (elements 68-70);
9. Message to customer (element 71); and
10. Space for future terms of service (element 81).

See Exhibit 3.

WHEREFORE, LUMA respectfully requests that the Energy Bureau **approve** the Model Bill included as Exhibit 1, **deem** it a compliant re-design of PREPA's bill, and **allow** LUMA to incorporate the proposed Model Bill in its implementation of the current tariffs that the Bureau approved for PREPA.

RESPECTFULLY SUBMITTED.

In San Juan, Puerto Rico, this 30th day of March 2021.

I hereby certify that I filed this Petition using the electronic filing system of this Energy Bureau and that I will send an electronic copy of this **Petition to the attorneys for PREPA**, Joannely Marrero-Cruz, jmarrero@diazvaz.law; and Katiuska Bolaños-Lugo, kbolanos@diazvaz.law. Notice will also be sent to the **Office of the Independent Consumer Protection Office**, Lcda. Hannia Rivera Diaz, hrivera@jrsp.pr.gov.



DLA Piper (Puerto Rico) LLC
500 Calle de la Tanca, Suite 401
San Juan, PR 00901-1969
Tel. 787-945-9107
Fax 939-697-6147

/s/ Margarita Mercado Echegaray
Margarita Mercado Echegaray
RUA NÚM. 16,266
margarita.mercado@us.dlapiper.com

Exhibit 1

Su factura de electricidad

Para el periodo del 1 de agosto al 1 de septiembre de 2020

María Cliente

Su número de cuenta:

XXXXXXXXXX

Fecha de expedición de esta factura: 4 de septiembre de 2020



Consejo para ahorrar energía: Cambie sus muebles de lugar La forma en la que ubica sus muebles puede afectar la eficiencia de su sistema de acondicionador de aire (AC) para enfriar el hogar. Si sus muebles obstruyen el flujo de aire que pasa por los conductos de ventilación, será más difícil para su AC lograr que la habitación alcance la temperatura deseada.

CANTIDAD TOTAL ADEUDADA

\$221.19

FECHA DE VENCIMIENTO

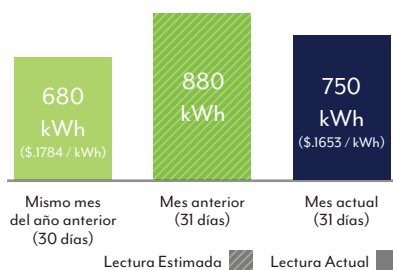
4 oct 2020

CONSUMO DE KWH

750 kWh

AVISO DE SUSPENSIÓN DE SERVICIOS: Por favor pague la cantidad en atraso inmediatamente.
De lo contrario, su servicio puede ser suspendido a partir del 15 de septiembre de 2020.

SU CONSUMO DE ENERGÍA



COMPARACIÓN

Este mes, usted consumió:



15% menos energía
en comparación con el mes anterior

y



10% más energía
en comparación con hace 1 año

PROMEDIOS

Costo promedio por día

\$5.04

Consumo diario promedio

24 kWh

Costo promedio de 12 meses por kWh

\$.1719

¡En LUMA trabajamos para usted!

Nos complace anunciar la gran apertura de una nueva Oficina de Distrito en Arecibo. Varios de nuestros clientes que residen en el área oeste de Arecibo nos comentaron que viajar a nuestras oficinas actuales toma demasiado tiempo. ¡Y nosotros escuchamos! La nueva oficina estará ubicada en 1225 Main Street. ¡Esperamos recibir su visita!



¡Despídase del papeleo!

Ahorre tiempo. Salve árboles. Obtenga acceso seguro 24/7 a la información que aparece en su factura. Visite www.lumapr.com/account y opte por recibir facturas digitales.



**PARA EMERGENCIAS O
INTERRUPCIONES EN EL SERVICIO**
1-844-888-LUMA (5862)



DIRECCIÓN POSTAL DE LUMA:
PO BOX 363508
SAN JUAN PR 00936-3508



PARA PAGOS Y CONSULTAS
1-844-888-LUMA (5862)



PARA FACTURACIÓN Y MÁS
WWW.LUMAPR.COM

Ley 57: Todos los clientes tiene hasta la fecha de vencimiento para pagar el total en esta factura o presentar una objeción a los cargos corrientes por venta de electricidad. Detalles al dorso. Incluya este talonario con su pago. No mutile, doble, grape, manche, escriba (excepto la cantidad a pagar) ni use cinta adhesiva en el talonario de pago.

LUMA

Envíe su pago a:
PO BOX 363508
San Juan PR 00936-3508

Nombre del cliente
Número, Dirección, Núm. de apto.
Ciudad, Estado, Código postal + 4

Cuenta: xxxxxxxxx
Cantidad adeudada: \$221.19
Fecha de vencimiento:
4 de octubre de 2020

Cantidad incluida:



¿Cuáles son los cargos por su servicio eléctrico?

Los cargos por su servicio eléctrico incluyen los siguientes:

- Cargo por Cliente
- Cargo por Energía
- Cargo por Demanda (si es aplicable)
- Las Cláusulas de Reconciliación y Riders

Los Cargos por Cliente tienen el propósito de recuperar los gastos que son independientes del consumo y la demanda de energía de los clientes. Ellos son:

- La lectura de contadores
- Facturación
- Gastos administrativos
- Servicios al cliente y
- Gastos relacionados con la toma de servicio y el medidor

Los Cargos por Energía y Demanda tienen el propósito de recuperar los gastos de:

- Generar, transmitir y distribuir la energía eléctrica

Los Cargos de las Cláusulas de Reconciliación y Riders incluyen:

- Cargo de Ajuste por Compra de Combustible
- Cargo de Ajuste por Compra de Energía
- Contribución en Lugar de Impuestos (CELI)
- Subsidios Alumbrado Público (Municipal)
- Otras Subvenciones
- Cargo por el Programa de Eficiencia Energética
- Descuentos por Subsidios y
- Crédito por el Programa de Medición Neta, (si es aplicable)

Para una lista completa y desglose detallado de estos cargos, visite la página web www.lumapr.com o visite las oficinas regionales y comerciales de LUMA.

Asuntos Incluidos Bajo Subsidios, Alumbrado Público (Municipal) y Otras Subvenciones

- Crédito por Consumo de Equipos Eléctricos Necesarios Para Conservar la Vida
- Tarifa Servicio Residencial Para Proyectos Públicos – RH3
- Tarifa Servicio Residencial Especial – LRS (Programa de Asistencia Nutricional)
- Tarifa Fija para Residenciales Públicos bajo la Titularidad de la Administración de Vivienda Pública – RFR

- Subsidio de Combustible a Clientes Residenciales Cualificados
- Alumbrado Público Municipal

Para una lista completa y desglose detallado de todos los Subsidios, visite la página web www.lumapr.com o visite las oficinas regionales y comerciales de LUMA.

Usted tiene el derecho de objetar y pedir una investigación de su factura.

Usted (el cliente) tiene el derecho a objetar el total facturado y solicitar una investigación de su factura. Si usted objeta o presenta una solicitud de investigación a tiempo, su servicio no se verá afectado. Usted tendrá hasta la fecha del vencimiento de su factura para pagarla o presentar su objeción.

Para poder objetar o solicitar una investigación, deberá pagar la cantidad correspondiente al promedio de las facturas que no han sido objetadas durante los seis (6) meses anteriores a la factura objetada.

En caso de que no haya un historial de facturas no objetadas de al menos seis (6) meses, usted deberá pagar la cantidad correspondiente al promedio de las facturas previas que no hayan sido objetadas. Si el promedio de las facturas anteriores no objetadas es mayor a la factura objetada, usted deberá pagar el monto de la factura objetada.

En caso de que la factura objetada sea la primera factura emitida por LUMA a usted, usted deberá pagar una suma equivalente al depósito que le fue requerido al momento de suscribir el contrato de servicio eléctrico con LUMA o el monto de la factura objetada, lo que sea menor. Usted puede presentar su solicitud de objeción o investigación de factura en cualquiera de las siguientes maneras:

- Personalmente en la oficina comercial de su predilección
- Por correo electrónico, a través de Mi Cuenta en la página web www.lumapr.com
- Por teléfono, llamando al 1-844-888-LUMA(5862)
- Por correo postal al PO Box 363508, San Juan, PR 00936-3508

Negociado de Energía de Puerto Rico (NEPR)

Puede contactar al NEPR en cualquiera de las siguientes maneras:

- Accediendo a la página web

www.energia.pr.gov

- Por teléfono, llamando al 787-523-6262
- Por correo electrónico a nepr@energia.pr.gov
- Por correo postal al Edificio World Plaza, 268 Avenida Muñoz Rivera, Nivel Plaza, Suite 202, San Juan, PR 00918

Oficina Independiente de Protección al Consumidor (OIPC)

La OIPC educa, orienta, asiste y representa a los consumidores de energía en Puerto Rico. Si tiene alguna situación con su proveedor de energía, puede contactar al OIPC en cualquiera de las siguientes maneras:

- Por teléfono al 787-523-6962
- Por fax al 787-523-6961
- Por correo electrónico a info@oipc.pr.gov
- Por correo postal al 268-The Hato Rey Center, Suite 524, Piso 5, Avenida Ponce de León, San Juan PR 00918

La versión en inglés de esta factura está disponible en www.lumapr.com / The English version of this bill is available at www.lumapr.com.

Reservado para otras disposiciones o términos de servicio futuros.

SI TIENE UN BALANCE VENCIDO

Cuando hace pagos a tiempo, mantiene y protege su crédito. Los pagos parciales no evitarán la suspensión del servicio de energía eléctrica. Las cuentas finales que no son pagadas y no objetadas ni acogidas a un plan de pago se pueden referir a una agencia de crédito. Para pagar su balance vencido contáctenos al 1-844-888-LUMA (5862).



FORMAS DE PAGO

Para su conveniencia, LUMA ofrece varias formas de pago.

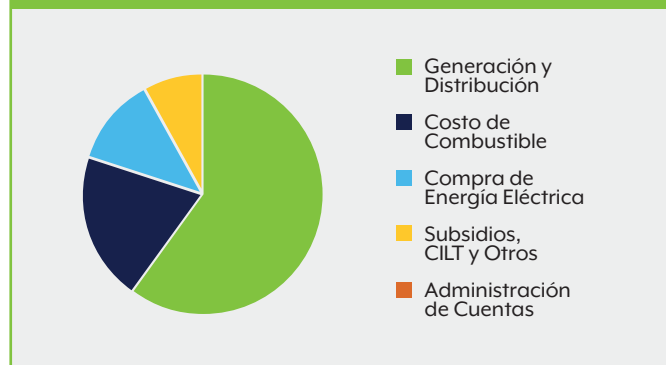
- Pague en línea a través de www.lumapr.com
- Llame a nuestra línea de pago automatizada al 1-844-888-LUMA (5862)
- Envíe el pago por correo junto con el talonario provisto en esta factura
- Visite su oficina local de LUMA

La instalación de un equipo para generar energía de fuentes renovables puede ayudarle a reducir su factura de electricidad y LUMA, mediante sus oficinas comerciales o por Internet, le suministrará información sobre cómo puede cualificar para ingresar al programa de medición neta. Además, existen beneficios contributivos para incentivar la compra de esos equipos sobre los que puede obtener más información en el Programa de Política Pública Energética.

DETALLE DE LA CUENTA

Balance Previo	Balance Vencido – Pague Inmediatamente	\$25.00
Cantidad adeudada del periodo anterior	\$75.00	
Pagos acreditados	- \$50.00	
Cargos Corrientes por Electricidad		\$156.19
Otros Cargos Corrientes		\$40.00
Acuerdo para pagar	\$40.00	
Cantidad Total Adeudada		\$221.19

DESGLOSE DEL COSTO DE ELECTRICIDAD



INFORMACIÓN DEL SERVICIO

Electricidad Suministrada A: 7746 Hillcrest Avenue
ID Localidad: 1234567890
Clase de Tarifa: Servicios residenciales generales
Cantidad de Depósito Acumulado: \$200

DETALLE DE LOS CARGOS CORRIENTES

Descripción	Tarifa	Cargo
Cargos por Servicio		
Cargo por Cliente		\$4.00
Cargo por Consumo	425 kWh x \$.04944	\$21.01
Cargo por Consumo Adicional	325 kWh x \$.05564	\$18.08
Sub Total		\$43.09
Cláusulas de Reconciliación		
Cláusula FCA - Ajuste a Cargo por Combustible	750 kWh x \$.077633	\$58.22
Cláusula PPCA - Ajuste por Compra de Energía	750 kWh x \$.052081	\$39.06
Cláusula CILTA - CELI (municipal)	750 kWh x \$.007246	\$5.43
Cláusula SUBA - Subsidios HH	750 kWh x \$.012414	\$9.31
Cláusula SUBA - Subsidios NHH	750 kWh x \$.009210	\$6.91
Ajuste Provisional de Tarifa	750 kWh x -\$.007771	-\$5.83
Sub Total		\$113.10
Total		\$156.19

DETALLE DE LA LECTURA DE CONTADOR

Periodo	01-aug-2020 al 01-sep-2020
Días de Consumo	31
Número de Contador	123456
Fecha de Lectura	09/01/2020
Próxima Lectura	10/01/2020
Lectura Actual (estimada)	2616
Lectura Anterior	1866
Constante	1
Consumo	750 kWh
Consumo Total:	750 kWh

Your Electricity Statement

For period of August 1, 2020 to September 1, 2020

Maria Customer

Your Account Number: XXXXXXXXXX

This statement was issued: September 4, 2020



Energy Savings Tip: Rearrange Your Furniture How you arrange your furniture can affect how efficient your air conditioning system cools your home. If your furniture is obstructing the flow of air through the air vents, it may be harder for your AC to bring the room to the desired temperature.

TOTAL AMOUNT DUE

\$221.19

DUE DATE



Oct. 4, 2020

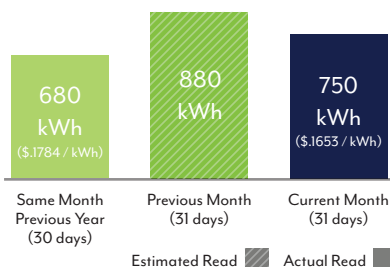
kWh USED



750 kWh

SERVICE SUSPENSION NOTICE: Please pay the past due amount immediately. Otherwise, your service can be disconnected on or after September 15, 2020.

YOUR ENERGY USAGE



COMPARATIVE

This month you used:



15% less energy
compared to last month

and



10% more energy
compared to 1 year ago

AVERAGES

Average Cost Per Day

\$5.04

Average Daily Use

24 kWh

12-Month Average Cost Per kWh

\$0.1719

LUMA Working for You!

We are pleased to announce the grand opening of a new District Office in Arecibo. We heard from several customers living on Arecibo's west side that travel times to the current office were too great and we agreed! The new location will be at 1225 Main Street. We look forward to your visits!



Go Paperless!

Save Time. Save Trees. Get 24/7 secure access to all the information that appears on your bill. Elect to go paperless at www.lumapr.com/account



FOR EMERGENCY OR OUTAGE
1-844-888-LUMA (5862)



LUMA MAILING ADDRESS:
PO BOX 363508
SAN JUAN PR 00936-3508



FOR PAYMENT AND INQUIRIES
1-844-888-LUMA (5862)



FOR BILLING AND MORE
WWW.LUMAPR.COM

Act 57-2014 as amended: [You] have until the due date to pay the total on this invoice or register an objection for the current electricity sale. Details on the back. Attach the stub with your payment. Do not mutilate, bend, staple, stain, write (except amount to be paid) nor use tape on the payment stub.

LUMA

Send your payment to:
PO BOX 363508
San Juan PR 00936-3508

Customer Name
Number, Address, Apt No.
City, State, Zipcode+4

Account: xxxxxxxxxx
Amount Due: \$221.19
Due Date: October 4, 2020

Amount Enclosed:



4 042846 409124

What are the charges for your electric service?

Charges for your electric service include the following:

- Customer Charge
- Energy Charge
- Demand Charge (if applicable)
- Reconciliation Clauses and Riders

Customer Charges are intended to recover expenses that are independent of customers' energy consumption and demand. They are:

- Meter reads
- Bill print and delivery
- Administrative expenses
- Customer services and
- Expenses related to service and meters

Energy and Demand Charges are intended to recover the costs of:

- Generation
- Transmission
- Distribution of electric energy

Reconciliation Clause and Riders Charges include:

- Fuel Purchase Adjustment charge
- Energy Purchase Adjustment charge
- Contribution in Place of Tax (CELI)
- Subsidies
- Public Lighting (Municipal)
- Other grants
- Energy Efficiency Program Charge
- Subsidy Discounts
- Net Metering Program Credit, if applicable

For a complete list and detailed breakdown of these charges, visit our website at www.lumapr.com or LUMA's regional and commercial offices.

Items Included Under Subsidies, Street Lighting (Municipal) and Other Grants

- Credit for Consumption of Electrical Equipment Needed to Conserve Life
- Residential Service Rate for Public Projects - RH3
- Special Residential Service Rate - LRS (Nutrition Assistance Program)
- Fixed rate for public housing projects owned by the Public Housing Administration - RFR

- Fuel Subsidy for Qualified Residential Clients
- Public Lighting (Municipal)

For a complete list and detailed breakdown of all subsidies, visit our website at www.lumapr.com or LUMA's regional and commercial offices.

You have the right to object and request an investigation of your bill.

You (client) have the right to object to the amount billed and/or request an investigation on your bill. If you timely object or file a request for an investigation, your services will not be affected. You will have until your bill's due date to pay it or to raise your objection.

In order to object or request an investigation, you must pay the amount corresponding to the average of the bills that have not been disputed during the previous six (6) months.

In cases where there is no history of payment of undisputed bills of at least six (6) months, you must pay the amount corresponding to the average of previous bills which have not been objected.

If the average of the non-objected bills is greater than the objected bill, you must pay the amount of the objected bill.

In cases where the objected bill is the first invoice issued by LUMA to you, you must pay a sum equivalent to the deposit required at the time you entered into the electric service contract with LUMA or the amount of the bill that has been objected, whichever is lower.

You may submit your request for objection or investigation in any of the following ways:

- Personally, in the commercial office of your preference
- By email, through Mi Cuenta at www.lumapr.com
- By phone at 1-844-888-LUMA (5862)
- By postal mail to P.O. Box 363508, San Juan, PR 00936-3508

Puerto Rico Energy Bureau (PREB)

You may contact PREB, in any of the following ways:

- Through its website www.energía.pr.gov

- By phone at 787-523-6262
- By email to nepr@energia.pr.gov
- By postal mail to the World Plaza Building, 268 Avenida Muñoz Rivera, Nivel Plaza, Suite 202, San Juan, PR 00918

Independent Consumer Protection Office (OIPC)

The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico. If you have any situation with your energy provider, you may contact the OIPC in any of the following ways:

- Via email to info@oipc.pr.gov
- By postal mail to 268 - The Hato Rey Center, Suite 524, Floor 5, Avenida Ponce de León, San Juan, PR 00918
- By phone at 787-523-6962
- By fax to 787-523-6961

The Spanish version of this bill is available at www.lumapr.com / La versión en español de esta factura está disponible en www.lumapr.com.

Reserved for other required provisions or future terms of service

OVERDUE BALANCE

Your credit is maintained and protected by keeping your payments up to date. Partial payments will not prevent the suspension of electricity service and final accounts that are not paid, may be referred to a credit agency. To pay for your overdue balance, please contact us at **1-844-888-LUMA (5862)**.



WAYS TO PAY

For your convenience, LUMA offers several ways to pay.

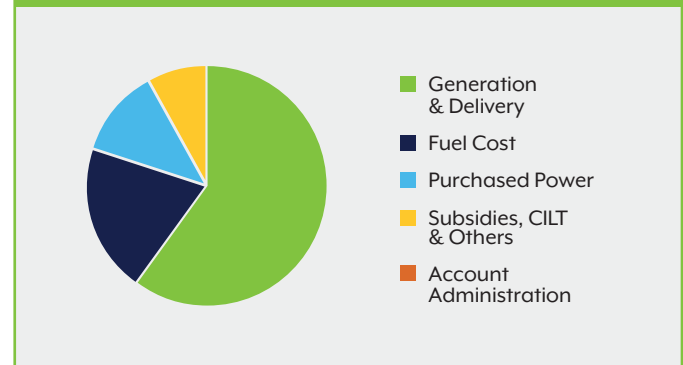
- Pay online at www.lumapr.com
- Call our automated payment line at **1-844-888-LUMA (5862)**
- Mail payment using the stub provided with this bill
- Visit your local LUMA office

The installation of equipment to generate energy from renewable sources may help to reduce your electricity bill and LUMA, through its commercial office or the Internet, shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available to incentivize the purchase of this equipment. Additional information about these benefits is available at the Energy Public Policy Program.

ACCOUNT DETAIL

Balance <i>Past Due - Pay immediately</i>	\$25.00
Amount due previous period	\$75.00
Payments credited	- \$50.00
Current Electric Charges	\$156.19
Other Current Charges	\$40.00
Payment arrangement	\$40.00
Total Amount Due	\$221.19

ELECTRICITY COST BREAKDOWN



SERVICE INFORMATION

Providing Electricity To: 7746 Hillcrest Avenue
Service ID: 1234567890
Rate Class: General Residential Services
Deposit Amount Accumulated: \$200

CURRENT ELECTRIC CHARGES DETAIL

Description	Rate	Charge
Service Charges		
Customer Charge		\$4.00
Consumption Charge	425 kWh x \$.04944	\$21.01
Additional Consumption Charge	325 kWh x \$.05564	\$18.08
Sub Total		\$43.09
Reconciliation Clauses		
FCA Clause - Combustible Adj. Charge	750 kWh x \$.077633	\$58.22
PPCA Clause- Purchase of Energy Adj.	750 kWh x \$.052081	\$39.06
CILTA - CELI (Municipal) Clause	750 kWh x \$.007246	\$5.43
SUBA Clause - Subsidies HH	750 kWh x \$.012414	\$9.31
SUBA Clause - Subsidies NHH	750 kWh x \$.009210	\$6.91
Provisional Rate Adjustment	750 kWh x -\$.007771	- \$5.83
Sub Total		\$113.10
Total		\$156.19

METER READ DETAIL

Period	Aug-1-2020 to Sep-1-2020
Consumption Days	31
Meter Number	123456
Read Date	09/01/2020
Next Read Date	10/01/2020
Current	2616 (estimate)
Previous	1866
Multiplier	1
Consumption	750 kWh
Total Consumption	750 kWh

Exhibit 2 (by email, excel table)

Exhibit 3

Bill Statement Comparison

PREPA Bill – LUMA Bill

March 2021



Current State PREPA Bill



Autoridad de Energía Eléctrica de Puerto Rico
PO BOX 363608 - San Juan PR 00936-3608

Área Metro: 787-521-3434 Larga Distancia: 1-800-981-2434
Pagos: 787-521-2121 Audios Impedidos: 787-521-3050
www.aeepr.com

Detalle de Facturación		Cantidad
Balance Previo		\$1,461.48
Pagos acreditados desde su última factura		483.00 CR
Cargos Corrientes		630.01 CR
Cantidad a Pagar		\$348.47
Fecha de Vencimiento Cargos Corrientes		20-abr-2020

Número de Cuenta: [REDACTED] Fecha de Factura: 18-mar-2020 Ciclo: 20

La instalación de un equipo para generar energía de fuentes renovables puede ayudarle a reducir su factura de electricidad. La Autoridad, mediante sus oficinas comerciales o por internet, le suministrará información sobre cómo puede cualificar para ingresar al programa de medición neta. Además, existen beneficios contributivos para incentivar la compra de estos equipos sobre los que puede obtener más información en el Programa de Política Pública Energética.

Deposito o Bono	Fecha	Cantidad Acumulada
[REDACTED]	15-ago-2019	\$100.00
Otros Cargos y Créditos		Total: \$62.51
ID	Descripción	Cantidad
[REDACTED]	Acuerdo de Pago sin Intereses	\$62.51

ID Localidad: [REDACTED]

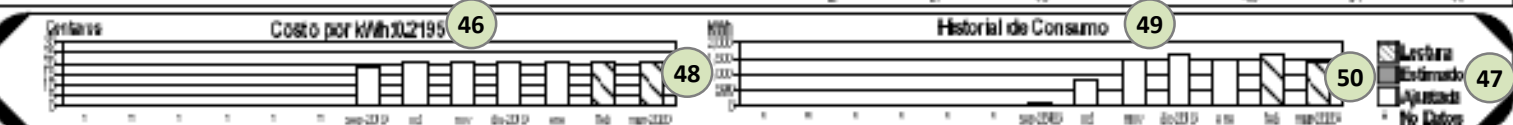
Tarifa	110-Servicio Residencial Especial	Período	18-feb-2020 al 18-mar-2020
Número Contador	[REDACTED]	Fecha Lectura	18-mar-2020
Constante	1	Días de Consumo	29
		Lectura Actual	KWh Leída 13628.00
		Lectura Anterior	12465.00
		Consumo	1,363.00
		Próxima Lectura	17-abr-2020

Cargos por Servicio		
Cargo por Cliente		\$3.00
Cargo por Consumo (425 kWh x \$0.02054)		\$8.73
Cargo por Consumo Adicional (938 kWh x \$0.05564)		\$52.19
Subtotal		\$63.92

Cláusulas de Reconciliación		
Cláusula FCA-Ajuste Cargo de Combustible (1,363 kWh x \$0.104144)		\$141.95
Cláusula PPCA-Ajuste por Compra de Energía (1,363 kWh x \$0.045942)		\$62.62
Cláusula CILTA-CELI (Municipios) (1,363 kWh x \$0.007246)		\$9.88
Cláusula SUBA-Subsidios HH (1,363 kWh x \$0.012414)		\$16.92
Cláusula SUBA-Subsidios NHH (1,363 kWh x \$0.000921)		\$1.26
Ajuste Tarifa Provisional True Up (1,363 kWh x \$-0.007771)		\$-10.59
Subtotal		\$222.04

Ajustes		
Transferencia Automática de Acuerdo de Pago		\$-978.48
Subtotal		\$-978.48
Total		\$-692.52

Consumo Promedio Diario Para Meses Anteriores (kWh)
* NO DATOS



Ley 57: Tiene hasta la fecha de vencimiento para pagar el total de la factura u objetar los cargos corrientes por venta de electricidad. Detalles al dorso. Despegue el talón y envíelo con su pago. No doble, doble, grape, manche, escriba (excepto cantidad pagada) ni pegue cinta adhesiva a la zona de pago.



Método de Pago:

☐ Efectivo
☐ Tarjeta de Débito
☐ Cheque
☐ Tarjeta de Crédito

Envíe su pago a:
PO BOX 363608 - San Juan PR 00936-3608

Número de Cuenta

Cantidad a Pagar

Cantidad Pagada

Fecha de Vencimiento de Cargos Corrientes

\$348.47

20-abr-2020

020 03/20

00000522458842 000000000 000000000 1

Cambia a eBill

cuidemos el planeta

- Defensa de la comodidad y la seguridad de la facturación electrónica.
- Revisa y paga la factura por internet en segundos.
- Ten acceso a los datos de tus meses facturados.
- Es fácil, conveniente y ayuda a proteger el ambiente.
- Regístrate y solicita tu factura electrónica.

Regístrate



Solicita



72

Horario Centro Servicio al Cliente

Nuestro Centro de Servicio al Cliente trabaja las 24 horas, los 7 días de la semana. Para contactarnos puede llamar al 787-521-3434.

Balance vencido

Proteja su crédito, pague su factura a tiempo. Pago parcial no evita suspensión del servicio de energía eléctrica. Cuantías finales pueden ser referidas a una agencia de crédito. Puede pagar llamando al 787-521-3434 o registrándose en www.aeepr.com.

Objeción de factura

Todo cliente tendrá derecho a objetar su factura y a solicitar una investigación de la misma. El cliente tendrá hasta la fecha de vencimiento de la factura para pagar la misma o por el contrario presentar su objeción. Para poder objetar o solicitar una investigación de su factura el cliente deberá pagar la cantidad correspondiente al promedio de las facturas no disputadas durante los 6 meses anteriores a la factura objetada y solicitar una investigación por parte de la AEE, esto no afectará la prestación del servicio. En caso de que no haya un historial de al menos 6 meses de facturas no objetadas, el cliente deberá pagar la cantidad correspondiente al promedio de las facturas previas no objetadas. En aquellos casos en que la factura objetada sea la primera factura que haya emitido la AEE, el cliente deberá pagar una suma equivalente al depósito que le fue requerido al momento de suscribir el contrato de servicio eléctrico o el monto de la factura objetada, lo que sea menor. En el caso de que el promedio de las facturas no objetadas sea mayor a la factura objetada, el cliente deberá pagar el monto de la factura objetada.

Todo cliente podrá presentar su solicitud de objeción o investigación de factura personalmente en la oficina comercial de su predicción, por correo electrónico registrando su cuenta en la página web de la AEE accediendo a www.aeepr.com a través de Mi Cuenta. Por teléfono llamando al 787-521-3434 o por correo postal al PO Box 9100 San Juan, PR 00906-9100.

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Negociado de Energía de Puerto Rico (NEPR)

Puede contactar al NEPR accediendo a la página web www.energia.pr.gov, llamando al (787) 523-6282, a través de correo electrónico (info@energia.pr.gov), o a través de correo postal al Edificio World Plaza, 268 Ave. Muñoz Rivera, Nivel Plaza, Ste. 202, San Juan, PR, 00918. Para radicar quejas o recursos de revisión ante el Negociado de Energía, favor de utilizar la dirección electrónica: <http://radicaciones.energia.pr.gov>

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Oficina Independiente de Protección al Consumidor (OIPC)

La Oficina Independiente de Protección al Consumidor educa, orienta, asiste y representa a los consumidores de energía en Puerto Rico. Si tiene alguna situación con su proveedor de energía puede contactar a la OIPC por teléfono al 787-523-0967, por fax al 787-523-6961, a través de correo electrónico (info@oipc.pr.gov) o por correo postal al 256 The Halo Bay Center, Suite 524, Piso 5, Ave. Ponce de León, San Juan, PR, 00918.

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Cargo por Servicio

El Cargo por Servicio incluye las siguientes: Cargo por Cliente, Cargo por Energía y se aplica el Cargo por Demanda; así como las Cláusulas de Reconciliación y Riders. El Cargo por Cliente tiene el propósito de recuperar los gastos que son independientes del consumo y la demanda de energía de los clientes, tales como: lectura de medidores (contadores), facturación, gastos administrativos, servicios al cliente y gastos relacionados con la toma de servicio y el medidor. Los Cargos por Energía y Demanda tienen el propósito de recuperar los gastos de generar, transmitir y distribuir la energía eléctrica que se provee a nuestros clientes que no están relacionados con la compra de combustible o energía. Las Cláusulas de Reconciliación y Riders incluyen: Cargo de Ajuste por Compra de Combustible; Cargo de Ajuste por Compra de Energía; Contribución en Lugar de Impuestos (CEL); Subsidios, Alumbrado Público (Municipal) y otras Subvenciones y el Cargo por el Programa de Eficiencia Energética. Según aplique, también incluirá los descuentos por subsidios y crédito por el

79

Programa de Medición Neta. Un desglose detallado de estos cargos estará disponible para cada código de tarifa en la página web (www.aeepr.com), así como en las oficinas regionales y comerciales de la AEE.

Subsidios, Alumbrado Público (Municipal) y otras Subvenciones

- Crédito por Consumo de Equipos Eléctricos Necesarios para Conservar la Vida
- Cuentas bajo Tarifa Servicio Residencial para Proyectos Públicos - F413
- Cuentas bajo Tarifa Servicio Residencial (Especial-LRS Programa de Asistencia Nutricional)
- Tarifa Fija para Residenciales Públicos bajo la Teneduría de la Administración de Vivienda Pública - RPR
- Subsidio de Combustible a Clientes Residenciales Cualificados
- Alumbrado Público Municipal
- Aportación al Negociado de Energía de Puerto Rico
- Tarifa Análoga a la Residencial a Iglesias y Organizaciones de Bienestar Social
- Tarifa Servicio Agrícola General - GAS
- Crédito para incentivos al sector turístico (Descuento Hotelero)
- Tarifa Residencial a Aguadientes Comunes o Rurales
- Crédito a Pequeños Comerciantes en Centros Urbanos
- Tarifa Residencial a Áreas Comunes de Condominios Residenciales
- Crédito Contributivo Industrial Ley 73-2008
- Doble de Riego

Un desglose más detallado de dichos subsidios estará disponible en la página web (www.aeepr.com), así como en las oficinas regionales y comerciales de la AEE.

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Alternativas de Pago

- Línea Expresa para Pago (787) 521-2121
- Internet en nuestra página www.aeepr.com
- Correo PO, Box 363508, San Juan, PR, 00936-3508 (El pago debe recibirse antes de la fecha de vencimiento)
- La AEE no es responsable por pagos en tránsito.
- Estaciones de pago autorizadas si no tiene acceso
- En cualquiera de nuestras oficinas comerciales

For English version please visit www.prepa.com



Autoridad de Energía Eléctrica
PO Box 363508, San Juan, PR 00936-3508
(787) 521-3434, 1-800-981-2434
www.aeepr.com

Follow us at



**Future State
LUMA Bill**

61 Su factura de electricidad

62 Para el periodo del 1 de agosto al 1 de septiembre de 2020

13 María Cliente

8 Su número de cuenta: XXXXXXXXXXXX

9 Fecha de expedición de esta factura: 4 de septiembre de 2020



Consejo para ahorrar energía: Cambie sus muebles de lugar. La forma en la que ubica sus muebles puede afectar la eficiencia de su sistema de acondicionador de aire (AC) para enfriar el hogar. Si sus muebles obstruyen el flujo de aire que pasa por los conductos de ventilación, será más difícil para su AC lograr que la habitación alcance la temperatura deseada.

11 CANTIDAD TOTAL ADEUDADA

\$221.19

12 FECHA DE VENCIMIENTO

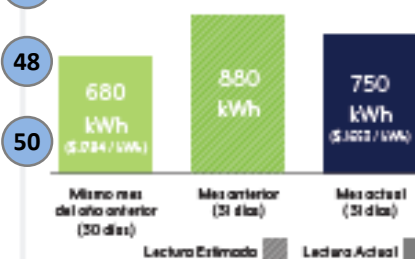
4 oct 2020

64 CONSUMO DE KWH

750 kWh

65 AVISO DE SUSPENSIÓN DE SERVICIOS: Por favor pague la cantidad en atraso inmediatamente. De lo contrario, su servicio puede ser suspendido a partir del 15 de septiembre de 2020.

49 SU CONSUMO DE ENERGÍA



66 COMPARACIÓN

Este mes, usted consumió:



15% menos energía
en comparación con el mes anterior

67 y



10% más energía
en comparación con hace 1 año

68 PROMEDIOS

Costo promedio por día

\$5.04

Consumo diario promedio

24 kWh

Costo promedio de 12 meses por kWh

\$1.719

¡En LUMA trabajamos para usted!

71 Nos complace anunciar la gran apertura de una nueva Oficina de Distrito en Arecibo. Varios de nuestros clientes que residen en el área oeste de Arecibo nos comentaron que viajar a nuestras oficinas actuales toma demasiado tiempo. ¡Y nosotros escuchamos! La nueva oficina estará ubicada en 1225 Main Street. ¡Esperamos recibir su visita!



¡Despídase del papeleo!

Ahorre tiempo. Salve árboles. Obtenga acceso seguro 24/7 a la información que aparece en su factura. Visite www.lumapr.com/account y opte por recibir facturas digitales.

3 PARA EMERGENCIAS O
INTERRUPCIONES EN EL SERVICIO
1-844-888-LUMA (5862)

DIRECCIÓN POSTAL DE LUMA.
PO BOX 363508
SAN JUAN PR 00936-3508

PARA PAGOS Y CONSULTAS
1-844-888-LUMA (5862)

PARA FACTURACIÓN Y MÁS
WWW.LUMAPR.COM

1 LUMA

53 Envíe su pago a:
PO BOX 363508
San Juan PR 00936-3508

55 Nombre del cliente
13 Número, Dirección, Núm. de apto.
54 Ciudad, Estado, Código postal + 4

Cuenta: xxxxxxxxxxxx
11 Cantidad adeudada: \$221.19
12 Fecha de vencimiento:
4 de octubre de 2020

Cantidad incluida



4 042846 100124

78 ¿Cuáles son los cargos por su servicio eléctrico?

Los cargos por su servicio eléctrico incluyen los siguientes:

- Cargo por Cliente
- Cargo por Energía
- Cargo por Demanda (si es aplicable)
- Las Cláusulas de Reconciliación y Riders

Los Cargos por Cliente tienen el propósito de recuperar los gastos que son independientes del consumo y la demanda de energía de los clientes. Ellos son:

- La lectura de contadores
- Facturación
- Gastos administrativos
- Servicios al cliente y
- Gastos relacionados con la toma de servicio y el medidor

Los Cargos por Energía y Demanda tienen el propósito de recuperar los gastos de:

- Generar, transmitir y distribuir la energía eléctrica

Los Cargos de las Cláusulas de Reconciliación y Riders incluyen:

- Cargo de Ajuste por Compra de Combustible
- Cargo de Ajuste por Compra de Energía
- Contribución en Lugar de Impuestos (CELI)
- Subsidios Alumbrado Público (Municipal)
- Otras Subvenciones
- Cargo por el Programa de Eficiencia Energética
- Descuentos por Subsidios y
- Crédito por el Programa de Medición Neta, (si es aplicable)

Para una lista completa y desglose detallado de estos cargos, visite la página web www.lumapr.com o visite las oficinas regionales y comerciales de LUMA.

Asuntos Incluidos Bajo Subsidios, Alumbrado Público (Municipal) y Otras Subvenciones

- Crédito por Consumo de Equipos Eléctricos Necesarios Para Conservar la Vida
- Tarifa Servicio Residencial Para Proyectos Públicos – RH3
- Tarifa Servicio Residencial Especial – LRS (Programa de Asistencia Nutricional)
- Tarifa Fija para Residentes Públicos bajo la Titularidad de la Administración de Vivienda Pública – RFR

- Subsidio de Combustible a Clientes Residenciales Cualificados
- Alumbrado Público Municipal

Para una lista completa y desglose detallado de todos los Subsidios, visite la página web www.lumapr.com o visite las oficinas regionales y comerciales de LUMA.

75 Usted tiene el derecho de objetar y pedir una investigación de su factura.

Usted (el cliente) tiene el derecho a objetar el total facturado y solicitar una investigación de su factura. Si usted objeta o presenta una solicitud de investigación a tiempo, su servicio no se verá afectado. Usted tendrá hasta la fecha del vencimiento de su factura para pagarla o presentar su objeción.

Para poder objetar o solicitar una investigación, deberá pagar la cantidad correspondiente al promedio de las facturas que no han sido objetadas durante los seis (6) meses anteriores a la factura objetada.

En caso de que no haya un historial de facturas no objetadas de al menos seis (6) meses, usted deberá pagar la cantidad correspondiente al promedio de las facturas previas que no hayan sido objetadas. Si el promedio de las facturas anteriores no objetadas es mayor a la factura objetada, usted deberá pagar el monto de la factura objetada.

En caso de que la factura objetada sea la primera factura emitida por LUMA a usted, usted deberá pagar una suma equivalente al depósito que le fue requerido al momento de suscribir el contrato de servicio eléctrico con LUMA o el monto de la factura objetada, lo que sea menor. Usted puede presentar su solicitud de objeción o investigación de factura en cualquiera de las siguientes maneras:

- Personalmente en la oficina comercial de su predilección
- Por correo electrónico, a través de MI Cuenta en la página web www.lumapr.com
- Por teléfono, llamando al 1-844-888-LUMA(5862)
- Por correo postal al PO Box 363508, San Juan, PR 00936-3508

76 Negociado de Energía de Puerto Rico (NEPR)

Puede contactar al NEPR en cualquiera de las siguientes maneras:

- Accediendo a la página web

- www.ennergia.pr.gov
- Por teléfono, llamando al 787-523-6262
- Por correo electrónico a neprennergia.pr.gov
- Por correo postal al Edificio World Plaza, 268 Avenida Muñoz Rivera, Nivel Plaza, Suite 202, San Juan, PR 00918

Oficina Independiente de Protección al Consumidor (OIPC)

La OIPC educa, orienta, asiste y representa a los consumidores de energía en Puerto Rico. Si tiene alguna situación con su proveedor de energía, puede contactar al OIPC en cualquiera de las siguientes maneras:

- Por teléfono al 787-523-6962
- Por fax al 787-523-6961
- Por correo electrónico a info@oipc.pr.gov
- Por correo postal al 268-The Hato Rey Center, Suite 524, Piso 5, Avenida Ponce de León, San Juan PR 00918

La versión en Inglés de esta factura está disponible en www.lumapr.com / The English version of this bill is available at www.lumapr.com.

Reservado para otras disposiciones o términos de servicio futuros.

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76

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SI TIENE UN BALANCE VENCIDO

Cuando hace pagos a tiempo, mantiene y protege su crédito. Los pagos parciales no evitarán la suspensión del servicio de energía eléctrica. Las cuentas finales que no son pagadas y no objetadas ni acogidas a un plan de pago se pueden referir a una agencia de crédito. Para pagar su balance vencido contáctenos al 1-844-888-LUMA (5862).



FORMAS DE PAGO

Para su conveniencia, LUMA ofrece varias formas de pago.

- Pague en línea a través de www.lumapr.com
- Llame a nuestra línea de pago automatizada al 1-844-888-LUMA (5862)
- Envíe el pago por correo junto con el talonario provisto en esta factura
- Visite su oficina local de LUMA

74

73

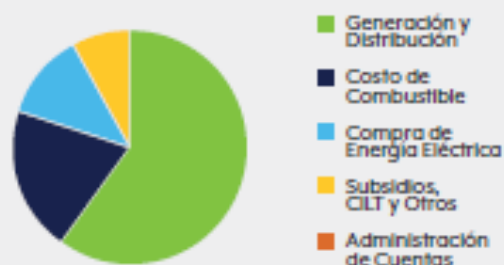
80

La instalación de un equipo para generar energía de fuentes renovables puede ayudarle a reducir su factura de electricidad y LUMA, mediante sus oficinas comerciales o por Internet, le suministrará información sobre cómo puede cualificar para ingresar al programa de medición neta. Además, existen beneficios contributivos para incentivar la compra de esos equipos sobre los que puede obtener más información en el Programa de Política Pública Energética.

DETALLE DE LA CUENTA

Balance Previo	Balance Vencido - Pague Inmediatamente	\$25.00
Cantidad adeudada del periodo anterior	\$75.00	
Pagos acreditados	-\$50.00	
Cargos Corrientes por Electricidad		\$156.19
Otros Cargos Corrientes		\$40.00
Acuerdo para pagar	\$40.00	
Cantidad Total Adeudada		\$221.19

DESGLOSE DEL COSTO DE ELECTRICIDAD



INFORMACIÓN DEL SERVICIO

Electricidad Suministrada A: 7746 Hillcrest Avenue
 ID Localidad: 1234567890
 Clase de Tarifa: Servicios residenciales generales
 Cantidad de Depósito Acumulado: \$200

DETALLE DE LOS CARGOS CORRIENTES

Descripción	Tarifa	Cargo
Cargos por Servicio		
Cargo por Cliente		\$4.00
Cargo por Consumo	425 kWh x \$0.04944	\$21.01
Cargo por Consumo Adicional	325 kWh x \$0.05564	\$18.08
Sub Total		\$43.09
Cláusulas de Recondición		
Cláusula FCA - Ajuste a Cargo por Combustible	750 kWh x \$0.07753	\$58.22
Cláusula PPCA - Ajuste por Compra de Energía	750 kWh x \$0.052081	\$39.06
Cláusula CLTA - CELI (municipal)	750 kWh x \$0.007246	\$5.43
Cláusula SUBA - Subsidios HH	750 kWh x \$0.012414	\$9.31
Cláusula SUBA - Subsidios NHH	750 kWh x \$0.009210	\$6.91
Ajuste Provisional de Tarifa	750 kWh x -\$0.007771	-\$5.83
Sub Total		\$113.10
Total		\$156.19

DETALLE DE LA LECTURA DE CONTADOR

Periodo	01-aug-2020 al 01-sep-2020
Días de Consumo	31
Número de Contador	123456
Fecha de Lectura	09/01/2020
Próxima Lectura	10/01/2020
Lectura Actual (estimada)	2616
Lectura Anterior	1866
Constante	1
Consumo	750 kWh

Consumo Total: 750 kWh

Listing

<i>Italic represents an element of the bill</i>	Legend
Bold represents a new element being introduced	
Titles	

No.	PREPA	Nuevo Diseño de LUMA	PREPA (ENG)	New LUMA Design
1	<i>PREPA Logo</i>	<i>LUMA Logo</i>	<i>PREPA Logo</i>	<i>LUMA Logo</i>
2	<i>Dirección</i>	<i>Dirección</i>	<i>Address</i>	<i>Address</i>
3	<i>Otra información de contacto</i>	<i>Otra información de contacto</i>	<i>Other contact information</i>	<i>Other contact information</i>
4	Balance Previo	Cantidad Audeuda del Periodo Anterior	Previous Balance	Amount Due Previous Period
5	Pagos Acreditados Desde su Ultima Factura	Pagos Acreditados	Payments Credited	Payments Credited
6	Cargos Corrientes	Cargos Corrientes por Electricidad	Current Charges	Current Electric Charges
7		Balance Previo		Balance
8	Número de Cuenta	Su número de cuenta	Account Number	Your Account Number
9	Fecha de Factura	Fecha de expedición de esta factura	Bill Date	This statement was issued
10	Ciclo		Cycle	
11	Cantidad a Pagar	Cantidad Total Audeuda	Amount Due	Total Amount Due
12	Fecha de Vencimiento Cargos Corrientes	Fecha de Vencimiento	Current Charges Due Date	Due Date
13	<i>Nombre del cliente</i>	<i>Nombre del cliente</i>	<i>Customer name</i>	<i>Customer Name</i>
14	<i>Información sobre Medicion Neta</i>	<i>Información sobre Medicion Neta</i>	<i>Net Metering information</i>	<i>Net Metering information</i>
15	Deposito o Bono	Cantidad de Deposito Acumulado	Bond or Deposit	Deposit Amount Accumulated
16	Fecha [en cual el deposito ha sido colectado]			
17	Otros Cargos y Creditos	Otros Cargos Corrientes	Other Charges	Other Current Charges
18	Acuerdo de Pago sin intereses	Acuerdo Para Pagar	Payment Arrangement without Interest	Payment Arrangement
19	ID Localidad [incluye la dirección de servicio]	ID Localidad	Premise ID [includes customer's service address]	Service ID
20		Electricidad Suministrada A [dirección de servicio]		Providing Electricity To [customer's service address]
21	Tarifa	Clase de Tarifa	Rate	Rate Class
22	Periodo	Periodo	Period	Period
23	Número de Contador	Número de Contador	Meter Number	Meter Number
24	Fecha de Lectura	Fecha de Lectura	Read Date	Read Date
25	Días de Consumo	Días de Consumo	Consumption Days	Consumption Days
26	Lectura Actual	Lectura Actual	Current Read	Current
27	Lectura Anterior	Lectura Anterior	Previous Read	Previous
28	Consumo	Consumo	Consumption	Consumption
29	Constante	Constante	Constant	Multiplier
30	Próxima Lectura	Próxima Lectura	Next Read Date	Next Read Date
31	Cargos por Servicio	Cargos por Servicio	Service Charges	Service Charges
32	Cargo por Cliente	Cargo por Cliente	Customer Charge	Customer Charge
33	Cargo por Consumo	Cargo por Consumo	Consumption Charge	Consumption Charge
34	Cargo por Consumo Adicional	Cargo por Consumo Adicional	Additional Consumption Charge	Additional Consumption Charge
35	Subtotal	Sub Total	Sub- Total	Sub Total
36	Cláusulas de Reconciliación	Cláusulas de Reconciliación	Reconciliation Clauses and Riders	Reconciliation Clauses
37	Cláusula FCA-Ajuste Cargo de Combustible	Cláusula FCA - Ajuste a Cargo por Combustible	Rider FAC-Fuel Charge Adj	FCA Clause - Combustible Adj. Charge
38	Cláusula FFCA-Ajuste por Compra de Energía	Cláusula FFCA-Ajuste por Compra de Energía	Rider PPCA - Purchase Power Charge Adj	PPCA Clause- Purchase of Energy Adj.
39	Cláusula CILTA-CELI (Municipios)	Cláusula CILTA-CELI (municipal)	Rider CILTA-Municipalities Adj	CILTA - CELI (Municipal) Clause
40	Cláusula SUBA-Subsidios HH	Cláusula SUBA - Subsidios HH	Rider SUBA- Subsidies, Public Light & other Subv HH	SUBA Clause - Subsidies HH
41	Cláusula SUBA-Subsidios NHH	Cláusula SUBA - Subsidios NHH	Rider SUBA- Subsidies, Public Light & other Subv NHH	SUBA Clause - Subsidies NHH
42	Ajuste Tarifa Provicional True Up	Adjuste Provicional de Tarifa	Provisional Rate Adjustment	Provisional Rate Adjustment
43	Ajustes	[Part of Other Current Charges - no ha sido demostrado en este ejemplo]	Adjustments	[Part of Other Current Charges - not demonstrated in this example]
44	Total	Total	Total	Total
45	Costo por kWh X.XXX gráfico			
46	Costo por kWh X.XXX [título del gráfico - donde el X.XXX representa el valor de la unidad de kWh]	Cargos promedio de 12 meses por kWh	Cost per kWh X.XXX [graph title - where the X.XXX represents the value of the kWh unit]	12-Month Average Cost Per kWh

Listing 2

<i>Italic represents an element of the bill</i>	Legend
Bold represents a new element being introduced	
Titles	

No.		PREPA	Nuevo Diseño de LUMA	PREPA (ENG)	New LUMA Design
47		<i>Leyenda de gráfico [incluye lectura estimada o actual]</i>	<i>Leyenda de gráfico [incluye lectura estimada o actual]</i>	<i>Graph legend</i>	<i>Graph legend</i>
48		<i>Gráfica de 12 meses</i>		<i>12-month graph</i>	
49		Historia de Consumo [título del gráfico]	Su Consumo de Energía [título del gráfico]	Consumption History [graph title]	YOUR ENERGY USAGE [graph title]
50		<i>Gráfica de 12 meses</i>	<i>Gráfica de 3 meses incluye el mes anterior, el mes corriente y el mismo mes de un año anterior</i>	<i>12-month graph</i>	<i>Comparative 3-month graph [includes previous month, current month and same as current month prior year]</i>
51		Ley 57	Ley 57	Law 57	Law 57
52		Metodo de Pago		Paid by	
53		Envíe su pago a	Envíe su pago a	Send your payment to	Send your payment to
54		<i>Nombre y dirección del cliente para uso postal</i>	<i>Dirección del cliente para uso postal</i>	<i>Customer name and address for postal service</i>	<i>Customer address for postal service</i>
55		<i>barcode para USPS</i>	<i>barcode para USPS [no ha sido demostrada en este ejemplo]</i>	<i>USPS barcode</i>	<i>USPS barcode [not shown in this example]</i>
56		<i>Cyclo, mes/año</i>		<i>Cycle, month/year</i>	
57		<i>OCR codigo de banco</i>	<i>OCR codigo de banco [no es disponible para este ejemplo]</i>	<i>OCR bank code</i>	<i>OCR bank code [not displayed in this example]</i>
58		<i>Monto remitido</i>	<i>Monto remitido</i>	<i>Remittance amount</i>	<i>Remittance amount</i>
59		<i>Metodos de pago</i>		<i>Payment methods</i>	
60			Pagina [#] de [#]		Page [#] of [#]
61			Título		Title
62			Para el periodo del [day] de [month] al [day] de [month] de [year]		For period of [month day], [year] to [month day], [year]
63			Consejo para ahorrar energía		Energy Savings Tip
64			CONSUMO kWh [kVh]		kWh USED
65		AVISO DE SUSPENSION	AVISO DE SUSPENSION DE SERVICIOS [espacio tambien sera utilizado para mensajes especiales como Factura Final, Pagos Automaticos, y Acuerdos de Pago]	SERVICE DISCONNECTION NOTICE	SERVICE SUSPENSION NOTICE [space will be utilized for special customer message such as Final Bill, Automatic Payment withdrawel, and Payment Arrangements]
66			COMPARACIÒN		COMPARATIVE
67			Espacio demostrara infomación comparando la energía consumida durante el mes anterior y el mismo mes del año anterior. Demuestra un gráfico con flechas para prover un visual de comparación		The comparative demonstrates arrows providing a visual for energy consumed compared to previous month and the same month from a year prior.
68			PROMEDIOS		AVERAGES
69			Costos promedio por día		Average Cost Per Day
70			Consumo diario Promedio		Average Daily Use
71			¡En LUMA trabajamos para usted!		LUMA Working for You!
72		Cambia a eBill	¡Despídase del papeleo!		Go Paperless!
73		Horario Centro de Servicios al Cliente	Formas de Pago		Ways to Pay
74		Balance Vencido	SI TIENE UN BALANCE VENCIDO		OVERDUE BALANCE
75		Objeción de factura	"Usted tiene el derecho de objetar y pedir una investigación de su factura."		"You have the right to object and request an investigation of your bill."
76		Negociando de Energía de Puerto Rico (NEPR)	Negociando de Energía de Puerto Rico (NEPR)		Puerto Rico Energy Bureau (PREB)
77		Oficina Independiente de Protección al Consumidor (OIPC)	Oficina Independiente de Protección al Consumidor (OIPC)		Oficina Independiente de Protección al Consumidor (OIPC)
78		Cargos por Servicio	Cuáles son los cargos por su servicio eléctrico?		What are the charges for your electric service?
79		Subsidios Alumbrado Público (Municipal) y otras Subvenciones	Asuntos Incluidos Bajo Subsidios, Alumbrado Público (Municipal) y Otras Subvenciones		Items Included Under Subsidies, Street Lighting (Municipal) and Other Grants
80		Alternativas de Pago	Formas de Pago		Ways to Pay
81			<i>(Futura terminos de servicio)</i>		<i>(Future terms of service)</i>