

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

NEPR

Received:

Jul 28, 2021

11:57 PM

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

CASE NO. NEPR-MI-2021-0008

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

**REVISED PETITION FOR APPROVAL OF LUMA'S MODEL CUSTOMER BILL AND
SUBMITTING REVISED 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 revised model customer bill:

I. Procedural Background

On March 30, 2021, LUMA filed before this honorable Puerto Rico Energy Bureau ("Energy Bureau"), a "Petition for Approval of LUMA's Model Bill" ("March Model Bill Petition"). The March Model Bill Petition was accompanied by Model Bills in the English and Spanish languages as *Exhibit 1* ("Proposed Model Bill" or "March Proposed Model Bill"); an Excel spreadsheet detailing the charges that will be included in the customer bills per class based on the different rates as approved by the Bureau included in the Book of Tariffs of the Puerto Rico Electric Power Authority ("PREPA"), as *Exhibit 2*; and a document illustrating the design changes made to PREPA's current bill, as *Exhibit 3*.

¹ Register No. 439372.

² Register No. 439373.

On May 5, 2021, this Energy Bureau issued a Resolution and Order initiating the captioned proceeding and scheduling a Technical Conference for May 12, 2021. Thereafter, for reasons not relevant to the discussion in this Revised Petition, the procedural calendar in this proceeding was amended twice, the most recent being by Resolution and Order of this Energy Bureau issued on June 21, 2021 (the “June 21 Order”). The June 21 Order established a Procedural Calendar scheduling a Virtual Technical Conference for July 20, 2021 at 8:30 a.m. (the “July 20 Virtual Technical Conference”) in which LUMA was required to present and discuss its March Model Bill Petition. LUMA was also required to submit to the Energy Bureau, on or before July 15, 2021, the presentation to be given by LUMA during the July 20 Virtual Technical Conference.

In compliance with the June 21 Order, on July 15, 2021, LUMA submitted to this Energy Bureau a Power Point™ Presentation that it proposed to offer during the July 20 Virtual Technical Conference (the “July 20 Presentation”).

On July 20, 2021, representatives of LUMA attended the July 20 Virtual Technical Conference and gave the July 20 Presentation, as well as answered questions from this Energy Bureau and representatives of the Independent Consumer Protection Office of the Public Service Regulatory Board (the “ICPO”). The Energy Bureau and representatives of the ICPO asked questions and requested clarification on various aspects and components of the proposed model bill.

The Model Bill included in the July 20 Presentation included changes to the March Proposed Model Bill. Therefore, during the July 20 Virtual Technical Conference, this Energy Bureau required LUMA to file a revised version of its Petition for approval of a revised proposed model bill including the proposed changes and supporting documentation and addressing the concerns and comments made by the Energy Bureau and the ICPO during the July 20 Virtual

Technical Conference. LUMA indicated that it would file the revised petition on or before July 28, 2021.

On July 22, 2021, this Energy Bureau issued a Resolution and Order in the instant case (the “July 22 Order”) determining that a Second Virtual Technical Conference was needed to discuss the revised version of the Petition and modifying the Procedural Calendar to provide, among other things, for LUMA to file the revised Petition on or before July 28, 2021 and the Presentation for the Second Virtual Technical Conference on or before August 6, 2021 and scheduling the Second Virtual Technical Conference for August 11, 2021.

In compliance with this Energy Bureau’s directives during the July 20 Virtual Technical Conference and with the July 22 Order, LUMA hereby submits its revised Petition (“Revised Petition”) submitting a revised Model Bill including changes proposed by LUMA to the March Proposed Model Bill (“Revised Model Bill”). The Revised Model Bill is attached to this Revised Petition, in English and Spanish versions, as *Exhibit 1* (hereinafter referred to as “*Revised Exhibit 1*”).

In addition, in this Revised Petition, LUMA addresses the questions and comments received from this Energy Bureau and the OIPC during the July 20 Virtual Technical Conference.

II. Introduction

LUMA entered into the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement dated as of June 22, 2020 (the “OMA”), with PREPA and the Puerto Rico Public-Private Partnerships 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

³ This name is used to differentiate this exhibit from the Exhibit 1 in the March Model Bill Petition.

distribution system service provider, and (ii) establish policies, programs and procedures with respect thereto ((i) and (ii), collectively, the “O&M Services”). *See* OMA Section 5.1.⁴ The O&M Services are to be provided in accordance with the “Contract Standards,”⁵ requiring compliance with Applicable Law⁶, Prudent Utility Practice⁷, 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 OMA provides that, as part of the O&M Services, LUMA is to perform customer services in accordance with Contract Standards, including “all billing and collection services for

⁴ 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.

⁵ 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.

⁶ 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.

⁷ “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.

the T&D System in accordance with the Contract Standards...” and “...including the requirements set forth in Annex I (Scope of Services).” *Id.*, Section 5.3(a). The O&M Services also include “maintain[ing] a staff dedicated to assisting customers . . . [and] . . . trained, as needed, to answer questions related to the T&D System and customer bills, . . .” *Id.* Annex I, at page 13.

Pursuant to the OMA, on June 1, 2021, LUMA commenced providing O&M Services. Per Section 13.1(g) of the OMA, on June 1, 2021, LUMA started to be “publicly associated with the T&D System for the Term⁸” and is required to, within one hundred and eighty (180) days of such date and for the duration of the Term of the OMA, replace the “Owner Marks”⁹, including on customer bills, with the Operator Marks¹⁰.

To provide O&M Services effectively to customers and to comply with its obligations under the OMA, LUMA is hereby seeking the Energy Bureau’s approval of the Revised Model Bill. Approval of the Revised 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.

LUMA has prepared a Revised Model Bill both in Spanish and English that is a re-design of PREPA’s current bill. The Revised Model Bill uses as a base 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.

⁸ 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.”

⁹ 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.

¹⁰ 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.

CEPR-AP-2016-0002 (as amended, “Final Resolution and Order of January 11, 2017”). LUMA’s Revised Model Bill also follows applicable laws and regulations and the Final Resolution and Order of January 11, 2017, as applicable. In addition, the Revised Model Bill incorporates revisions to the March Proposed Model Bill made by LUMA to improve on certain aspects of the March Proposed Model Bill and to address questions and comments from the Energy Bureau and OIPC during the July 20 Virtual Technical Conference, as appropriate. As will be explained, the Revised Model Bill also includes adjustments in the presentation of the information that is required by law and by this Energy Bureau.

Furthermore, LUMA reviewed the Case Docket No. CEPR-AP-2016-0002 to comply with the procedural and substantive requirements that the Energy Bureau adopted in approving PREPA’s current bill. In addition to submitting sample customer bills in Spanish and English, *Revised 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. *See Exhibit 2* (hereinafter referred to as “*Revised Exhibit 2*”¹¹). The Revised Exhibit 2 includes some changes made to Exhibit 2 of the March Model Bill Petition.

For ease of reference on design changes made between LUMA’s proposed Model Bill and PREPA’s current bill, *Exhibit 3* (referred to hereinafter as “*Revised Exhibit 3*”¹²) to this Petition is an illustrated comparison between the two bills. The charges, subsidies and riders are itemized as required by the Energy Bureau and consistent with their presentation in the current PREPA bill.

LUMA respectfully submits that the Revised Model Bill complies with applicable requirements of a transparent bill to provide customers an easy format based on best practices and

¹¹ This name is used to differentiate this exhibit from the Exhibit 2 in the March Model Bill Petition.

¹² This name is used to differentiate this exhibit from the Exhibit 3 in the March Model Bill Petition.

a comprehensive sampling of North American utilities and non-utilities through a benchmarking study 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 Revised 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. A key goal of the new bill is to further facilitate the consumer's ability to understand their energy usage using white space, 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 not changing any of the rates, riders or credits that were approved by the Energy Bureau in case CEPR-AP-2015-0001.

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

III. 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 Energy 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 companies¹³, such as PREPA and LUMA. *See* Act 57-2014,

¹³Section 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

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 Energy 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).

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

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).

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 Energy 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).

IV. 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 determined 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 Energy 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.*¹⁴ 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 Energy Bureau determines shall not be part of the transparent bill, shall be published in both PREPA's and the Energy Bureau's websites. *Id.*¹⁵

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

¹⁴ 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).

¹⁵ 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).

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.¹⁶ Act 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, Energy Bureau Regulation 8863 defines “Electric Power Service Bill” or “Electric Bill” or “Bill” as “the document sent periodically by the Electric Service Company to

¹⁶ The full text of the message required by Act 17-2019 provides:

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

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 8863.¹⁷ Section 3.01 of Energy 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. [...] ¹⁸
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

¹⁷ 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).

¹⁸ 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 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.

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.[¹⁹]

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 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.

¹⁹ 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.

V. Energy Bureau’s Approval of PREPA’s Transparent Bill, Case No CEPR-AP-2016-0002

This honorable Energy Bureau initiated Case No. CEPR-AP-2016-0002 through a Resolution and Order of August 17, 2016.²⁰ As the record of this case shows, PREPA filed in this proceeding --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. After information requests and public review, and 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, approving PREPA’s proposed bill with certain amendments and requirements. The Energy Bureau ordered that “PREPA must use the new transparent bill, as approved . . . when implementing the tariffs approved by the [Energy Bureau] in the Review of Rates.” *Id.* at page 12.

Among the requirements set by the Energy Bureau for PREPA’s bill, which LUMA took into consideration in designing the Revised Model Bill, are the following:

²⁰ In Case No. CEPR-2016-0002, the Energy 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.

Cover of the Bill:

1. 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;
2. 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);
3. 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;
4. Maintained the graphic bars that present historic information about the "Cost per kWh" and the "Consumption History; and
5. 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.

VI. LUMA’s Transparent Bill-Redesign Process

As a starting point for the design of the new Revised Model Bill, the LUMA Customer Experience team assessed the PREPA 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 and Regulation 8863, 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 Revised 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.²¹ As part

²¹ 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

of this effort, the team also reviewed bills outside the utility industry (financial services, telecommunications, and cable-TV industries).²² 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.

The Revised Model Bill that will be printed in dynamic color with three logical pages (two physical pages), will be slightly 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.

VII. LUMA’s Revised Model Bill Complies with Statutory and Regulatory Requirements

As the Revised Model Bill included as *Revised Exhibit 1* shows, LUMA has re-designed the existing bill based on best practices and a benchmarking study of many North American

(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.

²² The bills reviewed included those of AT&T, Xfinity and Chase.

utilities and non-utility companies 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 Revised 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 standards and best practices. The Revised 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 Revised Model Bill:

A. Cover Page of the Revised Model Bill

The cover page or first logical page of the Revised Model Bill (“Cover Page”) includes across the top portion of the page the billing period, name of the customer, account number, statement date and billing cycle. Below this information, the Revised Model Bill includes a rectangular area titled “Energy Savings Tips” designed to provide useful energy savings tips to customers (the “Energy Savings Tips Information Section”).

Below the Energy Savings Tips Information Section, the Cover Page includes the total amount due for electric charges, the payment due date and the kWh used, all provided in largest print size of the page (other than the title) and with a plain, easy to understand format. This information is followed by text that would be included in a bill only in the event the customer has not paid a past due amount, indicating that the service could be suspended for non-payment. If this message is inapplicable to the customer, this space would be left blank.

Below the area where the suspension notice would be included, if applicable, the Cover Page includes a bar graph with three data points on energy usage. Specifically, the consumption

for the current month is provided along with historical consumption for the previous month and historical consumption for the same month from the previous year. In its redesign effort, LUMA reviewed various types of historical consumption presentment and assessed the value of each type of historical data. Through this assessment, LUMA determined that the greatest value to the customer in historical data included current month usage data, previous month data (e.g., to make current vs. previous month data comparisons) and same month from previous year data (e.g., to make current vs. same month previous year data comparisons). The cost per kWh is listed for the current month as well as for the same month of the previous year.

Next to the bar graph on current and historical energy use, in a second column, the Cover Page includes a comparative section on energy usage. In plain, understandable, and relatable language referencing percentages, this portion of the Revised 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 Revised 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.

Based on a review of bill statement benchmarks and bill design best practices as well as the assessment of relative value of presented data to customer, LUMA submits that the three-bar chart is the best practice format when compared with the twelve-month bar graph. The Revised Model Bill presents the most relevant and actionable data for a customer in the three-bar chart as a customer will more readily recall their consumption behavior of the prior month compared to an entire year. Similarly, a customer will be able to assess their consumption behavior compared to

the same month the prior year in that the weather or activities for the customer may be easier to recall for a focused period of time. The three-bar graph is more legible and understandable than the small-sized print of the twelve-month bar graph currently used in the PREPA bill²³. The current small print and cluttered information would appear to lead to customers skipping over the graph 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.

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.*

²³ The three-bar graph is used by Hydro One. *See id.*

Below the bar graph and related information, the Cover Page includes another rectangular area providing messaging to the customer, which is divided in two sections: a section with the title “LUMA Working for You!” (the “LUMA Working for You Section”) and another section with the title “Electric System Transformation” (“Electric System Transformation Section”). These sections provide important information to the customer regarding changes to their customer experience of the T&D System in order to provide transparency, inform and educate the customer. Providing this information proactively, will allow the customer to prepare for any changes and see the value they are receiving. A more detailed discussion on the justification for and contents of these Sections is provided in a document prepared by LUMA in response to the comments received during the July 20 Virtual Technical Conference titled “Clarifying discussion on key topics of LUMA’s Revise Model Bill” included as *Exhibit A* to this Revised Petition.

LUMA is requesting that the Energy Bureau approve that the content of the Energy Savings Tips, LUMA Working for You, and Electric System Transformation Sections, as described in *Exhibit A*, and allow for dynamic messaging within these content sections to the customer’s benefit.

Right above the dotted line separating the top three fourths of the Cover Page from the payment stub, important contact information is provided- namely, the LUMA telephone number to call during emergencies or outages and, for payment matters, the mailing address, LUMA telephone number and website to enable the customer to pay the bill or to make inquiries.

In the bottom one third of the Cover Page is the pay stub of the bill to be sent with the payment if sent by postal mail, which 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.

B. Back of the Cover Page of the Bill

The back of the Cover Page or second logical page of the Revised Model Bill includes text arranged in three columns, and two rectangular boxes with text located at the bottom of the page.

The text in the top of the page meets the requirements of the Bureau's Final Resolution and Order of January 11, 2017 and Section 6 of Act 83 as follows. In this page, under the heading "What are the charges for your electric service?" there is an explanation of 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. Under the heading "Subsidies, Street Lighting (Municipal) and Other Subventions" a description of the most common subsidies and grants is provided.. *See Id.* Reference is made to LUMA's website, lumapr.com, for a complete list and breakdown of subsidies and charges, similar to the current bill. *See Id.*

In compliance with Section 6.27 of Act 57-2014, as amended and Bureau Regulation 8863, the back of the Cover Page of the Revised Model Bill also explains the customer's right to object to the bill and request an investigation until the due date. This text is included under the heading "You have the right to object and request an investigation of your utility bill" and is surrounded by a bold box to enhance its presence on the page. The language used tracks the text specified in the Final Resolution and Order of January 10, 2017, with some non-substantive modifications to add further clarity. *See Id.* at pages 11-12 and text transcribed in footnote 15 of this Petition.

In compliance with Bureau Regulation 8863 the back of the Cover Page of the Revised Model Bill includes, in the third column, the contact information of the Energy Bureau, located under the heading "Puerto Rico Energy Bureau (PREB)", and the ICPO, located under the heading "Independent Consumer Protection Office (ICPO)" and indicates the means for contacting these

entities, including: email, mailing address, telephone and fax. *See Id.* The address for the ICPO was corrected to indicate that its office number is 802 and is located on an 8th floor.

For purposes of transparency, below the ICPO contact information, a description is included of the Terms of Service approved by this Energy Bureau by Resolution and Order of May 31, 2021 in Case No. NEPR-MI-2021-0007, in general and understandable terms and referring the customer to LUMA's website or a customer service office for more detailed information.

Finally, within the boxes in the bottom of this page is an explanation on actions the customer can take in the case of overdue balances and includes an easy-to-read- reference on the four options to pay the electric bill.

C. Second Page of the Bill

The main purpose of this second physical page of the Revised Model Bill ("Second Page"), which is the third logical or content 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 detailed data on meter readings, customer charges, reconciliation clause charges, energy usage and cost detail. This provides the customer an understanding of costs of the electric bill. As required by the Energy Bureau, the information on charges is presented with reference to kWh x \$/kWh for each of the charges. *See Id.* at page 10. The white space in this section is an enhancement as it is easier to read than what a customer currently receives.

The top of the Second Page includes text indicating the total amount due as of the date of the bill, as a reminder and for easy reference. This top band of information is followed by the text regarding the benefits of 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 included above and is drafted in the same font size as the largest font size

used in the Revised Model Bill (excluding headings). Placement of the net metering message in the front of this Second Page is well suited with the purpose of the page which is to provide the customer a breakdown of charges and detailed metering information.

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 Cover Page 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.

The required net metering text is then followed by two sections of information, one with the heading “Account Details” and the other with the heading “Electricity Charge Breakdown”. The Account Details section includes the pending balance, amount previously due, amount previously paid, current charges, deposits, any payment plans, other service agreements, any invoice corrections and adjustments and similar information, as may be applicable. If there is a past due amount, the message “Pay immediately” would be included in red next to such balance. Below this box, the amount of any deposits or bonds received would be specified. In addition, the instances of objections made by the customer in the account and total amount objected to would be specified. The adjacent Electricity Charge Breakdown Section includes a pie chart showing the electricity cost breakdown under the following categories: Generation & Delivery, Fuel Cost, Purchased Power, Subsidies, CILT & Others & Account Administration.

Below the foregoing information boxes, another section of information under the heading “Service and Meter Information” is included, containing information identifying the meter and

indicating the current and previous meter readings and their dates and total consumption for the period. If the customer is under a net metering program, net metering information would also be included in this section. If there is a situation of a meter exchange, the information on both meters that are part of the exchange would also appear in this section.

The last section of information in the Second Page has the heading “Current Charges Detail” and contains the details on current electric charges in compliance 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. Although LUMA had proposed to use plain language to ease understanding of the bill, given comments received by this Energy Bureau during the July 20 Virtual Technical Conference to the effect that customers have become accustomed to seeing specific tariff and customer class identifiers, the information presented in the foregoing section will use the customer tariff and class information format used in PREPA’s existing bill.

The Revised Model Bill contains several areas of conditional formatting in its Cover Page and Second Page- that is, areas where text or information may or may not be included in the bill depending on the circumstances of the particular customer. Examples of these conditional situations are the service suspension notice on the Cover Page and the “Pay Immediately” message under the Account Details section in the Second Page, described above, which would only appear in certain situations where the customer is in arrears. Other areas of conditional formatting in the Revised Model Bill are described in detail in *Exhibit A* to this Revised Petition.

VIII. 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 *Revised Exhibit 2* to this Petition, the unchanged excel file excel form March 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. *Revised Exhibit 2* shows the detailed information that will be used in the bills for each class of customer. *Revised Exhibit 2* follows the rates approved by the Energy Bureau in PREPA’s Book of Tariffs and tracks the information that is currently included in the PREPA bill. 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.

IX. Responses to Comments Received During the July 20 Virtual Technical Conference

LUMA has prepared responses to the questions and comments received from this Energy Bureau and the OIPC during the July 20 Virtual Technical Conference which are included in the document titled “Clarifying discussion on key topics of LUMA’s Revised Model Bill” which is included as *Exhibit A* to this Revised Petition. The attached discussion also describes the changes incorporated into the Revised Model Bill in attention to comments.

X. Comparison of Revised Model Bill with the Current Bill

The *Revised Exhibit 3* to this Revised Petition is an illustrated comparison between the current bill and LUMA’s Revised Model Bill in pdf format. 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 Revised Model Bill. Bold typeface is used in the listing to identify the new elements of LUMA's Revised Model Bill. As

Revised Exhibit 3 shows, the main differences between the two bills are:

1. LUMA's Revised Model Bill has two main pages of content, and a back to the first main page, while PREPA's current bill includes one main page and a back page with small print;
2. LUMA's Revised Model Bill is printed with color, while PREPA's current bill is printed in grey scale;
3. LUMA's Revised 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 Revised Model Bill the message on net metering is included in second physical page , while PREPA's current bill includes the message in the first page (element 14); and
5. In the Revised 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 Revised Model Bill includes the following revised 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. Terms of service (element 81).

See Revised Exhibit 3.

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

RESPECTFULLY SUBMITTED.

In San Juan, Puerto Rico, this 28th day of July 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/ Laura T. Rozas
Laura T. Rozas
RUA Núm. 10,398
laura.rozas@us.dlapiper.com

Exhibit 1
Revised Model Bills in Spanish and English

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

Ciclo de facturación:

10



Consejos Para Ahorrar Energía: Mientras no estén en uso, apague luces y enseres como televisores, computadoras y equipos de ejercicio. Los equipos eléctricos continúan usando varios vatios de electricidad aun cuando están apagados.

CANTIDAD TOTAL ADEUDADA

\$531.19

FECHA DE VENCIMIENTO

4 oct 2020

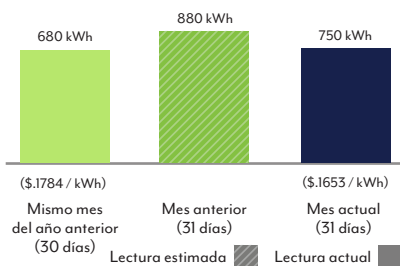
CONSUMO DE kWh

750 kWh

AVISO DE SUSPENSIÓN DE SERVICIOS: Por favor pague la cantidad en atraso inmediatamente.

De lo contrario, su servicio puede ser suspendido por falta de pago.

SU CONSUMO DE ENERGÍA



COMPARACIÓN

Este mes, usted consumió:



15.0% menos energía
en comparación con el mes anterior

y



10.0% más energía
en comparación con hace 1 año

PROMEDIOS

Costo promedio por día

\$5.04

Promedio de consumo diario

24 kWh

Costo promedio de 12 meses por kWh

\$0.1719

¡En LUMA trabajamos para ti!

Su nueva factura de servicio eléctrico está diseñada para que entienda todos los cargos del servicio y esté confiado/a en que está pagando sólo por su consumo.



Transformación del sistema eléctrico

LUMA llegó a transformar el sistema eléctrico para que los puertorriqueños tengan el servicio confiable y de calidad que se merecen.



**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

LUMA

Envíe su pago a:

Luma Energy
PO BOX 363508

San Juan PR 00936-3508

Ley 57-2014, según enmendada: Todos los clientes tienen hasta la fecha de vencimiento para pagar la factura o presentar una objeción a los cargos en la factura. 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.



Nombre del cliente

Número, Dirección, Núm. de apto.

Ciudad, Estado, Código postal + 4

Cuenta: xxxxxxxxxx

Cantidad adeudada: \$531.19

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. Estos 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

Las Cláusulas de Reconciliación y Riders están destinadas a recuperar gastos, subsidios, aportaciones y contribuciones aprobados por el Negociado de Energía que no se recuperan en los cargos anteriores. Es posible que estos cargos no apliquen a todos los tipos de clientes:

- Ajuste de Cargo por Compra de Combustible (FCA)
- Ajuste de Cargo por Compra de Energía (PPCA)
- Contribución en Lugar de Impuestos (CILT)
- Subsidios Alumbrado Público (Municipal)
- Otras Subvenciones
- Cargo Eficiencia Energética (EE)
- Descuentos por Subsidios y
- Crédito Medición Neta (NM), (si es aplicable)

Para una lista completa y desglose detallado de estos cargos, visite la página web **www.lumapr.com** o visite las oficinas de servicio al cliente de LUMA.

Subsidios, Alumbrado Público (Municipal) y Otras Subvenciones

- Crédito por Consumo de Equipo Eléctrico Necesario Para Preservar 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 Residencial
- 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 de servicio al cliente de LUMA.

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

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

Para poder objetar o solicitar una investigación, usted deberá pagar la cantidad correspondiente al promedio de las facturas que no han sido objetadas durante los seis (6) meses anteriores. 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 en su cuenta, usted deberá pagar una suma equivalente al depósito requerido al momento de suscribir su 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 la factura en cualquiera de las siguientes maneras:

- Personalmente en la oficina de servicio al cliente más cercana
- A través de Mi LUMA en la página web **www.lumapr.com**
- Por teléfono a 1-844-888-LUMA (5862)
- Por correo al PO Box 9100, San Juan, PR 00908-9100

Negociado de Energía de Puerto Rico (NEPR)

Usted puede contactar al NEPR de cualquiera de las siguientes maneras:

- Accediendo a la Página Web **www.energia.pr.gov**
- Por teléfono 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 de 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 802, Piso 8, Avenida Ponce de León, San Juan PR 00918

Las horas de operación de la OIPC son de lunes a viernes de 8:30 am a 5 pm

Términos de Servicio

LUMA es regulada por el Negociado de Energía de Puerto Rico (NEPR). Como parte de los términos que rigen el servicio que se le provee a los clientes, el NEPR aprobó Términos de Servicio que incluyen un relevo de responsabilidad a la Autoridad de Energía Eléctrica y LUMA por ciertas pérdidas relacionadas con la operación del sistema de transmisión y distribución y el suministro de energía y electricidad. Estos Términos de Servicio requieren que LUMA haga todos los esfuerzos razonables para minimizar ciertos eventos de restricción, suspensión, interrupción o reducción de servicios en la medida que sea razonablemente posible, proveer un servicio eficiente y confiable a sus clientes y mantener la continuidad del servicio, pero no puede garantizar un suministro de electricidad ininterrumpido a sus clientes. Le exhortamos a que visite nuestra página de Internet en **www.lumapr.com** o una oficina de servicio al cliente para acceder a estos Términos de Servicio, dado que incluyen información importante y rigen situaciones que pudieran surgir con su cuenta o el servicio. En cualquier momento por favor contacte a LUMA para hablar de su servicio.



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

SI TIENE UN BALANCE VENCIDO

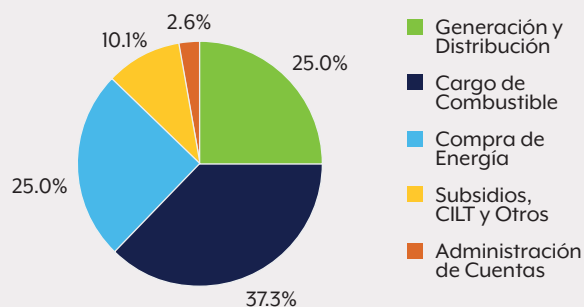
Cuando hace pagos a tiempo, usted mantiene y protege su crédito. Los pagos parciales no evitarán la suspensión del servicio de energía eléctrica si todavía hay pagos en atraso y procede tal suspensión. Las cuentas que sean finales y que no se hayan pagado a tiempo, podrán ser referidas a una agencia de crédito, excepto por aquellos cargos en atraso que hayan sido debidamente objetados y estén bajo evaluación o adjudicación o para los cuales se esté cumpliendo con un plan de pago aprobado. Para pagar su balance vencido contáctenos al 1-844-888-LUMA (5862).

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 <i>Pague Inmediatamente</i>	\$25.00
Cantidad adeudada del periodo anterior	\$75.00
Pagos acreditados	- \$50.00
Cargos corrientes	\$156.19
Depósito(s)	\$50.00
Acuerdo(s) de pago	\$50.00
Acuerdo(s) de pago - Irregularidades de energía	\$50.00
Corrección de factura	\$50.00
<Cualquier otro acuerdo de servicio>	\$125.00
<Ajustes>	\$25.00
Cantidad Total Adeudada	\$531.19

DESGLOSE DEL CARGO DE ELECTRICIDAD



Depósito(s) o bono(s) recibido(s): \$100 Objeción(es): 2 / \$400.50

INFORMACIÓN DEL MEDIDOR Y DEL SERVICIO

Dirección del servicio: 7746 Hillcrest Avenue

ID localidad: 9999999999

Tarifa: I12 – Servicio Residencial General

Periodo: 02-Ago-2020 a 01-Sep-2020

Próxima lectura: 01-Oct

Número de contador	Fecha de lectura	Lectura actual	Fecha de lectura anterior	Lectura anterior	Consumo		Constante
					kWh	Días	
AB0000000	01-Sep	1000000.99 E	01-Ago	1000000.99	100,000,000.99	31	1

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 Cargo de Combustible	750 kWh x \$.077633	\$58.22
Cláusula PPCA-Ajuste por Compra de Energía	750 kWh x \$.052081	\$39.06
Cláusula CILTA-CELI (Municipios)	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 Tarifa Provisional True Up	750 kWh x -\$.007771	-\$5.83
Sub Total		\$113.10

Total

\$156.19

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

Billing Cycle: 10



Energy Savings Tip: Turn off lights and equipment such as TVs, computers, and exercise equipment, while not in use. Electrical equipment continues to use several watts of electricity even when turned off.

TOTAL AMOUNT DUE

\$531.19

DUE DATE



Oct. 4, 2020

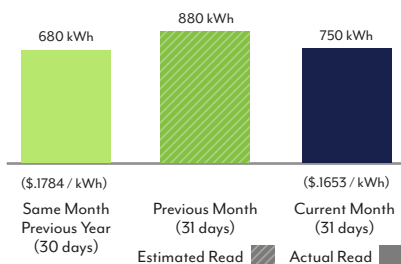
kWh USED



750 kWh

SERVICE SUSPENSION NOTICE: Please pay the past due amount immediately. Otherwise, your service may be suspended for non-payment.

YOUR ENERGY USAGE



COMPARATIVE

This month you used:



15.0% less energy
compared to last month

and



10.0% 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!

Your new electric bill is designed so you understand all service charges and are confident you're paying only for your usage.



Electric System Transformation

LUMA is here to transform the electrical system so Puerto Ricans can have the quality and reliable service they deserve.



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

LUMA

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

Act 57-2014 as amended: You have until the due date to pay this invoice or register an objection to this invoice. 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.



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

Account: xxxxxxxxxx
Amount Due: \$531.19
Due Date: October 4, 2020

Amount Enclosed:

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. These 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 Clauses and Riders are intended to recover expenses or grants approved by the Energy Bureau that are not recovered in the charges above. These charges may not apply to all customer types:

- Fuel Charge Adjustment (FCA)
- Purchased Power Charge Adjustment (PPCA)
- Contributions in Lieu of Taxes (CILTA)
- Subsidies
- Public Lighting (Municipal)
- Other Grants
- Energy Efficiency Charge (EE)
- Subsidy Discounts
- Net Metering Credit (NM) (if applicable)

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

Subsidies, Public Lighting (Municipal) and Other Subventions

- Credit for Consumption of Electrical Equipment Needed to Preserve Life
- Residential Service for Public Housing Projects Rate - RH3

- Lifeline Residential Service Rate – LRS (Nutrition Assistance Program)
- Residential Fixed Rate for Public Housing under Ownership of the Public Housing Administration – RFR
- Residential Fuel Subsidy
- Public Lighting (Municipal)

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

You have the right to object and request an investigation of your utility 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 or request for investigation.

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 you have objected to, whichever is lower.

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

- Personally, in the customer service office closest to you
- Through Mi LUMA at www.lumapr.com
- By phone at 1-844-888-LUMA (5862)
- By mail to PO Box 9100, San Juan, PR 00908-9100

Puerto Rico Energy Bureau (PREB)

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

- Through its website www.energia.pr.gov
- By phone at 787-523-6262
- By email to nepr@energia.pr.gov
- By 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:

- Through its website www.oipc.pr.gov
- By mail to 268 – The Hato Rey Center, Suite 802, Floor 8, Avenida Ponce de León, San Juan, PR 00918
- By phone at 787-523-6962
- By fax to 787-523-6961

OIPC's hours of operation are from Monday to Friday from 8:30 AM to 5 PM

Terms of Service

LUMA is regulated by the Puerto Rico Energy Bureau (PREB). As part of the terms that govern the service provided to customers, PREB has approved Terms of Service that include a release of liability to the Puerto Rico Electric Power Authority and LUMA for certain losses related to the operation of the transmission and distribution system and the supply of power and electricity to customers. Under these Terms of Service, LUMA is required to make all reasonable efforts to minimize certain service curtailment, suspension, interruption or reduction events to the extent reasonably practicable, to provide an efficient and reliable service to its customers, and to maintain continuity of service, but cannot guarantee an uninterrupted electricity supply. We encourage you to visit our website at www.lumapr.com or a customer service office to access these Terms of Service as they include important information and govern situations that may arise with your account or service. At any time, please contact LUMA to discuss your service.



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

OVERDUE BALANCE

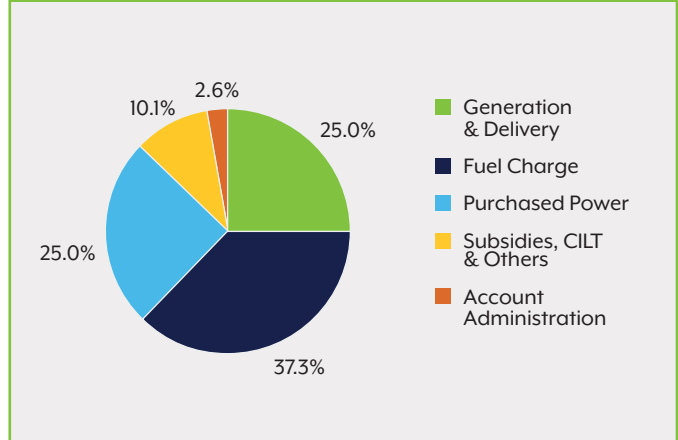
Your credit is maintained and protected by keeping your payments up to date. Partial payments will not prevent the suspension of electricity service if the account continues in arrears and suspension is appropriate. Final accounts that are not timely paid, may be referred to a credit agency, except for those charges that were duly objected to and are under evaluation or adjudication or for which payment is being made in compliance with an approved payment plan. To pay for your overdue balance, please contact us at 1-844-888-LUMA (5862).

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>Pay immediately</i>	\$25.00
Amount Due Previous Period	\$75.00
Payments Credited	- \$50.00
Current Charges	\$156.19
Deposit(s)	\$50.00
Payment Arrangement(s)	\$50.00
Payment Arrangement(s) - Energy Irregularities	\$50.00
Invoice Correction	\$50.00
<Any Other Service Agreement>	\$125.00
<Adjustments>	\$25.00
Total Amount Due	\$531.19

ELECTRICITY CHARGE BREAKDOWN



Deposit(s) or Bond(s) Received: \$100 Objection(s): 2 / \$400.50

SERVICE AND METER INFORMATION

Service Address: 7746 Hillcrest Avenue

Premises ID: 9999999999

Rate: 112 – General Residential Service

Period: 02-Aug-2020 to 01-Sep-2020

Next Read: 01-Oct

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
AB0000000	01-Sep	1000000.99 E	01-Aug	1000000.99	100,000,000.99	31	1

CURRENT CHARGES DETAIL

DESCRIPTION	TARIFF	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		
Rider FCA-Fuel Charge Adj	750 kWh x \$.077633	\$58.22
Rider PPCA-Purchased Power Charge Adj	750 kWh x \$.052081	\$39.06
Rider CILTA-Municipalities Adj	750 kWh x \$.007246	\$5.43
Rider SUBA-Subsidies, Public Light & other Subv HH	750 kWh x \$.012414	\$9.31
Rider SUBA-Subsidies, Public Light & other Subv NHH	750 kWh x \$.009210	\$6.91
Provisional Rate Adjustment	750 kWh x -\$.007771	-\$5.83
Sub Total		\$113.10
Total		\$156.19

Exhibit 2 (by email, excel table)

Exhibit 3
Comparison between PREPA Bill and Revised Model Bill



Bill Statement Comparison

PREPA Bill – LUMA Bill

July 28, 2021 (Revised)

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 Audio 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 15-ago-2019 Cantidad Acumulada \$100.00

Otros Cargos y Créditos Total: \$62.51
ID Descripción Cantidad
Acuerdo de Pago sin Intereses \$62.51

ID Localidad [REDACTED]

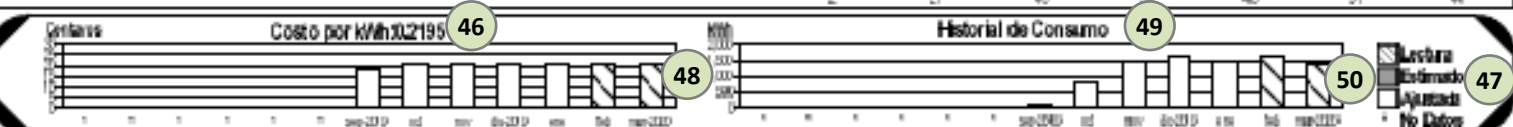
Tarifa 110-Servicio Residencial Especial
Número Contador [REDACTED] Fecha Lectura 18-mar-2020 Días de Consumo 29 Lectura Actual 13628.00
Constante 1 Próxima Lectura 17-abr-2020 KWh Leída 13628.00
Periodo 18-feb-2020 al 18-mar-2020
Lectura Anterior 12465.00 Consumo 1,363.00

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 [REDACTED]

Cantidad a Pagar \$348.47

Cantidad Pagada \$

Fecha de Vencimiento de Cargos Corrientes 20-abr-2020

020 03/20
[Barcode]

00000522458842 000000000 000000000 1

Cambia a eBill

cuidemos el planeta

- Disfruta de la comodidad y la seguridad de la facturación electrónica.
- Revisa y paga la factura por internet en segundos.
- Ten acceso a los últimos doce 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. Cuentas finales pueden ser referidas a una agencia de crédito. Puede pagar llamando al 787-521-3434 o registrándose en www.aeepr.com.

73

74

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 00908-9100.

76

Negociado de Energía de Puerto Rico (NEPR)

Puede contactar al NEPR accediendo la página web www.energia.pr.gov, llamando al (787) 523-6262, 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 querrelas o recursos de revisión ante el Negociado de Energía, favor de utilizar la dirección cibernética <https://radicacion.energia.pr.gov>

77

Oficina Independiente de Protección al Consumidor (OIPC)

La Oficina Independiente de Protección al Consumidor educa, orienta, asista 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 787-523-6962, por Fax al 787-523-6961, a través de correo electrónico (info@oipc.pr.gov) o por correo postal al 268 The Halo Ray Center, Suite 524, Piso 5, Ave. Ponce de León, San Juan, PR, 00918

78

Cargo por Servicio

El Cargo por Servicio incluye los siguientes: Cargo por Cliente, Cargo por Energía y el ajuste 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

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.

79

Subsidios, Alumbrado Público (Municipal) y otras Subvenciones

- Crédito por Consumo de Equipos Eléctricos Necesarios para Conservar la Vida
- Clientes bajo Tarifa Servicio Residencial para Proyectos Públicos -PH3
- Clientes bajo Tarifa Servicio Residencial Especial-LRS (Programa de Asistencia Nutricional)
- Tarifa Fija para Residenciales Públicos bajo la Tolerancia 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 Agueductos Comunales o Rurales
- Crédito a Pequeños Comerciantes en Centros Urbanos
- Tarifa Residencial a Áreas Comunes de Condominios Residenciales
- Crédito Contributivo Industrial Ley 73-2008
- Distrito 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.

80

Alternativas de Pago

- Línea Expreso para Pago (787) 521-2121
- Internet en nuestra página www.aeepr.com
- Correo: P.O. 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 abonos
- 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, Isla: 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

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

10 Ciclo de facturación: 10

9

63



Consejos Para Ahorrar Energía: Mientras no estén en uso, apague luces y enseres como televisores, computadoras y equipos de ejercicio. Los equipos eléctricos continúan usando varios vatios de electricidad aun cuando están apagados.

11 CANTIDAD TOTAL ADEUDADA

\$531.19

12 FECHA DE VENCIMIENTO

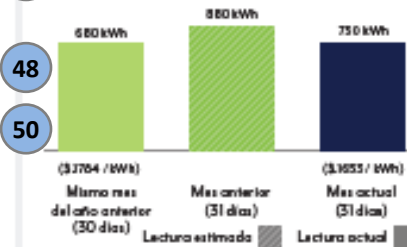
4 oct 2020

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 por falta de pago.

49 SU CONSUMO DE ENERGÍA



66 COMPARACIÓN

Estimé, usted consumió:



15.0% menos energía en comparación con el mes anterior



10.0% más energía en comparación con hace 1 año

68 PROMEDIOS

69 Costo promedio por día

\$5.04

70 Promedio de consumo diario

24 kWh

46 Costo promedio de 12 meses por kWh

\$1.1719

71

¡En LUMA trabajamos para ti!

Su nueva factura de servicio eléctrico está diseñada para que entienda todos los cargos del servicio y esté confiado/a en que está pagando sólo por su consumo.

72



Transformación del sistema eléctrico

LUMA llegó a transformar el sistema eléctrico para que los puertorriqueños tengan el servicio confiable y de calidad que se merecen.

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

59

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

PARA FACTURACIÓN Y MÁS
WWW.LUMAPR.COM

3

1 LUMA

53

Envíe su pago a:

Luma Energy

PO BOX 363508

San Juan PR 00936-3508

2

Ley 57-2014, según enmendada: Todos los clientes tienen hasta la fecha de vencimiento para pagar la factura o presentar una objeción a los cargos en la factura. Detalles al dorso.

51

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.

55



13

Nombre del cliente

54

Número, Dirección, Núm. de apto.

Ciudad, Estado, Código postal+ 4

8

Cuenta: XXXXXXXXXXXX

11

Cantidad adeudada: \$531.19

12

Fecha de vencimiento:
4 de octubre de 2020

58

Cantidad incluida:

57



¿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. Estos 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

Las Cláusulas de Reconciliación y Riders están destinadas a recuperar gastos, subsidios, aportaciones y contribuciones aprobados por el Negociado de Energía que no se recuperan en los cargos anteriores. Es posible que estos cargos no apliquen a todos los tipos de clientes:

- Ajuste de Cargo por Compra de Combustible (FCA)
- Ajuste de Cargo por Compra de Energía (PPCA)
- Contribución en Lugar de Impuestos (CILTA)
- Subsidios Alumbrado Público (Municipal)
- Otras Subvenciones
- Cargo Eficiencia Energética (EE)
- Descuentos por Subsidios y
- Crédito Medición Neta (NM), (si es aplicable)

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

- 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 Residencial
- 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 de servicio al cliente de LUMA.

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

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

Para poder objetar o solicitar una investigación, usted deberá pagar la cantidad correspondiente al promedio de las facturas que no han sido objetadas durante los seis (6) meses anteriores. 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 en su cuenta, usted deberá pagar una suma equivalente al depósito requerido al momento de suscribir su 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 la factura en cualquiera de las siguientes maneras:

- Personalmente en la oficina de servicio al cliente más cercana
- A través de MI LUMA en la página web www.lumapr.com
- Por teléfono al 1-844-888-LUMA (5862)
- Por correo al PO Box 9100, San Juan, PR 00908-9100

Negociado de Energía de Puerto Rico (NEPR)

Usted puede contactar al NEPR de cualquiera de las siguientes maneras:

- Accediendo a la Página Web www.energia.pr.gov
- Por teléfono 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 de 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 802, Piso 8, Avenida Ponce de León, San Juan PR 00918

Las horas de operación de la OIPC son de lunes a viernes de 8:30 am a 5 pm

Términos de Servicio 81

LUMA es regulada por el Negociado de Energía de Puerto Rico (NEPR). Como parte de los términos que rigen el servicio que se le provee a los clientes, el NEPR aprobó Términos de Servicio que incluyen un relevo de responsabilidad a la Autoridad de Energía Eléctrica y LUMA por ciertas pérdidas relacionadas con la operación del sistema de transmisión y distribución y el suministro de energía y electricidad. Estos Términos de Servicio requieren que LUMA haga todos los esfuerzos razonables para minimizar ciertos eventos de restricción, suspensión, interrupción o reducción de servicios en la medida que sea razonablemente posible, proveer un servicio eficiente y confiable a sus clientes y mantener la continuidad del servicio, pero no puede garantizar un suministro de electricidad ininterrumpido a sus clientes. Le exhortamos a que visite nuestra página de Internet en www.lumapr.com o una oficina de servicio al cliente para acceder a estos Términos de Servicio, dado que incluyen información importante y rigen situaciones que pudieran surgir con su cuenta o el servicio. En cualquier momento por favor contacte a LUMA para hablar de su servicio.

Subsidios, Alumbrado Público (Municipal) y Otras Subvenciones

- Crédito por Consumo de Equipo Eléctrico Necesario Para Preservar la Vida
- Tarifa Servicio Residencial Para Proyectos Públicos – RH3



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

SI TIENE UN BALANCE VENCIDO

Cuando hace pagos a tiempo, usted mantiene y protege su crédito. Los pagos parciales no evitarán la suspensión del servicio de energía eléctrica si todavía hay pagos en atraso y procede tal suspensión. Las cuentas que sean finales y que no se hayan pagado a tiempo, podrán ser referidas a una agencia de crédito, excepto por aquellos cargos en atraso que hayan sido debidamente objetados y estén bajo evaluación o adjudicación o para los cuales se esté cumpliendo con un plan de pago aprobado. Para pagar su balance vencido contáctenos al 1-844-888-LUMA (5862).

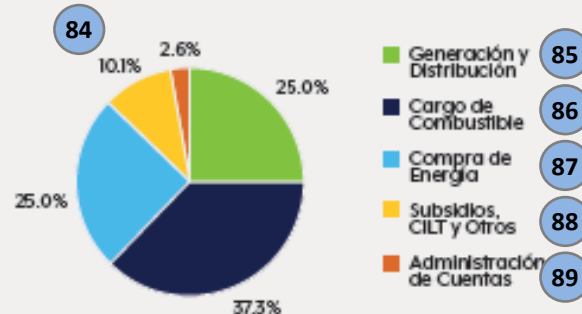
- 14 La instalación de un equipo para generar energía de fuentes renovables puede ayudarle a reducir su factura de electricidad y LUMA, mediante sus oficinas comerciales o por Internet, le suministrará información sobre cómo puede cualificar para ingresar al programa de medición neta. Además, existen 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

7	Balance <i>Pague Inmediatamente</i>	\$25.00
4	Cantidad adeudada del periodo anterior	\$75.00
5	Pagos acreditados	- \$50.00
6	Cargos corrientes	\$156.19
90	Depósito(s)	\$50.00
18	Acuerdo(s) de pago	\$50.00
91	Acuerdo(s) de pago - Irregularidades de energía	\$50.00
92	Corrección de factura	\$50.00
93	<Cualquier otro acuerdo de servicio>	\$125.00
43	<Ajustes>	\$25.00
11	Cantidad Total Adeudada	\$531.19

15 Depósito(s) o bono(s) recibido(s): \$100 Objeción(es): 2 / \$400.50

83 DESGLOSE DEL CARGO DE ELECTRICIDAD



INFORMACIÓN DEL MEDIDOR Y DEL SERVICIO

20 Dirección del servicio: 7746 Hillcrest Avenue

19 ID localidad: 9999999999

21 Tarifa: 112 - Servicio Residencial General

22 Periodo: 02-Ago-2020 a 01-Sep-2020

Próxima lectura: 01-Oct 30

23 Número de contador	24 Fecha de lectura	26 Lectura actual	82 Fecha de lectura anterior	27 Lectura anterior	28 Consumo kWh	Días	Constante	29
AB0000000	01-Sep	1000000.99 E	01-Ago	1000000.99	100,000,000.99	31	1	25

DETALLE DE LOS CARGOS CORRIENTES

DESCRIPCIÓN	TARIFA	CARGO
31 Cargos por Servicio		
Cargo por Cliente		\$4.00
33 Cargo por Consumo	425 kWh x \$.04944	\$21.01
Cargo por Consumo Adicional	325 kWh x \$.05564	\$18.08
35 Sub Total		\$43.09
36 Cláusulas de Reconciliación		
Cláusula FCA-Ajuste Cargo de Combustible	750 kWh x \$.077633	\$58.22
38 Cláusula PPCA-Ajuste por Compra de Energía	750 kWh x \$.052081	\$39.06
Cláusula CLTA-CELI (Municipios)	750 kWh x \$.007246	\$5.43
40 Cláusula SUBA-Subsidios HH	750 kWh x \$.012414	\$9.31
Cláusula SUBA-Subsidios NHH	750 kWh x \$.009210	\$6.91
42 Ajuste Tarifa Provisional True Up	750 kWh x -\$.007771	-\$5.83
35 Sub Total		\$113.10
44 Total		\$156.19

Listing 1

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

PREPA		Nuevo Diseño de LUMA		PREPA (ENG)	New LUMA Design
No.					
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 adeuda 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		Current Charges	Current Charges
7		Balance			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	Ciclo de facturación:		Cycle	Billing Cycle:
11	Cantidad a Pagar	CANTIDAD TOTAL ADEUDADA		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	Depósito(s) o bono(s) recibido(s):		Bond or Deposit	Deposit(s) or Bond(s) Received:
16	Fecha [en cual el deposito ha sido colectado]				
17	Otros Cargos y Creditos			Other Charges	
18	Acuerdo de Pago sin intereses	Acuerdo(s) de pago		Payment Arrangement without Interest	Payment Arrangement(s)
19	ID Localidad [incluye la dirección de servicio]	ID localidad:		Premise ID [includes customer's service address]	Premises ID:
20		Dirección del servicio: [dirección del servicio]			Service Address: [customer's service address]
21	Tarifa	Tarifa:		Rate	Rate:
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		Consumption Days	Days
26	Lectura Actual	Lectura actual		Current Read	Current Read
27	Lectura Anterior	Lectura anterior		Previous Read	Previous Read
28	Consumo	Consumo		Consumption	Consumption
29	Constante	Constante		Constant	Constant
30	Próxima Lectura	Próxima lectura:		Next Read Date	Next Read:
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 Cargo de Combustible		Rider FAC-Fuel Charge Adj	Rider FCA-Fuel Charge Adj
38	Cláusula FFCA-Ajuste por Compra de Energía	Cláusula PPCA-Ajuste por Compra de Energía		Rider PPCA-Purchase Power Charge Adj	Rider PPCA-Purchase Power Charge Adj
39	Cláusula CILTA-CELI (Municipios)	Cláusula CILTA-CELI (Municipios)		Rider CILTA-Municipalities Adj	Rider CILTA-Municipalities Adj
40	Cláusula SUBA-Subsidios HH	Cláusula SUBA-Subsidios HH		Rider SUBA-Subsidies, Public Light & other Subv HH	Rider SUBA-Subsidies, Public Light & other Subv HH
41	Cláusula SUBA-Subsidios NHH	Cláusula SUBA-Subsidios NHH		Rider SUBA- Subsidies, Public Light & other Subv NHH	Rider SUBA-Subsidies, Public Light & other Subv NHH
42	Ajuste Tarifa Provisional True Up	Ajuste Tarifa Provisional True Up		Provisional Rate Adjustment	Provisional Rate Adjustment
43	Ajustes	<Ajustes>		Adjustments	<Adjustments>
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]	Costo 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	

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 name and 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 código de banco</i>	<i>OCR código 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>Cantidad incluida</i>	<i>Remittance amount</i>	<i>Amount Enclosed:</i>
59	<i>Metodos de pago</i>		<i>Payment methods</i>	
60		Página [#] de [#]		Page [#] of [#]
61		Título <i>Su factura de electricidad</i>		Title <i>Your Electricity Statement</i>
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 DE kWh [kWh]		kWh USED
65	AVISO DE SUSPENSION	AVISO DE SUSPENSION DE SERVICIOS [espacio también 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 withdrawal and Payment Arrangements]
66		COMPARACIÓN		COMPARATIVE
67		<i>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</i>		<i>The comparative demonstrates arrows providing a visual for energy consumed compared to previous month and the same month from previous year.</i>
68		PROMEDIOS		AVERAGES
69		Costos promedio por día		Average Cost Per Day
70		Promedio de consumo diario		Average Daily Use
71		¡En LUMA trabajamos para ti!		LUMA Working for You!
72	Cambia a eBill	Transformación des istema eléctrico (this area may be used to describe initiatives related to electric system work, reliability, outage duration/frequency, etc.)		Electric System Transformation (this area may be used to describe initiatives related to electric system work, reliability, outage duration/frequency, etc.)
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 utility bill.
76	Negociando de Energía de Puerto Rico (NEPR)	Negociado 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)		Independent Consumer Protection Office (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	Subsidios, Alumbrado Público (Municipal) y Otras Subvenciones		Subsidies, Public Lighting (Municipal) and Other Subventions
80	Alternativas de Pago	FORMAS DE PAGO		WAYS TO PAY
81		<i>Terminos de servicio</i>		<i>Terms of Service</i>
82				
83				
84				
85				
86				
87				

Listing 3

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

PREPA		Nuevo Diseño de LUMA		PREPA (ENG)		New LUMA Design	
No.							
82			Fecha de lectura anterior				Previous Read Date
83			DESGLOSE DEL CARGO DE ELECTRICIDAD				ELECTRICITY CHARGE BREAKDOWN
84			Pie Chart with percentages for each pie chart slice				Pie Chart with percentages for each pie chart slice
85			Generación y Distribución				Generation & Delivery
86			Cargo de Combustible				Fuel Charge
87			Compra de Energía				Purchased Power
88			Subsidios, CILT y Otros				Subsidies, CILT & Others
89			Administración de Cuentas				Account Administration
90			Deposito(s)				Deposit(s)
91			Acuerdo(s) de pago - Irregularidades de energía				Payment Arrangement(s) - Energy Irregularities
92			Corrección de factura				Invoice Correction
93			<Cualquier otro acuerdo de servicio>				<Any Other Service Agreement>
94			Current Charges Sub-header #1 DESCRIPCION				Current Charges Sub-header #1 DESCRIPTION
95			Current Charges Sub-header #2 TARIFA				Current Charges Sub-header #2 TARIFF
96			Current Charges Sub-header #3 CARGO				Current Charges Sub-header #3 CHARGE
97							
98							
99							
100							
101							
102							
103							
104							
105							
106							
107							
108							
109							
110							
111							
112							
113							
114							
115							
116							

Exhibit A



LUMA Revised Model Bill

NEPR-MI-2021-0008

July 28, 2021

1.0 Introduction

Compliant with the July 20, 2021, Technical Conference for LUMA's Model Bill (Docket No. NEPR-MI-2021-0008), LUMA provides for the Bureau's approval the following updated Revised Exhibits 1 and 3 to the original March 30, 2021 filing.

Specifically, please refer to:

- Revised Exhibit 1 for LUMA's Updated Model Bill in Spanish and English.
- Revised Exhibit 3 for an updated illustrative comparison between PREPA's current bill and LUMA's Updated Model Bill.
- Clarifying discussion on key topics of LUMA's Updated Model Bill, in response to discussions during July 20, 2021 Technical Conference.

2.0 Clarifying Discussion on Key Topics of LUMA's Revised Model Bill

Based on the comments received during the July 20, 2021 Technical Conference (July 20 Technical Conference), LUMA provides the following discussion on key topics of LUMA's Revised Model Bill provided in the Updated Revised Exhibit 1 containing LUMA's Updated Model Bills in Spanish and English (Revised Model Bill), including:

- Dynamic Bill Print Sections
- Adjustment Clauses and Plain Language Billing
- Customer Tariff and Class Information Format
- Customer Class - Variations to Model Bill and Conditional Printing
- Customer Rights (Bill Objection Language and PO Box Mailing)
- Pie Chart (Explanation, Dollars or Percentage)
- Average Consumption Values
- Prior Usage Graph
- Net Metering Display
- Color Coded Text – Revised Exhibit 2
- Total Amount Value Listed

2.1 Dynamic Bill Print Sections

As indicated during the July 20 Technical Conference, the proposed Revised Model Bill includes content sections that will have dynamic messaging. These sections are on page 1 of the Revised Model Bill and include the Energy Savings Tip at the top of the page as well as the LUMA Working for You! And Electric Transformation section just above the payment stub portion of page 1, both of which are shown below. LUMA is requesting the Bureau approve the overall content of these sections and allow for dynamic messaging within these content sections for the customer's benefit.



Energy Savings Tip: *Turn off lights and equipment such as TVs, computers, and exercise equipment, while not in use. Electrical equipment continues to use several watts of electricity even when turned off.*

LUMA Working for You!

Your new electric bill is designed so you understand all service charges and are confident you're paying only for your usage.



Electric System Transformation

LUMA is here to transform the electrical system so Puerto Ricans can have the quality and reliable service they deserve.

These content sections were developed based on benchmarking research. Specifically, the energy savings tips section was developed based on research indicating that these messages provide a customer the ability to feel more in control of their consumption and therefore their bill. Even if a customer may feel anxiety about reviewing a utility bill, the energy efficiency tips can provide relief and choices. Through this messaging, LUMA is advancing the energy public policies under Sections 1.5(4)(a) and 1.5(4)(b) of Act 17-2019 of promoting the responsible and effective use of energy resources in Puerto Rico by electric power service customers and educating electric power service customers on energy efficiency consumption reduction and other available tools to empower them to have more control over their energy consumption. The LUMA Working for You! and Electric Transformation section will provide a space for presenting information about improvements to customer programs or improvements in the electric grid. Specifically, research indicated customers valued being able to equate their electricity bill with the value they receive.

Additionally, there is conditional formatting in the proposed Revised Model Bill where information may or may not be included depending on its applicability to the particular customer situation. Some of these conditional scenarios exist in the Account Detail section on the second physical page (logical page 3) of the Revised Model Bill. These scenarios include:

- a. Pay immediately – this is conditional to a customer who has an overdue balance. A customer that is not overdue on payment will not see this field.
- b. Deposit(s) – not all customers are required to have a deposit and this field will be present when a deposit is available
- c. Payment Arrangement(s) – this will print on the condition a customer has a payment arrangement
- d. Payment Arrangement(s) – Energy Irregularities – this will print on the condition a customer has a payment arrangement for an Energy Irregularity, which may be known as energy theft or similar irregularity.

- e. Invoice Correction – this field will be present when a correction has been made to an invoice. While infrequent, this does occur. The amount listed will be the amount provided back to or required from the customer as a single line item, as is the case on the existing bill.
- f. <Any Other Service Agreement> – this field will print for other charges that may be related to a service agreement such as a charge for an energy irregularity charge or a contribution in aid of construction.
- g. <Adjustments> – These adjustments may include a late payment fee, a non-sufficient funds charge or a refund.
- h. Objection(s) – for customers who have made a bill objection these will be listed on the bill.

The image below shows visually what is described in the listing above. The items outlined in red will be present on each bill. The items outlined in blue in the image below are conditional based on a customer situation and will not print on every bill.

ACCOUNT DETAIL			
Balance	Pay Immediately		\$25.00
Amount Due Previous Period		\$75.00	
Payments Credited		-\$50.00	
Current Charges			\$156.19
Deposit(s)			\$50.00
Payment Arrangement(s)			\$50.00
Payment Arrangement(s) - Energy Irregularities			\$50.00
Invoice Correction			\$50.00
<Any Other Service Agreement>			\$125.00
<Adjustments>			\$25.00
Total Amount Due			\$531.19
Deposit(s) or Bond(s) Received: 2 / \$100		Objection(s): 2 / \$400.50	

ACCOUNT DETAIL			
p3-U-31.1	Balance	Pay Immediately	p3-U-31.2 \$25.00
p3-U-31.3	Amount Due Previous Period		p3-U-31.4 \$75.00
p3-U-31.5	Payments Credited		p3-U-31.6 -\$50.00
p3-U-31.7	Current Charges		p3-U-31.8 \$156.19
p3-Q-5.1	Deposit(s)		p3-Q-5.2 \$50.00
p3-Q-5.3	Payment Arrangement(s)		p3-Q-5.4 \$50.00
p3-Q-5.5	Payment Arrangement(s) - Energy Irregularities		p3-Q-5.6 \$50.00
p3-Q-5.7	Invoice Correction		p3-Q-5.8 \$50.00
p3-Q-5.9	<Any Other Service Agreement>		p3-Q-5.10 \$125.00
p3-Q-5.11	<Adjustments>		p3-Q-5.12 \$25.00
p3-U-31.9	Total Amount Due		p3-U-31.10 \$531.19
p3-Q-4.3	Deposit(s) or Bond(s) Received: 2 / \$100		p3-Q-4.6 Objection(s): 2 / \$400.50
	p3-Q-4.4	p3-Q-4.5	p3-Q-4.7

As shown in the image above, there is also information directly below the Account Detail section regarding the deposits or bonds and objections received, which is also conditional. The first item (deposits or bonds) would list out the total number of deposits or bonds on file and total amount thereof on the account, for the customer to have a status of these items on their bill for clarity and transparency. The second item (objections) would list the total number of objections a customer has made on bills on their account and the total amount objected to. This information is presented on the current PREPA bill and is being included in the proposed LUMA Revised Model Bill.

For illustration purposes, below is an example of a customer bill where the account does not have the additional conditional items such as payment arrangements or corrections. As can be observed, the account detail section for a standard customer account without additional items will be simpler.

ACCOUNT DETAIL		
Balance		\$25.00
Amount Due Previous Period	\$75.00	
Payments Credited	-\$50.00	
Current Charges		\$156.19
Total Amount Due		\$181.19



Deposit(s) or Bond(s) Received: 2 / \$100

Additionally, a meter exchange may occur as a conditional situation on a customer bill. Below is a visual representation of how a meter exchange will appear on a customer's bill.

INFORMACIÓN DEL MEDIDOR Y DEL SERVICIO							
Dirección del servicio: 7746 Hillcrest Avenue				ID localidad: 9999999999			
Tarifa: 112-Servicio Residencial General		Periodo: 02-Ago-2020 a 01-Sep-2020			Próxima lectura: 01-Oct		
Número de contador	Fecha de lectura	Lectura actual	Fecha de lectura anterior	Lectura anterior	Consumo		Constante
					kWh	Días	
AB0000000	10-Ago	1000000.99 E	01-Ago	1000000.99	100,000,000.99	9	1
AB1111111	01-Sep	1000000.99 L	10-Ago	0.00	100,000,000.99	22	1
				Total	100,000,000.99		

The meter exchange scenario shown above was a key reason for modifying the originally proposed Revised Model Bill. In order for this detailed information to display clearly for a customer the information table had to be extended to the width of the page. A similar situation occurs in the case of net metering, where additional information would be included in Service and Meter Information section. A visual representation of how the net metering information would appear is included further below.

Finally, in the first page of the Revised Model Bill, below the area where the total amount due, due date and kWh are set forth, the Revised Model Bill includes a message regarding the suspension of the service for non-payment. This text would only be included in the event a customer has not paid a past due amount and such amount is not under objection or the payment of such amount is not under an approved payment plan. If this message is inapplicable to the client, this space would be left blank. The image below demonstrates this conditional situation with a Service Suspension Notice.

TOTAL AMOUNT DUE	DUE DATE	kWh USED
\$531.19	 Oct. 4, 2020	 750 kWh

SERVICE SUSPENSION NOTICE: Please pay the past due amount immediately. Otherwise, your service may be suspended for non-payment.

2.2 Adjustment Clauses and Plain Language Billing

In response to comments from this honorable Energy Bureau during the July 20 Technical Conference regarding the nomenclature used for the adjustment clauses, LUMA has provided for the Revised Model Bill within Revised Exhibit 1 to maintain the naming and language of the adjustment clauses in the existing bill.

In addition, the proposed Revised Model Bill will maintain the names of charges in the existing bill. For clarity, the charge names on the PREPA bill are shown in the example below. Further, LUMA's proposal is consistent with the charges naming and explanation on the back of the page as it exists today but abbreviated to include the most common clauses as not all charges will fit in the space provided. A full list will be available on the webpage. The foregoing approach provides consistency to a customer in that the tariff information and charge information on their LUMA bill will be as they are accustomed to seeing today.

The image below is of the Revised Model Bill back of the cover page (logical page 2) is provided to show that the language regarding the charges included in the proposed Revised Model Bill is the same as what is provided on the existing bill.

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. These 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 Clauses and Riders are intended to recover expenses or grants approved by the Energy Bureau that are not recovered in the charges above. These charges may not apply to all customer types:

- Fuel Charge Adjustment (FCA)
- Purchased Power Charge Adjustment (PPCA)
- Contributions in Lieu of Taxes (CILTA)
- Subsidies
- Public Lighting (Municipal)
- Other Grants
- Energy Efficiency Charge (EE)
- Subsidy Discounts
- Net Metering Credit (NM) (if applicable)

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

Subsidies, Public Lighting (Municipal) and Other Subventions

- Credit for Consumption of Electrical Equipment Needed to Preserve Life
- Residential Service for Public Housing Projects Rate - RH3

- Lifeline Residential Service Rate - LRS (Nutrition Assistance Program)
- Residential Fixed Rate for Public Housing under Ownership of the Public Housing Administration - RFR
- Residential Fuel Subsidy
- Public Lighting (Municipal)

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

You have the right to object and request an investigation of your utility 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 or request for investigation.

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.

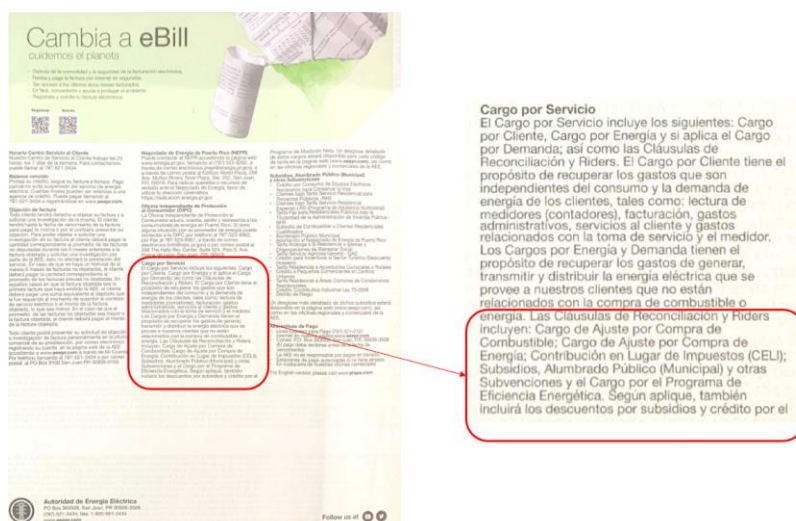
If the average of the non-objected bills is greater than the objected bill, you must pay the amount of the objected bill.

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 you have objected to, whichever is lower.


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

- Personally, in the customer service office closest to you
- Through Mi LUMA at www.lumapr.com
- By phone at 1-844-888-LUMA (5862)
- By mail to PO Box 9100, San Juan, PR 00908-9100

Below is an image of the back of the existing customer bill. The information presented matches the information included in the second logical page of the Revised Model Bill.



Further, the charge names provided on the LUMA bill are proposed to remain as they are today on the existing bill. Below is an image of a current residential bill as a reference.

 Autoridad de Energía Eléctrica de Puerto Rico PO BOX 353508 - San Juan PR 00935-3508 Área Metro: 787-521-3434 Larga Distancia: 1-800-981-2434 Pagos: 787-521-2121 Audio Impedidos: 787-521-3050 www.aeepr.com		1 de 2	
		Detalle de Facturación	Cantidad
Número de Cuenta: _____ Fecha de Factura: 02-nov-2020 Ciclo: 01		Balance Previo	\$147.48
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.		Pagos acreditados desde su última factura	60.67 CR
Deposito o Bono		Cargos Vencidos - 1 mes \$86.81	
Fecha 22-Jul-1976		Cargos Corrientes	60.77
Cantidad Acumulada \$152.62		Cantidad a Pagar	\$147.58
ID Localidad		Fecha de Vencimiento Cargos Corrientes	05-dic-2020
Tarifa 112-Servicio Residencial General			
Número Contador: 1			
Constante			
Fecha Lectura 02-nov-2020			
Días de Consumo 32			
Lectura Actual 58526.00			
Período 01-oct-2020 al 02-nov-2020			
Lectura Anterior 57547.00			
Consumo 979.00			
Medición Neta			
Exportado 623			
Acreditado en Período 623			
Consumo Neto 366			
Lectura kWh Actual: 50,561.00			
Anterior: 49,938.00			
Cargos por Servicio			
Cargo por Cliente		\$4.00	
Cargo por Consumo (425 kWh x \$0.04944)		\$21.01	
Cargo por Consumo Adicional (554 kWh x \$0.05564)		\$30.82	
Subtotal		\$55.83	
Cláusulas de Reconciliación			
Cláusula FCA-Ajuste Cargo de Combustible (979 kWh x \$0.05634)		\$54.18	
Cláusula PPCA-Ajuste por Compra de Energía (979 kWh x \$0.04632)		\$45.36	
Cláusula CILTA-CELI (Municipios) (979 kWh x \$0.004094)		\$4.01	
Cláusula SUBA-Subsidios HH (979 kWh x \$0.008991)		\$8.80	
Cláusula SUBA-Subsidios NH (979 kWh x \$0.001357)		\$1.33	
Subtotal		\$113.67	
Subsidios y Descuentos			
Cláusula NM Crédito Programa Medición Neta		\$-106.57	
Cláusula DD Crédito por Débito Directo		\$-2.16	

Plain language billing remains an important area of focus and LUMA will further evaluate future opportunities and any required procedures to address plain language within billing and customer engagement. LUMA will seek approval from the Energy Bureau of proposed future changes in billing language.

2.3 Customer Tariff and Class Information Format

As customers have become accustomed to seeing specific tariff and customer class identifiers, the information presented on the Revised Model Bill will remain the same as is presented on the existing bill. The image below references the specific location of this information.

INFORMACIÓN DEL MEDIDOR Y DEL SERVICIO							
Dirección del servicio: 7746 Hillcrest Avenue Tarifa: 112 – Servicio Residencial General				Periodo: 02-Ago-2020 a 01-Sep-2020		ID localidad: 9999999999 Próxima lectura: 01-Oct	
Número de contador	Fecha de lectura	Lectura actual	Fecha de lectura anterior	Lectura anterior	Consumo		Constante
					kWh	Días	
AB0000000	01-Sep	1000000.99 E	01-Ago	1000000.99	100,000,000.99	31	1

2.4 Customer Class - Variations to Model Bill and Conditional Printing

During the July 20 Technical Conference, the question arose as to whether any bills would look different. Generally, LUMA customers will receive the same standard printed or electronic bill, regardless of the category of customer, with the conditional information changing depending on the customer's circumstances as described above and the calculations relevant to each customer based on the applicable rate structure. LUMA address in the above sections the conditional formatting of the Revised Model Bill that will cause one customer bill to vary in small ways from another customer bill.

Additionally, previously under PREPA and going forward for LUMA a small portion of customers receive Client Summary Bills. The Client Summary Bills pose additional technical complexity and are a different format to meet those specific customer needs. This group of customers have bills that may be several hundred pages long. These bills are not printed but rather delivered electronically only. This customer group represents less than 500 customers, and the proposed Revised Model Bill format is not intended to suit their needs. LUMA is not proposing at this time any changes to the PREPA Client Summary Bill, other than including LUMA's name/logo in place of PREPA's. Future enhancements to Client Summary Bills may be considered to meet these specific customer formatting needs in the Excel file format.

2.5 Customer Rights

BILL OBJECTION LANGUAGE

During the July 20 Technical Conference, comments were made regarding the need to highlight the language regarding the customer's right to object. LUMA has incorporated some changes to the Revised Model Bill to address these comments, as explained below.

The bill objection language required under Act 57-2014 is presented in full on the back of the cover page (second logical page) of the Revised Model Bill. To guide the customer to this section, the bill includes text on the pay stub in the cover page regarding the customer's right to object the bill and directing the customer to the back of the cover page for more information. LUMA has highlighted the customer objection rights language by providing the objection information in the first page in color and surrounding the bill objection language on the second logical page with a bold box to enhance its presence on the page.

Although LUMA considered adding color to the back of the cover page to further highlight the bill objection language, it was determined that printing any color on the second page, even in small amounts, will cause the entire page to be priced as color printed. This additional cost would be \$0.03 per printed page, or an additional \$36,000 per month or \$432,000 annually. Printing the second page in color would result in increased total bill printing costs compared to PREPA's historical costs.

The view of the Law 57 objection language on page 1 is shown here:



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

Act 57-2014 as amended: You have until the due date to pay this invoice or register an objection to this invoice. 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 will abide by and serve customers through the Act 57 objection process. Additionally, LUMA is focused on serving customers with the objective of resolving issues before the formal Act 57 process. Of course, LUMA expects that some cases will still require use of the Act 57 process, and in others the customer may choose to pursue the Act 57 process. When customers contact LUMA with a complaint or an inquiry we are seeking to provide solutions or education for the customer quickly. The Billing Services team manages these contacts and works to resolve customer issues in a matter of days if not hours.

For example, if a customer contacts the LUMA customer service contact center at 1-844-888-LUMA to understand why they received a bill that appears higher than they believe it should be. The customer should experience a helpful review of their account and their bills to understand what may be impacting their account. For example, at times a customer may receive a bill based on estimated readings instead of actual readings. At times this may occur if the billing system believes an actual read was higher than expected and it will estimate. When a customer contacts LUMA to inquire about this instance the customer experience team at LUMA will review the situation and address the billing issue without requiring a claim be filed. At each contact a customer has with our customer experience team inquiring about their bill they should receive immediate information about their account as well as education and energy efficiency tips in order to understand what may be contributing to a higher than expected electric bill.

PO BOX MAILING - PAGE 1 AND BACK OF PAGE 1 (LOGICAL PAGE 2) OF REVISED EXHIBIT 1

Customers may submit an objection through the channels listed on the second page of the bill. A PO Box specifically for these objections exists and is listed on the page. This PO Box is separate from the main PO Box for mailing payments to LUMA, with the address of PO Box 363508. The PO Box for objection is PO Box 9100, San Juan, PR 00908-9100. This is listed on the back of page one (logical page 2) of the Revised Model Bill.

The images below show the different areas on the bill where the PO Boxes are listed. As clearly shown there is a PO Box where payments should be sent and a separate box for bill objections. This ensures timely processing of bill objections.

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

Subsidies, Public Lighting (Municipal) and Other Subventions

- Credit for Consumption of Electrical Equipment Needed to Preserve Life
- Residential Service for Public Housing Projects Rate - RH3

If the time you entered into the electrical service contract with LUMA or the amount of the bill that you have objected to, whichever is lower.

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

- Personally, in the customer service office closest to you
- Through Mi LUMA at www.lumapr.com
- By phone at 1-844-888-LUMA (5862)
- By mail to PO Box 9100, San Juan, PR 00908-9100

LUMA will make every effort to ensure uninterrupted or reduction even reasonably practicable, to provide reliable service to its customers. LUMA will make every effort to ensure uninterrupted electricity supply to you to visit our website at www.lumapr.com or our customer service office to access Service as they include important government situations that may arise or service. At any time, please discuss your service.



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

Payment to:

gy
3508
1 00936-3508

Act 57-2014 as amended: You have until the due date to pay this invoice or register an objection to this invoice. 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.

2.6 Pie Chart – Second Physical Page (logical Page 3) of Revised Exhibit 1

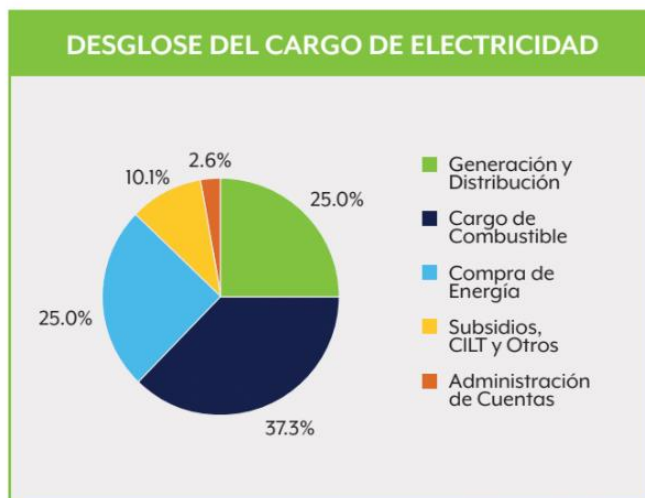
EXPLANATION

During the July 20 Technical Conference, questions arose regarding the type of and manner of calculation of the information appearing in the pie chart presented in the Electricity Cost Breakdown section in the second physical page (third logical page) of the proposed Revised Model Bill, as well as whether the percentages included in the pie chart should be presented as monetary amounts. The information presented in the pie chart is meant to provide customers with an indication of the allocation of costs for their energy bill in a highly visual representation. The pie chart itself is calculated based on the categories of charges and the individual cost components that may be present for that customer. The table below lists the charge components for the sections of the pie chart:

Category	Current Charges – Spanish (Proposed)	Current Charges – English (Proposed)
Generation & Delivery	<p>Cargos por Servicio</p> <ol style="list-style-type: none"> 1. Cargo por Consumo 2. Cargo por Consumo Adicional 3. Cargo por Demanda 4. Cargo por Demanda Adicional 5. Cargo por Consumo Pico 6. Cargo por Consumo No Pico 7. Cargo por Demanda Pico 8. Cargo por Demanda No Pico 9. Diferencia para Cargo Mínimo 10. Cargo por Remanente de Contrato a 12 Meses <p>Cargos por Servicio – No Medido Cualquier cargo por servicio que no se mide a través de un contador por lo cual se hace un cargo fijo más un cargo según la cláusula de ajuste.</p> <p>Subsidios y Descuentos</p> <ol style="list-style-type: none"> 1. Cláusula NM - Crédito Programa Medición Neta 2. Crédito por Generación Termoeléctrica 3. Cláusula DD - Débito Directo 	<p>Service Charges</p> <ol style="list-style-type: none"> 1. Consumption Charge 2. Additional Consumption Charge 3. Demand Charge 4. Excess Demand Charge 5. On Peak Energy Charge 6. Off Peak Energy Charge 7. Peak Demand Charge 8. Off Peak Demand Charge 9. Minimum Charge Difference 10. Remaining 12-Month Contract Charge <p>Cargos por Servicio - Unmetered Any flat rate service charge for a service that does not require a meter and includes a flat rate charge and charge adjustments</p> <p>Subsidies & Discounts</p> <ol style="list-style-type: none"> 1. Rider NM - Net Metering Credit 2. Thermal Electric Generation Credit 3. Rider DD - Direct Debit Credit
Fuel Charge	<p>Cláusulas de Reconciliación</p> <p>Cargo por Combustible para Generación</p>	<p>Reconciliation Clauses</p> <p>Generation Fuel Charge</p>
Purchased Power	<p>Cláusulas de Reconciliación</p> <p>Compra de Energía a Terceros</p>	<p>Reconciliation Clauses</p> <p>Power Purchased from Third Party</p>
Subsidies, CILT & Others	<p>Cláusulas de Reconciliación</p> <ol style="list-style-type: none"> 1. Subsidio de Consumo a Municipios Elegibles 2. Subsidio de Ayuda al Ciudadano 3. Subsidio de Organizaciones y Proyectos Públicos 4. Ajuste por Reconciliación de Tarifa Nueva <p>Subsidios y Descuentos</p> <ol style="list-style-type: none"> 1. Cláusula FOS – Subsidio de Combustible 2. Cláusula QF - Compra a Instalaciones Cualificadas 3. Cláusula LP – Descuento Equipo Preservar Vida 4. Cláusula CSW - Desc Iglesias y Organizaciones de Bienestar Social 5. Cláusula CIT - Crédito para Incentivos al Sector Turístico 6. Cláusula CRA - Crédito para Acueductos Rurales 7. Cláusula CAC - Crédito Áreas Comunes Condominios 8. Cláusula DCS - Subsidios Centros Urbanos 9. Cláusula LR - Retención de Carga 	<p>Reconciliation Clauses</p> <ol style="list-style-type: none"> 1. Qualified Municipality Consumption Subsidy 2. Help to Citizens Subsidy 3. Organizations and Public Project Subsidy 4. New Rate Reconciliation Adjustment <p>Subsidies & Discounts</p> <ol style="list-style-type: none"> 1. Rider FOS - Fuel Subsidy 2. Rider QF - Purchased From Qualifying Facilities (Parallel Generation) 3. Rider LP - Life Preserving Consumption Credit 4. Rider CSW - Discount for Church and Welfare Organizations 5. Rider CIT - Qualified Tourism Incentive Credit 6. Rider CRA - Qualified Rural Aqueducts Discount 7. Rider CAC - Condominium Common Area Discount 8. Rider DCS - Downtown Commerce Discount 9. Rider LR - Load Replacement Discount
Account Admin.	Cargo por Cliente	Customer Charge

As shown in the image above, the cost components for the pie chart are calculated based on the conditional charges for a customer bill. This pie chart is thus specific for each customer's actual billed components. To provide an exact legend on each unique customer bill for the specific components would require significant space and additional programming into the system. Thus, LUMA does not believe a legend on the customer bill statement is a feasible alternative.

Below is the image of the pie chart for the Revised Model Bill. This image has been updated to include the percentages for the current charges within this bill example specifically.



The calculations for the pie chart for this customer example as listed in the chart above are as follows:

Generación y Distribución: Cargo por Consumo and Cargo por Consumo Adicional = \$39.09 or 25%

Cargo de Combustible: Cláusula FCA-Ajuste Cargo de Combustible= \$58.22 or 37.3%

Compra de Energía: Cláusula PPCA-Ajuste por Compra de Energía = \$39.06 or 25%

Subsidios, CILT y Otros: Cláusula CILTA-CELI (Municipios), Cláusula SUBA-Subsidios HH, Cláusula SUBA-Subsidios NHH, Ajuste Tarifa Provisional True Up = \$15.82 or 10.1%

Administración de Cuentas: Cargo por Cliente = \$4.00 or 2.6%

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 Cargo de Combustible	750 kWh x \$.077633	\$58.22
Cláusula PPCA-Ajuste por Compra de Energía	750 kWh x \$.052081	\$39.06
Cláusula CILTA-CELI (Municipios)	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 Tarifa Provisional True Up	750 kWh x -.007771	-\$5.83
Sub Total		\$113.10
Total		\$156.19

To provide customers with information about how the pie chart is calculated as shown in the table above LUMA looks forward to providing this information on its website, providing educational materials in LUMA customer office locations for customers, providing a welcome letter to new customers with a reference for tips on how to read their bill and where to find more information. LUMA will also provide a customer bill insert to be included in the customer's bill each month for the first 6 months from the launch of the Revised Model Bill. Subsequently, the bill insert explaining how to read the bill and especially the pie chart will be mailed twice a year going forward or until the bill design is updated that necessitates a change in this element.

DOLLARS OR PERCENTAGE

The design of the bill has been created based on the available information the extract file contains to produce the specific information rendered on the customer bill. This extract file, or “flat file” includes the calculation of the percentage of the customer bill based on the programming. Modifying this pie graph to include dollars as a substitute or addition to percentage would require additional programming with additional costs and time to complete, while not calculated at this time it is estimated to be cost and schedule prohibitive. Further, the pie graph is intended to show the customer’s bill broken into components representation of the allocation of their bill and the percentage is an appropriate way to demonstrate this allocation. The listing of the percentage is a simple and easy to understand customer indicator of their energy bill breakdown.

2.7 Average Consumption Values – Page 1 of Revised Exhibit 1

During the July 20 Technical Conference, questions were made regarding the calculation of the average consumption values that appear on the first page of the Revised Model Bill. The averages presented in the Revised Model Bill are based on the energy consumption for the customer’s account, and incorporates all services presented for the customer.

The averages are based on the energy (kWh) for all customer classes. While certain customer classes are billed on a demand basis the averages for those classes will also be presented based on the energy (kWh) charge.



Any changes to this section would require additional programming and development including additional costs, which is estimated to be cost and schedule prohibitive at this time.

2.8 Prior Usage Graph

During the July 20 Technical Conference, the ICPO raised questions regarding the substitution of PREPA's twelve-month bar chart with the three-bar chart included in the Revised Model Bill for purposes of showing the customer’s history of consumption. Based on a review of bill statement benchmarks and bill design best practices, LUMA submits that the three-bar chart is the best practice format when compared with the twelve-month bar graph. The three-bar graph is more legible and understandable than the small-sized print of the twelve-month bar graph currently used in the PREPA bill. The current small print and cluttered information would appear to lead to customers skipping over the graph 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. 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.


The Revised Model Bill has been developed to present information in a clear, transparent and customer friendly manner. It has been designed with the needs and benefits of the majority of customers in mind. The three-bar chart on page 1 presents actionable and recent information regarding customer consumption and billing insights and aligns with the best practices approach LUMA has taken in designing the Revised Model Bill.

LUMA is more than happy to provide customers with access to their consumption information via the website and will work to display the 12-month usage graph on the web in the near future. For customers who do not have internet access they may contact LUMA to request a copy of this usage information and LUMA will provide a 12-month usage report via mail or email. Specifically, LUMA is happy to work with customers and the Consumer Protection office and the Energy Bureau to provide detailed consumption information for customers as complaints or issues arise. LUMA provides this information upon request in these instances today as well.

2.9 Net Metering Display

As requested during the July 20, 2021 Technical Conference, below is an example of a customer bill where the customer is on a net metering tariff with a distributed generation system and a bi-directional meter. An image of the Revised Model Bill as well as the existing bill are shown for reference.

INFORMACIÓN DEL MEDIDOR Y DEL SERVICIO							
<u>Dirección del servicio:</u> 7746 Hillcrest Avenue				<u>ID localidad:</u> 9999999999			
<u>Tarifa:</u> 112-Servicio Residencial General		<u>Periodo:</u> 02-Ago-2020 a 01-Sep-2020			<u>Próxima lectura:</u> 01-Oct		
Número de Contador	Fecha de lectura	Lectura actual	Fecha de lectura anterior	Lectura anterior	Consumo		Constante
					kWh	Días	
AB0000000	01-Sep	1000000.99 E	01-Ago	1000000.99	100,000,000.99	31	1
Medición neta	kWh						
	<u>Lectura actual</u>	<u>Lectura anterior</u>	<u>Exportado</u>	<u>Aceptado</u>	<u>Acreditado</u>	<u>Consumo neto</u>	<u>Remanente</u>
	1,000,000.00	1,000,000.00	1,000,000.00	1,000,000.00	1,000,000.00	1,000,000.00	1,000,000.00



Autoridad de Energía Eléctrica de Puerto Rico
PO BOX 363508 - San Juan PR 00936-3508

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

1 de 2

Detalle de Facturación	Cantidad
Balance Previo	\$147.48
Pagos acreditados desde su última factura	60.67 CR
Cargos Vencidos - 1 mes \$86.81	
Cargos Corrientes	60.77
Cantidad a Pagar	\$147.58
Fecha de Vencimiento Cargos Corrientes	05-dic-2020

Número de Cuenta: Fecha de Factura: **02-nov-2020** Ciclo: **01**

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.

Depósito o Bono	Fecha	Cantidad Acumulada
	22-jul-1976	\$152.62

ID Localidad: _____

Tarifa	112-Servicio Residencial General	Periodo	01-oct-2020 al 02-nov-2020
Número Contador: _____	Fecha Lectura	02-nov-2020	Días de Consumo 32
Constante 1	Próxima Lectura	02-dic-2020	
	Lectura Actual	Lectura Anterior	Consumo
	kWh Leída 58526.00	57547.00	979.00

Medición Neta	Exportado	Aceptado para Acumulación	Acreditado en Periodo	Consumo Neto	Remanente
kWh	623	623	623	356	0
Lectura kWh	Actual:	50,561.00	Anterior:	49,938.00	

Cargos por Servicio	
Cargo por Cliente	\$4.00
Cargo por Consumo (425 kWh x \$0.04944)	\$21.01
Cargo por Consumo Adicional (554 kWh x \$0.05564)	\$30.82
Subtotal	\$55.83

2.10 Color Coded Text – Revised Exhibit 2

During the July 20 Technical Conference, this Energy Bureau asked the reason for the use of color coding for certain information in Revised Exhibit 2. The text provided in Revised Exhibit 2 represents the current approved rates that are to be used and reflected on customer bills. To clarify, the text included in the spreadsheet on the tabs that appear in green represent conditional charges or credits depending on the customer situation or subsequent Energy Bureau approvals. For reference, refer to the below image from the Revised Exhibit. The Thermal Electric Generation Credit or Direct Debit are examples of those conditional items.

Current Electric Charges Detail - General Residential Service					
Consumption = 500 kWh					
Service Charges					
Customer Charge					\$4.00
Consumption Charge (425 kWh x \$0.04944)					\$21.01
Additional Consumption Charge (75kWh x \$0.05564)					\$4.17
				Sub Total	\$29.18
Reconciliation Clauses & Riders					
Generation Fuel Charge (500 kWh x \$0.05534)					\$27.67
Power Purchased from Third Party (500 kWh x \$0.04632)					\$23.16
Qualified Municipality Consumption Subsidy (500 kWh x \$0.04094)					\$2.05
Help to Citizens Subsidy (500 kWh x \$0.008991)					\$4.50
Organizations and Public Project Subsidy (500 kWh x \$0.01357)					\$0.68
Energy Efficiency Program					
Debt Repayment					
New Rate Reconciliation Adjustment					
				Sub Total	\$58.06
Subsidies & Discounts					
Special Needs and Communities Subsidy					
Net Metering Credit					
Thermal Electric Generation Credit					
Life-Preserving Equipment Credit					
Direct Debit Discount					
				Sub Total	\$ -
				Total	\$ 87.24

2.11 Total Amount Value Listed – Physical Page 2 (logical Page 3) of Revised Exhibit 1

During the July 20 Technical Conference, a question was raised regarding whether the total bill amount reflected at the top of the second physical page of the proposed Revised Model Bill (third logical page) should be the same as total amount reflected at the top of the first page of the proposed Revised Model Bill. LUMA confirms that these amounts should be identical. In addition, these amounts should be identical to the total listed in the Account Summary details on the second physical page. The amount listed in the Current Charges Detail section of the bill at the bottom of the second physical page (third logical page) is different because it only includes the utility specific consumption charges. The Account Summary includes other charges such as a Payment Arrangement a customer has entered into or other charges explained above.