



LUMA'S MITIGATING ACTIONS

LUMA Actions to help our customers

- **Payment Plans/Assistance:** LUMA has set up over 9,200 payment arrangements and supported more than 1,000,000 payments to households in receiving \$27.5 million in assistance from the La Familia Low-Income Home Energy Assistance Program (LIHEAP), the COVID Rental Assistance program and other programs to support people in need.
- **Social Media Posts:** Since December 2021, LUMA has posted more than 40 times promoting financial assistance programs and payment plans via our social media platforms (Facebook/Twitter/Instagram).
- **News Articles/Op-Ed:** LUMA has promoted financial assistance programs in the news media including an Op-Ed published in December 2021.
- **Bill Inserts:** LUMA has sent three bill inserts regarding financial assistance programs to its more than 1.4 million customers (more than 3 million bill inserts in total)
- **Website:** LUMA has a dedicated page on its website with information about financial assistance programs: lumapr.com/residencial/#pagar-mis-facturas
- **Partnering with Municipalities:** LUMA is working with Mayors and providing handouts and information to increase public awareness regarding these programs.



Financial Assistance Programs

- **Puerto Rico Rent Payment Assistance Program:** Assists renters that are having difficulty paying rent or utilities.
ayudaparaturenta.com
- **Low Income Home Energy Assistance Program (LIHEAP):** Assists eligible low-income households with energy costs and more.
pr.gov/Pages/ayuda-energia.aspx
- **Coronavirus Aid, Relief and Economic Security Act (CARES):** Provides economic assistance for workers and businesses affected by the COVID-19 pandemic.
usa.gov/help-with-bills
- **Weatherization Assistance Program (WAP):** Helps low-income families achieve a reduction in domestic energy consumption.
energy.gov/eere/wap/weatherization-assistance-program
- **Temporary Assistance for Needy Families (TANF):** Assists individuals and families that do not have the financial resources to meet their basic needs.
benefits.gov/es/benefit/613



LUMA is here to help and find a solution that works best for you. Call us at **1-844-888-5862** or use the **Mi LUMA app** to submit a “Payment Plan Request”.

