

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

NEPR

Received:

Mar 3, 2022

6:01 PM

IN RE:

THE PERFORMANCE TARGETS FOR  
LUMA ENERGY SERVCO, LLC

CASE NO.: NEPR-AP-2020-0025

SUBJECT: LUMA's Motion to Compel responses to  
discovery from the Independent Consumer Protection  
Office

LUMA'S MOTION TO COMPEL DISCOVERY FROM THE INDEPENDENT  
CONSUMER PROTECTION OFFICE

TO THE HONORABLE PUERTO RICO ENERGY BUREAU:

COME NOW LUMA Energy, LLC ("ManagementCo"), and LUMA Energy ServCo, LLC ("ServCo"), (jointly "LUMA"), and respectfully state and request the following:

I. INTRODUCTION AND PROCEDURAL BACKGROUND

On December 3, 2021, LUMA served a *First Set of Interrogatories and Request for Production of Documents* addressed to attorney Beatriz P. González Álvarez of the Independent Consumer Protection Office ("ICPO"). *See*, Copy of the *First Set of Interrogatories and Request for Production of Documents* included as **Exhibit I** of this Motion (the "First Request"). On December 15, 2021, the ICPO notified its responses thereto. *See*, Copy of the ICPO's responses to the First Request included as **Exhibit II** of this Motion. On December 28, 2021, LUMA notified the ICPO a *Second Set of Interrogatories and Request for Production of Documents* to which the ICPO responded on January 18, 2022 (the "Second Request"). *See*, **Exhibits III** and **IV**, respectively.

The ICPO's responses to LUMA's discovery requests were deficient. Consequently, on January 27, 2022, LUMA sent the ICPO, through Director Hannia B. Rivera Díaz and attorney

Pedro E. Vázquez Meléndez, a letter detailing the deficiencies in the ICPO's responses to discovery and requesting that they be supplemented within five (5) days. Copy of the meet and confer letter is included as **Exhibit V** of this Motion. LUMA also made itself available to meet with ICPO's representatives to further discuss its detailed objections to the responses.

On January 31, 2022, attorney Yahaira De La Rosa met telephonically with Director Rivera and attorney Vázquez in a good-faith effort to address ICPO's deficient answers. On February 8, 2022, the ICPO responded LUMA's meet and confer letter. *See*, Copy of the February 8, 2022 letter, included as **Exhibit VI** of this Motion. In general, the ICPO failed to supplement several of the deficient responses and instead reaffirmed several of its objections to certain interrogatories and requests while changing the basis of its objection to others. In some cases, the ICPO outright declined to supplement responses despite the fact that they are patently insufficient.

As a result, LUMA is left with no other choice but to request that this Energy Bureau issue an order to compel the ICPO to adequately respond to LUMA's discovery requests. As will be discussed in more detail below, the deficiencies in ICPO's responses substantially affect LUMA's ability to prepare its case in this adjudicative proceeding. Therefore, pursuant to Section 8.03(F) of the *Puerto Rico Energy Bureau's Regulation on Adjudicative, Notice of Noncompliance, Rate Review, and Investigations Proceedings*, Regulation No. 8543 ("Regulation 8543"), LUMA asks that this Energy Bureau enter an order compelling the ICPO to supplement its responses to the interrogatories and requests as detailed below.

## **II. DISCUSSION**

Regulation 8543 establishes the standards that shall govern adjudicative proceedings before this Energy Bureau. *See* Section 1.03. Pursuant to the discovery provisions included in Section VIII of Regulation 8543, a party may serve written interrogatories to any other party. *See*

Section 8.03(A). If the interrogatory is objected, the grounds for objecting must be presented in place of the answer. *See* Section 8.03(B)(1). A party serving an interrogatory may object to the answers on a motion to this Energy Bureau, which shall include a transcript *verbatim* of the question and answer concerned, as well as the grounds for objecting. *See* Section 8.03(F), Production of Documents; Site Inspections. Furthermore, under Regulation 8543, a party is allowed to notify another of a request to produce documents. *See* Section 8.04(A)(1). The party responding to the request can object to the request by indicating the grounds for objection. *See* Section 8.04(C).<sup>1</sup>

Pursuant to Regulation 8543, LUMA moves the Energy Bureau to order ICPO to produce the categories of documents and information detailed herein as is information relevant to the present case and consistent with LUMA's exercise of its right to conduct discovery in this proceeding.

**A. LUMA has the right to discover information related to attorney Beatriz González's professional background and prior experience as a witness.**

Attorney Beatriz González was designated by the ICPO as its representative in this proceeding. *See*, Testimony of Beatriz P. González Álvarez at p. 3, l. 20-22. She rendered a direct pre-filed testimony in that capacity on November 17, 2021. As per the discovery conducted by LUMA on the ICPO, attorney González is an outside contractor retained by the ICPO as a legal advisor on May 1, 2020. *See*, response to Interrogatory 01-03, **Exhibit I**. Despite her role in connection with this case and her contract with the ICPO, that office has refused to discover information as to attorney González's professional background and experience in addition to that

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<sup>1</sup> Although Regulation 8543 does not expressly contemplate motions to compel in connection with requests for production of documents or information, this Energy Bureau has allowed those types of motions when filed by other parties in this proceeding. *See*, for example, LECO's multiple motions to compel discover filed in this proceeding which were resolved through a Resolution and Order of October 7, 2021.

which is included in her *curriculum vitae*. Insofar as Mrs. González is the ICPO's representative in connection with this proceeding, LUMA is entitled to discover information regarding her professional background such as the areas in which her legal practice is focused and any other experience that may be relevant to assess her qualifications and the basis for her testimony.

For the same reasons, LUMA is also entitled to know whether attorney González has served as a witness previously and, if so, in connection with which case(s) or proceedings. The ICPO has, however, raised an unfounded objection to the discovery of such basic information. Moreover, as per the responses to the First Request, attorney González has been qualified as an expert witness in at least one judicial proceeding. *See*, Response to Interrogatory 01-13, **Exhibit II**. Notwithstanding, the ICPO has also refused to identify the case in connection with which she served as an expert witness. *Id.*

For ease of reference, following are the interrogatories and requests related to this topic followed by the ICPO's deficient response or unfounded objection to each and the agency's supplemental response as part of the meet and confer:

**Interrogatory No. 01-07:**

Please indicate if you have ever represented a consumer in a case against the Puerto Rico Electric Power Authority. If answered in the affirmative, please identify the case or cases by number and describe the subject matter or subject matters and controversies involved in the case or cases.

*Response: Se objeta este interrogatorio por ser vago e impreciso. Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es sí. No obstante, debido al tiempo transcurrido no recuerdo los pormenores de dicha representación. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.<sup>2</sup>*

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<sup>2</sup> This interrogatory is objected because it is vague and imprecise. Without renouncing the objection, if the interrogatory is directed to inquire about the representation of a consumer before starting my work as outside legal

*Supplemental Response: Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser vago e impreciso, pues no define el término representación. Desconocemos si dicho interrogatorio se refiere a representaciones legales formales, entiéndase comparecencias ante el Negociado de Energía o, a meramente hacer gestiones a favor de un consumidor ante la PREPA.<sup>3</sup>*

**Interrogatory No. 01-08:**

Please indicate if you have ever represented a consumer in a case against LUMA. If so, please identify the case(s) by number and describe the subject matter(s) and controversies involved in the case(s).

*Response: Se objeta este interrogatorio por ser vago e impreciso. Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es no. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.<sup>4</sup>*

*Supplemental Response: Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser vago e impreciso, pues no define el término representación. Desconocemos si dicho interrogatorio se refiere a representaciones legales formales, entiéndase comparecencias ante el Negociado de Energía o, a meramente hacer gestiones a favor de un consumidor ante LUMA.<sup>5</sup>*

**Interrogatory No. 01-11:**

Please indicate if you have testified as a witness in judicial, administrative, or regulatory proceedings. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

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advisor for the ICPO, the answer is yes. However, because of the time elapsed I do not remember the details of that representation. If the request is directed to inquire about a particular consumer as part of my work as outside legal advisor of the IPCO, the answer is yes.

<sup>3</sup> We reaffirm the objection raised as to this interrogatory as it is vague and imprecise, because it does not define the term representation. We do not know if it refers to formal legal representation, that is, appearances before the PREB or, simply carrying out negotiations in favor of a consumer before PREPA.

<sup>4</sup> This interrogatory is objected because it is vague and imprecise. Without waiving the objection, if the interrogatory is directed to inquire about the representation of a consumer prior to beginning my work as outside legal advisor of the IPCO, the answer is no. If the request is directed at inquiring about the representation of a consumer as part of my work as outside legal advisor of the IPCO, the answer is yes.

<sup>5</sup> We reaffirm our objection to this interrogatory on the grounds that it is vague and imprecise because it does not define the term representation. We do not know if the interrogatory refers to formal legal representation, that is, appearance before the PREB or, simply carrying out negotiations in favor of a consumer before LUMA.

*Response: Se objeta por irrelevante.*<sup>6</sup>

*Supplemental Response: Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González como testigo en otros casos, ya sea a nivel judicial, administrativo o regulatorio bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.*<sup>7</sup>

**Interrogatory No. 01-13:**

Please indicate if you have been qualified as an expert witness in a case and/or proceeding before. If answered in the affirmative, please indicate the cases and/or proceedings in which you have done so.

*Response: Sí, he sido cualificada como perito en derecho de familia. Se objeta la segunda parte de este interrogatorio por ser irrelevante.*<sup>8</sup>

*Supplemental Response: Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González como perito en otros casos, ya sea a nivel judicial, administrativo o regulatorio bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.*<sup>9</sup>

See, **Exhibits I, II, V and VI.**

**Request No. 02-02:**

Please describe in detail which specific areas of civil law you practice in your private practice.

*Response: Se objeta por irrelevante.*<sup>10</sup>

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<sup>6</sup> Objected as irrelevant.

<sup>7</sup> We reaffirm our objection to this interrogatory as irrelevant. Any reference to the experience of attorney González as a witness in other cases, whether at the judicial, administrative or regulatory level, under any circumstance disqualifies her as a witness of the ICPO in this case.

<sup>8</sup> Yes, I have been qualified as an expert in family law. The second portion of the interrogatory is objected as irrelevant.

<sup>9</sup> We reaffirm our objection to this interrogatory as irrelevant. Any reference to the experience of attorney González as an expert in other cases, whether at the judicial, administrative or regulatory level under any circumstances disqualifies her as a witness for the ICPO in this case.

<sup>10</sup> Objected as irrelevant.

*Supplemental Response: Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González en su práctica privada bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.<sup>11</sup>*

**Request No. 02-03:**

Please indicate what has been or was your role as an expert witness in family law, as stated in your response to Interrogatory Number 13.

*Response: Se objeta por irrelevante.<sup>12</sup>*

*Supplemental Response: Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González como perito en otros casos, ya sea a nivel judicial, administrativo o regulatorio bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.<sup>13</sup>*

**Request No. 02-04:**

Please indicate how many informal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

*Response: Se objeta por vaga. Favor de definir el término de “informal complaints”, junto con su traducción. De igual forma, favor de definir el término “managed”.<sup>14</sup>*

*Supplemental Response: Se objeta por ser excesivamente amplia al no delimitar el periodo de tiempo para el cual se solicita la información.<sup>15</sup>*

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<sup>11</sup> We reaffirm our objection to this interrogatory as irrelevant. Any reference to the experience of attorney González in her private practice do not under any circumstance disqualify her as witness of the ICPO in this case.

<sup>12</sup> Objected as irrelevant.

<sup>13</sup> We reaffirm the objection to this interrogatory as irrelevant. Any reference to the experience of attorney González as an expert in other cases, whether at the judicial, administrative or regulatory level, does not, under any circumstance disqualify her as a witness of the ICPO in this case.

<sup>14</sup> Objected as vague. Please define the term “informal complaints”, along with its translation. Similarly, please define the term “managed”.

<sup>15</sup> Objected as excessively broad and because it does not limit the timeframe for which the information is requested.

**Request No. 02-05:**

Please indicate how many formal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

*Response: Se objeta por vaga. Favor de definir el término de “formal complaints”, junto con su traducción. De igual forma, favor de definir el término “managed”.<sup>16</sup>*

*Supplemental Response: Se objeta por ser excesivamente amplia al no delimitar el periodo de tiempo para el cual se solicita la información.<sup>17</sup>*

**See, Exhibits III, IV, V and VI.**

The referenced interrogatories are directed to the discovery of attorney González’s qualifications; her prior experience as a witness; her general professional experience and background; and her qualifications to render the testimony she has offered which relates to the customer satisfaction metric. It should be noted that none of the requested information is included in attorney González’s *curriculum vitae* nor in her testimony. The objections raised by the ICPO to these Requests are inapplicable. LUMA has the right to conduct discovery on Mrs. González’s professional experience and qualifications to render the testimony offered. The information requested through these requests is relevant to the proceedings as it would put LUMA in position to assess Mrs. González’s areas of expertise and the basis for the assessments she makes through her testimony. Further, it is not for the ICPO to conclude whether the requested information would “disqualify” attorney González in this proceeding, but for this forum to decide should an issue be raised by LUMA with the benefit of the discovery of the requested information.

The response to interrogatory 01-08 is a clear example of ICPO’s stance with regards to discovery. Upon supplementing its response, the ICPO mentioned that the term “representation”

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<sup>16</sup> Objected as vague. Please define the term “formal complaints” along with its translation. Similarly, please define the term “managed”.

<sup>17</sup> Objected as excessively broad because it does not limit the timeframe regarding which it requests the information.

is not adequately defined. Considering that Mrs. Beatriz González is an attorney, contracted by the ICPO to render legal services who has informed that she has served as outside counsel for the OIPC since May 1, 2020, *see Exhibit II*, Response to Interrogatory No. 01-03, and declaring in such capacity as part of a legal proceeding, it necessarily follows that the interrogatory refers to legal representation. Nonetheless, the ICPO evaded to answer the question by raising an unfounded objection for vagueness. The objection is inapplicable and the ICPO should be ordered to provide the requested information.

As to ICPO's objection to Requests Nos. 02-04 and 02-05, the Requests clearly call for the amount of complaints –formal and informal, respectively—that Mrs. González has managed in her role as contractor or outside counsel for the ICPO. Through the meet and confer letter and in a good-faith effort to elicit a response, LUMA clarified that the term “formal” and “informal” shall have the meaning ascribed by Mrs. González in her own testimony (see, for example, at page 5, l. 59-62 and l. 64-67 and page 6, l. 68-69). LUMA also clarified that the term “managed” refers to whatever role Mrs. González carried out in connection with such complaints. Upon receiving such clarification, the ICPO then raised a different objection and alleged that the request was vague because it does not specify the time frame to which it refers. It is clear that the ICPO is obstructing the discovery of information that would clarify the basis of attorney González's testimony. If attorney González has been contracted by the ICPO, it necessarily follows that the request refers to the timeframe during which she has rendered her services to the ICPO. Nonetheless, the ICPO preferred to raise successive objections in order to evade its duty to disclose the information.

By refusing to discover the background information called for through these requests, the ICPO is curtailing LUMA's ability to defend its position in this proceeding insofar as LUMA would not have access to information that might be relevant for purposes of cross-examination and

other forms of impeaching attorney González. LUMA's right to defend itself and to discover information relevant to the representation of its interests in this proceeding are guaranteed by the Section 3.1 of the Puerto Rico Uniform Administrative Act ("LPAU" for its Spanish acronym), 3 P.R. Laws Annot. § 9641, and by Article VIII of Regulation 8543. Consistent with the foregoing, LUMA has the right to assess attorney González's qualifications in anticipation of the evidentiary hearing in this proceeding.

Based on the foregoing, LUMA respectfully requests that the Energy Bureau orders the ICPO to respond to the above cited interrogatories and requests.

**B. Requests related to the basis of attorney Beatriz González's testimony as representative of the ICPO.**

Through its requests, LUMA sought to discover specific information on the basis of several aspects of attorney González's testimony which she expressed where the product of the "collective experience" of the ICPO. Specifically, in the Second Request, LUMA tried to expand on the limited information provided by the ICPO through the pre-filed testimony of attorney González and its responses to the First Request. In what is relevant to this motion, LUMA inquired about the basis of specific aspects of attorney González's testimony, such as: the alleged reasons that motivate or, conversely, deter energy consumers from filing claims before the PREB (González pre-filed testimony at page 6, l. 72-76); the reasons for customers to question their electric bills (González pre-filed testimony at page 5, l. 85-87); the appropriate management of customer's objections (González pre-filed testimony at page 8, l. 113-116); the reasons behind a customer's decision not file a complaint (González pre-filed testimony at page 9, l. 137-142); the ultimate goal of a consumer survey (González pre-filed testimony at page 11, l. 76-77); and the appropriate methods for conducting a customer satisfaction survey (González pre-filed testimony at page 12, 116-118).

Although attorney González provided testimony on all of those topics, the ICPO refused to identify with reasonable particularity the information upon which attorney González based her testimony. LUMA specifically asked for attorney González to provide information as to the number of claims reviewed by attorney González in order to be in a position to make the above cited statements in her testimony and to identify those claims by number and basis. *See*, Requests 02-17, 02-18, 02-19 02-20 and 02-22, transcribed below.<sup>18</sup> LUMA also asked the ICPO to identify by name the ICPO employees or consultants from whom attorney González gathered knowledge or information in order to be in position to make those statements. *See*, Request No. 02-15, transcribed below. Finally, LUMA asked for the basis of specific portions of attorney González's testimony and for her to expand on the concept of the so-called "collective experience gathered by the ICPO in the discharge of its duties". *See*, Requests 01-37, 01-38 and 02-07, transcribed below.

The ICPO evaded responding to LUMA's requests and did not provide any details as to the "collective experience" on which attorney González bases her testimony. ICPO's refusal to respond to these requests curtails LUMA's right to discover information on the basis of attorney González's testimony which is essential to LUMA's representation in this case. Following are the interrogatories and requests in connection with which attorney González failed to provide adequate basis as well as the ICPO's initial and supplemental responses.

**Interrogatory No. 01-37:**

State the basis for your statement on page 8, lines 124-128 of your testimony, that "other issues such as lack of street lighting and/or lack of electrical service may also result in the filing of a complaint before the Energy Bureau, although the latter is rare." Please provide any data, statistics, or documents that support your statement.

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<sup>18</sup> The referenced interrogatories and requests are transcribed below to facilitate the Energy Bureau's consideration of LUMA's arguments.

*Response: La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.<sup>19</sup>*

*Supplemental Response: Refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC, de donde surge la experiencia obtenida utilizada como la base para el testimonio ofrecido en este proceso.<sup>20</sup>*

**Interrogatory No. 01-38:**

State the basis for your statement on page 9, lines 131-133 of your testimony, that “claims for damages to domestic appliances due to voltage fluctuations are an example of complaints that never reach the Energy Bureau because the process, as established by the utility, does not provide for it.” Please provide any data, statistics, or documents regarding claims for damages to domestic appliances.

*Response: La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones y por el procedimiento interno establecido por la Autoridad de Energía Eléctrica.<sup>21</sup>*

*Supplemental Response: Refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC, de donde surge la experiencia obtenida utilizada como la base para el testimonio ofrecido en este proceso.*

*En el caso particular de las reclamaciones por daños a enseres por fluctuaciones de voltaje, el procedimiento establecido por la Autoridad y vigente en la actualidad obliga al consumidor a acudir al Tribunal en caso de no estar de acuerdo con la determinación realizada por la utilidad, de forma tal que ninguna de estas reclamaciones llega ante la consideración del Negociado.<sup>22</sup>*

See, **Exhibits I, II, V and VI.**

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<sup>19</sup> The above cited declaration is based in the experience obtained by our office in the performance of its duties.

<sup>20</sup> Please refer to our answer to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA detailing the duties and responsibilities that attorney González exercises on a daily basis from which was obtained the experience that serves as the basis for her testimony in this proceeding.

<sup>21</sup> The above cited declaration is based in the experience obtained by our office in the daily performance of its duties and in the internal proceeding established by PREPA.

<sup>22</sup> Refer to our answer to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA detailing the duties and responsibilities that attorney González exercises on a daily basis from which the experience that serves as the basis for her testimony in this proceeding was obtained.

In the specific case of the claims for damages to appliances resulting from voltage fluctuations, the proceeding established by the Authority and that is still in place obliges the consumer to go to court in case of disagreement with the determination made by the utility, such that none of these claims reaches the consideration of the Bureau.

**Request No. 02-07:**

Please explain in detail what you mean by “la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones,” as stated in your responses to Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50.

- a. Please indicate whose experience you are referring to. Please include the names of the persons and their positions.
- b. Please indicate whose functions you are referring to. Please describe in detail the functions, the names of the persons in charge of those functions, and their positions.

*Response: La Oficina Independiente de Protección al Consumidor fue creada para educar, orientar, asistir y representar a los clientes de los servicios bajo la jurisdicción de la Junta Reglamentadora de Servicio Público de Puerto Rico. De manera que, en cumplimiento de sus deberes, la OIPC atiende todo tipo de consumidor quienes acuden en busca de los servicios de la oficina para cualquier tipo de asunto que estos tengan ante la utilidad. Es precisamente el cumplimiento de sus deberes que le provee la experiencia a la oficina sobre los temas que se plantean en mi testimonio.*

*Con relación a la pregunta 7(a) y 7(b) nos referimos a la definición número 15 brindada por la requiriente en su interrogatorio a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.<sup>23</sup>*

*Supplemental Response: Nos reafirmamos en la contestación ofrecida en el interrogatorio 02-07. Según explicado, la pregunta fue dirigida a la OIPC como entidad interventora y como tal, incluye a sus respectivos consultores, contratistas, agentes y representantes. A tales efectos, resulta irrelevante informar el nombre,*

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<sup>23</sup> The ICPO was created to educate, guide, assist and represent the clients of the services under the jurisdiction of the Public Service Regulatory Board of Puerto Rico. Therefore, in the discharge of its duties, the ICPO assists all types of consumers who seek the office’s services in connection with any type of matter they may have before the utility. It is precisely the compliance of such duties which provides the experience to this office regarding the topics set forth in the testimony.

With regards to question 7(a) and 7(b) we refer to definition number 15 offered by the requesting party in its interrogatory to the effect that the term “your” in each question refers to the intervenor party in this proceeding and includes its consultants, contractor, agents and representatives.

*posición y funciones de cada una de los que laboran o laboraron en la OIPC, ya sea como empleados o contratistas.*<sup>24</sup>

**Request No. 02-15:**

Regarding your response to Interrogatories Nos. 26 and 43, please indicate the names of the Independent Consumer Protection Office employees whose experience was the basis for your testimony in this proceeding.

*Response: Tal y como se indicó en la respuesta a la pregunta 02-07 nos referimos a la definición número 15 brindada por la requirente en su interrogatorio, a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.*<sup>25</sup>

*Supplemental Response: Nos reafirmamos en la contestación ofrecida en el interrogatorio 02-07. Según explicado, la pregunta fue dirigida a la OIPC como entidad interventora y como tal, incluye a sus respectivos consultores, contratistas, agentes y representantes. A tales efectos, resulta irrelevante informar el nombre, posición y funciones de cada una de los que laboran o laboraron en la OIPC, ya sea como empleados o contratistas.*<sup>26</sup>

**Request No. 02-16:**

Regarding your response to Interrogatories Nos. 27 and 33, please provide any data or documents of the orientations you refer to and that you reviewed or considered prior to submitting your testimony. Please include the day, month, and year when the orientations took place, the subject matters of the orientations. Also, identify those orientations that led the customer to file a complaint with the Puerto Rico Energy Bureau and provide the case names that the Puerto Rico Energy Bureau assigned to each complaint.

*Response: La respuesta brindada al interrogatorio número 27 y 33 no hace referencia a documentación alguna. Lo aseverado en el testimonio está fundamentado en la experiencia obtenida por nuestra oficina en el desempeño*

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<sup>24</sup> We reaffirm the answer offered to interrogatory 02-07. As explained, the question was directed to the ICPO as an intervenor party and, as such, includes its respective consultants, contractors, agents and representatives. To that effect, it is irrelevant to inform the name, position and functions of each of the persons that work or used to work at the ICPO, whether as employees or contractors.

<sup>25</sup> As indicated in response to question 02-07, we make reference to definition number 15 offered by the requesting party in its interrogatory, to the effect that the term “your” in each aforementioned question refers to the intervening party in this proceeding and includes its respective consultants, contractors, agents and representatives.

<sup>26</sup> We reaffirm the answer offered in response to interrogatory 02-07. As explained, the question was directed to the ICPO as an intervenor entity and, as such, includes its consultants, contractors, agents and representatives. To that effect, it is irrelevant to inform the name, position, functions of each of the persons that work or used to work at the ICPO, whether as employees or contractors.

*diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación del mismo.*<sup>27</sup>

*Supplemental Response: Nos reafirmamos en la respuesta brindada. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.*<sup>28</sup>

**Request No. 02-17:**

Regarding your response to Interrogatory No. 30, please indicate how many of the claims you reviewed or considered in connection with your testimony were filed against LUMA by customers for high electricity consumption. Please include the day, month, and year when those claims were filed. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. De igual forma, nos sostenemos en que la cantidad de reclamaciones sobre alto consumo es información bajo el control de LUMA.*

*En relación a la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a la querrela formal.*<sup>29</sup>

*Supplemental Response: Refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC, de donde surge la experiencia obtenida utilizada como la base para el testimonio ofrecido en este proceso.*<sup>30</sup>

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<sup>27</sup> The responses to interrogatories number 27 and 33 do not make reference to any documentation. What is expressed in the testimony is based in the experience obtained by our office in the daily discharge of our functions.

<sup>28</sup> We reaffirm the response provided. With regards to our testimony, refer to our answer to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA, detailing the duties and responsibilities that attorney González carries out on a daily basis as part of her duties at the ICPO.

<sup>29</sup> In relation to the first question, we reaffirm our response to Interrogatory 01-30, in that our declaration is based in the experience obtained by our office in the daily discharge of its duties. Similarly, we reaffirm that the amount of claims related to high consumption is information under LUMA's control.

With regards to the second question, we do not know what LUMA refers to when it requests the number assigned by the Energy Bureau to those claims prior to the filing of a formal claim.

<sup>30</sup> Refer to our response to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA detailing the duties and responsibilities that attorney González carries out on a daily basis

**Request No. 02-18:**

Of those claims as to which the Independent Consumer Protection Office is aware, please indicate what number or percentage of the claims involved the Puerto Rico Electric Power Authority verifying a meter reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.<sup>31</sup>*

*Supplemental Response: La objeción levantada por LUMA no tiene fundamento, ya que está basada en una solicitud de documentos que no formó parte del interrogatorio original.<sup>32</sup>*

**Requests No. 02-19:**

Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved LUMA verifying that a meter was reading consumption within acceptable parameters. Also, please provide

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as part of her duties in the ICPO, from which arises the experience used as basis in the testimony offered as part of this proceeding.

<sup>31</sup> With regards to this first question, we reaffirm our response to Interrogatory 01-30, in that our declaration is based in the experience obtained by our office in the daily discharge of its functions. The amount of claims related to meter reads is information under LUMA's control. On the other hand, our duties are directed to providing orientation to the consumer about the right to file a claim before the utility. Because the law does not confer us the authority to legally represent the consumers before PREPRA and/or LUMA, the ICPO does not have that information nor is it necessary for us to compile such information.

In relation to the second question, we do not know what LUMA refers to when it requests the case number assigned by the Energy Bureau to those claims prior to them turning into a formal claim.

<sup>32</sup> The objection raised by LUMA is unfounded, because it is based in a request for documents that is not part of the original interrogatory.

the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.<sup>33</sup>*

*Supplemental Response: Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.<sup>34</sup>*

**Request No. 02-20:**

Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved advising a customer of their electricity consumption. Please provide separate figures for claims involving Puerto Rico Electric Power Authority and LUMA. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: La cantidad de reclamaciones relacionadas a consumo de energía es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de*

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<sup>33</sup> The amount of claims related to meter reading is information under LUMA's control. On the other hand, our duties are directed to providing orientation to consumers about the right they possess to file a claim before the utility. Because the law does not confer us the capacity to legally represent the consumers before PREPA and/or LUMA, the ICPO does not have that information nor is it necessary for it to compile the same.

With regards to the second question, we do not know what LUMA refers to when it requests the case number assigned by the Energy Bureau to those claims prior to them turning into a formal claim.

<sup>34</sup> Refer to our testimony filed on November 17, 2021, in the present case at page 4, lines 36 through 46. With regards to the basis of our testimony, refer to our answer to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA detailing the duties and responsibilities that attorney González exercises daily as part of her duties at the ICPO.

*representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.<sup>35</sup>*

*Supplemental Response: Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.<sup>36</sup>*

**Request No. 02-22:**

Regarding your response to Interrogatory No. 33, where you state that “[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA,” please state if, in preparation for your testimony, you reviewed any complaints filed by customers before the PREB. If you answer in the affirmative, provide a list of the complaints you reviewed, including the case numbers for those complaints assigned by the PREB.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-33, en que dicha declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación de nuestro testimonio.<sup>37</sup>*

*Supplemental Response: Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al*

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<sup>35</sup> The amount of claims related to energy consumption is information under LUMA’s control. On the other hand, our duties are aimed at providing orientation to the consumer about the right to file a claim before the utility. Because the law does not confer us the capacity to legally represent the consumers before PREPA and/or LUMA, the ICPO does not have that information nor is it necessary for it to compile the same.

With regards to the second question, we do not know what LUMA refers to when it requests the case number assigned by the Energy Bureau to those claims prior to them turning into a formal claim.

<sup>36</sup> Refer to our testimony filed on November 17, 2021, in the present case at page 4, lines 36 through 46. With regards to the basis of our testimony, refer to our answer to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA detailing the duties and responsibilities that attorney González exercises daily as part of her duties at the ICPO.

<sup>37</sup> With regards to the first question, we reaffirm our response to Interrogatory 01-33 in that such declaration is based on the experience obtained by our office in the daily discharge of its duties. Consequently, it is not necessary to review additional information in preparation for our testimony.

*interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.*<sup>38</sup>

**See, Exhibits III, IV, V and VI.**

As is evident from the above, ICPO, through attorney González, evaded questions related to the basis of specific portions of this witnesses' pre-filed testimony. Specifically, ICPO's responses were incomplete and non-responsive as it failed to identify, for example, the names and positions occupied by the persons that supplied the witness the knowledge used for her testimony which, as the witness has informed, arises from ICPO's collective experience in the discharge of its functions. The responses also failed to identify whether each of such persons are employees, outside contractors, agents or representatives of the ICPO. That information would have timely put LUMA in position to decide whether to pursue further discovery as to each of the persons identified and formulate its assessment as to their knowledge of the areas or matters referred to on Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50. *See* Requests No. 02-07 and 02-15. The ICPO also failed to specify when and how attorney González became privy to the information in which she relies to offer her testimony on behalf of the ICPO. As mentioned, she began to work for the ICPO as a contractor in May, 2020. Attorney González, however, has not specified whether her knowledge to render testimony is based on personal impressions or events that have taken place in the last two years or if the "collective experience" predates Mrs. González's contractual relationship with the ICPO.

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<sup>38</sup> Refer to our testimony filed on November 17, 2021, in the present case at page 4, lines 36 through 46. With regards to the basis of our testimony, refer to our answer to interrogatory 01-04 of the First Set of Interrogatories and Request for Production of Documents sent by LUMA detailing the duties and responsibilities that attorney González exercises daily as part of her functions at the ICPO.

In relation to the claims to which attorney González makes reference in her testimony and in the responses to discovery requests, the information requested refers to basic facts such as the case caption (parties involved in the cases) and any number that identified any such claims referred to by the ICPO in its responses and attorney González's testimony so as to put LUMA in position of corroborating the basis of the testimony. The ICPO also made reference in its responses to interrogatories to orientations provided to customers but nonetheless failed to identify basic information such as the date or timeframe during which those orientations took place or their subject matter. The ICPO also failed to inform whether the orientations led the customers to file a formal claim before the PREB or other appropriate forum. *See*, Request 02-16.

The ICPO decided to intervene in this proceeding and to designate attorney González as its witness. Her responses to discovery demonstrate that she lacks personal knowledge as to several aspects about which she testified and instead, relied on institutional or collective experiences by the ICPO. *See*, Requests Nos. 02-16 through 02-18. The ICPO, however, failed to provide the basis for such testimony or identify the specific source of such basis (whether it be documents reviewed by attorney González or information gathered from other of the agency's resources). ICPO's reticence to discover such information renders attorney González's pre-filed testimony without any probatory value which would be sufficient to strike the testimony -or at least the specific portions referenced in this motion- from the record. At this time, LUMA requests that the Energy Bureau order the ICPO to supplement its responses and produce the information in the interrogatories itemized in this Motion. Indeed, it would be inherently unfair to subject LUMA to an adjudicative proceeding without affording it the opportunity to exhaust its right to conduct meaningful discovery –which has been rightfully recognized by the Energy Bureau- with regards to the ICPO.

**WHEREFORE**, LUMA respectfully request that this Honorable Energy Bureau enter and order compelling the ICPO to produce the information requested as explained and identified in this Motion.

**RESPECTFULLY SUBMITTED.**

We hereby certify that we filed this motion using the electronic filing system of this Energy Bureau and that I will send an electronic copy of this motion to the attorneys for PREPA, Joannely Marrero-Cruz, [jmarrero@diazvaz.law](mailto:jmarrero@diazvaz.law); and Katuska Bolaños-Lugo, [kbolanos@diazvaz.law](mailto:kbolanos@diazvaz.law), the Office of the Independent Consumer Protection Office, Hannia Rivera Diaz, [hrivera@jrsp.pr.gov](mailto:hrivera@jrsp.pr.gov), and counsel for the Puerto Rico Institute for Competitiveness and Sustainable Economy (“ICSE”), Fernando Agrait, [agraitfe@agraitlawpr.com](mailto:agraitfe@agraitlawpr.com), counsel for the Colegio de Ingenieros y Agrimensores de Puerto Rico (“CIAPR”), Rhonda Castillo, [rhoncat@netscape.net](mailto:rhoncat@netscape.net), and counsels for Comité Diálogo Ambiental, Inc., El Puente de Williamsburg, Inc., Enlace Latino de Acción Climática, Alianza Comunitaria Ambientalista del Sureste, Inc., Coalición de Organizaciones Anti-Incineración, Inc., Amigos del Río Guaynabo, Inc., CAMBIO, Sierra Club and its Puerto Rico Chapter, and Unión de Trabajadores de la Industria Eléctrica y Riego (jointly, Puerto Rico Local and Environmental Organizations), [larroyo@earthjustice.org](mailto:larroyo@earthjustice.org), [rstgo2@gmail.com](mailto:rstgo2@gmail.com), [notificaciones@bufete-emmanuelli.com](mailto:notificaciones@bufete-emmanuelli.com), [pedrosaade5@gmail.com](mailto:pedrosaade5@gmail.com), [jessica@bufete-emmanuelli.com](mailto:jessica@bufete-emmanuelli.com); [rolando@bufete-emmanuelli.com](mailto:rolando@bufete-emmanuelli.com).

In San Juan, Puerto Rico, this 3<sup>rd</sup> day of March 2022.



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*Exhibit I*  
*First Set of Interrogatories and Request for Production of Documents*

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

IN RE: PERFORMANCE METRICS  
TARGETS FOR LUMA ENERGY  
SERVCO, LLC

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

**SUBJECT: First Set of Interrogatories  
and Request for Production of  
Documents addressed to Beatriz P.  
González Álvarez, Esq., witness on  
behalf of the Independent Consumer  
Protection Office**

**FIRST SET OF INTERROGATORIES AND  
REQUEST FOR PRODUCTION OF DOCUMENTS**

**To: Beatriz P. González Álvarez, Esq.  
Independent Consumer Protection Office (“ICPO”)**  
Through counsel:  
Hannia B. Rivera, Esq., hrivera@jrsp.pr.gov

**From: LUMA Energy, LLC, and LUMA Energy Servco, LLC**  
Through counsel:  
Margarita Mercado Echegaray, Esq., margarita.mercado@us.dlapiper.com  
Yahaira De la Rosa Algarín, Esq., yahaira.delarosa@us.dlapiper.com

Pursuant to Sections 8.03 and 8.04 of the Puerto Rico Energy Bureau (“Energy Bureau”) Regulation No. 8543 of Adjudicative Procedures, Notices of Non-Compliance, Rate Review and Investigations of December 18, 2014 (“Regulation 8543”), please answer in writing, separately, and in accordance with the instructions and definitions set forth below, the following interrogatories and requests for production documents.

This request is issued pursuant to the Resolution and Order issued by the Energy Bureau on April 8, 2021 (“April 8<sup>th</sup> Resolution and Order”), as amended by the Resolution and Order of August 9, 2021 that allowed LUMA to conduct discovery on the testimonies filed by intervenors, and by the Resolutions and Orders of September 27, 2021, and

October 20, 2021, that amended the procedural calendar in this proceeding.

Pursuant to the April 8<sup>th</sup> Resolution and Order, answers should be provided within ten (10) days.

### GENERAL INSTRUCTIONS

1. These interrogatories and requests for production of documents must be answered in writing and in full, providing all information of which the party to whom it is addressed is aware, either by own knowledge or by information obtained by its legal representation, employees, agents, agents or representatives, or as a result of any investigation.

2. If any of these interrogatories and requests for the production of documents cannot be answered fully, please answer to the extent possible and provide whatever information, knowledge, or belief you have concerning the unanswered portion. Additionally, please provide a description, name, and address of the persons who, in your opinion, may have the information or knowledge to answer the questions or interrogations or any part of them that you have not been able to answer. If the information provided by you in your replies is not within your personal knowledge, you must provide the name and address of the person who has personal knowledge of the information and how you obtained it.

3. If you object to an interrogatory or request for the production of documents, specify the precise ground or basis for your objection. If you object to a portion of an interrogatory, answer that portion of the interrogatory to which you do not object, and specify the precise portion of the interrogatory to which an objection is made and the precise ground or basis for your objection.

4. If after serving an answer to an interrogatory or request for production of documents you obtain or become aware of any further knowledge pertaining to the subject matter of such interrogatory, amended answers setting forth such information must be provided.

5. If any of the requested documents have been produced, please state so, identifying the document specifically enough to be identified in the previous production.

6. The obligation to answer these interrogatories and requests for the production of documents is continuous and uninterrupted in nature. If you, your legal representation, employees, agents, agents or representatives subsequently acquire, directly or indirectly, knowledge of additional information related to any of these interrogations and requests, you are required to notify additional or supplementary answers to them.

7. Pursuant to Section 8.01(G) of Regulation 8543, you are warned that if any knowledge, document, or matter related to what is asked in these interrogations and requests is not reported after the answer to them has been submitted by means of an additional answer, the appropriate sanctions may be requested against you. Likewise, LUMA will object in the administrative hearing to the presentation of any evidence related to them, and that has not been disclosed through timely answers or additional answers to discovery.

8. Your responses must comply with Attachment A to the April 8<sup>th</sup> Resolution and Order:

1. Any information requirement, request for production of documents, or any other discovery requirement must be sent in a **searchable portable document format (i.e., PDF)** via e-mail to the party to whom the request is made. Parties need not file a physical copy of the discovery request with the Energy Bureau's Clerk.

2. All discovery requests shall be sent via e-mail by the requesting party's authorized representative to the Energy Bureau and to the e-mail in record of each intervenor. It will not be necessary for a discovery request to include the signature of the requesting party's authorized representative. Parties may use electronic signatures when sending such documents.
3. When answering any discovery request, the responding party shall notify its responses to the requesting party, all other intervenors, and the Energy Bureau via e-mail. Responses to any discovery request must be filed in a **searchable** PDF unless the filed document native nature does not support a PDF filing (e.g., Excel Files). All answers must be notified by the responding party's authorized representative. All Excel files or files with a similar format, shall be submitted in native form with formulae intact.
4. If due to its size, a document cannot be sent via e-mail, the responding party shall deliver it to the requesting party, all other intervenors, and to the Energy Bureau, using a portable drive (e.g., USB memory stick) or a cloud-based storage service (e.g., Dropbox, OneDrive, Google Drive, etc.).
5. With the purpose of easing the discovery process, the Energy Bureau has determined to exempt all parties in the instant proceeding from the requirement that all answers to a discovery request be physically signed and notarized.
6. Each discovery response must clearly identify the person providing the answer to each question or requirement and include a certification regarding that, to the best of his/her knowledge, all answers provided are true and correct, and none of the information provided is willingly misleading.
7. Physical copies of responses to discovery request need not be filed with the Energy Bureau's Clerk.
8. Should any party claim confidential treatment of the information provided in response to a discovery request, or a portion thereof, said party shall follow the guidelines set forth by the Energy Bureau in its August 31, 2016 Resolution, Case No. CEPR-MI-2016-0009, as amended.
9. All e-mail sent to the Energy Bureau shall be sent to all three (3) of the following addresses: [secretaria@jrsp.pr.gov](mailto:secretaria@jrsp.pr.gov), [legal@jrsp.pr.gov](mailto:legal@jrsp.pr.gov), and [viacaron@jrsp.pr.gov](mailto:viacaron@jrsp.pr.gov).

## DEFINITIONS

The definitions below should be considered applicable to the discovery required in this document and any subsequent discovery request.

1. The term “document” is used as broadly as possible, without restrictions or limitations. The term “document” means all written, recorded, typed, stenographic or graphic materials of any kind (including originals, copies and drafts) which are in your possession, custody or control, including, without being limited to: electronic communications (e-mail), correspondence, letters, memoranda of any kind, notes, diaries, statistics, contracts, reports, studies, checks, receipts, bills, invoices, summaries, bulletins, pamphlets, minutes, notes of meetings, and other related communications; records of any kind including photographs, negatives, slides, charts, graphs, microfiche, microfilms, videotapes, recordings; all electronically stored information (“ESI”) contained in any computer database, mobile phones, handheld mobile devices, or “cloud” storage devices; electronic, mechanical or electric recordings, including tapes, cassettes, disk recordings, printouts and blueprints, schematics and other representative drawings of any kind including but not limited to data sheets, propaganda material, agreements, newspaper clippings or articles or publications, books, cablegrams, financial statements, and income tax returns, including supporting materials; as well as audio recordings, including voicemails.

2. The term “computer” shall include but is not limited to microcomputers (also known as personal computers or desktops), laptop computers, portable computers, personal digital assistants, smartphones (such as Blackberrys, iPhones, or Androids), minicomputers, and mainframe computers.

3. The term “electronic data” means all information stored in a digital format. Electronic data includes, but is not limited to, electronic mail messages and attachments, contacts, journal entries, calendar entries, word processing documents, spreadsheets, databases including all records and fields and structural information, charts, graphs, and any miscellaneous files responsive to the following requests. The responding party is expected to search for any information stored on hard disks, floppy disks, CDs, DVDs, USB devices, Personal Digital Assistants (such as Palm Pilots, Blackberrys, and Treos), and in any other vehicle for digital data storage and/or transmittal. The term electronic data also includes the file, folder tabs and/or containers, and labels appended to, or associated with, any physical storage device associated with the information described above.

4. The term “person” shall mean any natural person, individual, proprietorship, partnership, firm, corporation, association, organization, joint venture, or any other kind of business, enterprise, governmental body, group of natural persons, or other entity.

5. The term “communication” means any oral or written transmittal or receipt of words or information, by whatever manner or means, and regardless of how or by whom the communication was initiated. It shall include any contact between two or more persons, including, without limitation, written contract by such means as a letter, memorandum, telegram, telex, e-mail, facsimile, or any document, and oral contact by such means as face-to-face meeting or telephone. Reference to communications with professional associations, governmental entities, or business entities shall be deemed to include all officers, directors, employees, agents, or other representatives of such entities.

6. The term “statement” refers to any communication, written or oral, formal or informal.

7. The term “identify” regarding documents means to state the type, the author, signatory, addressee, and person in possession of the document, as well as a description of the substance of the document. Concerning persons, “identify” means to state the name, business, place of residence, and occupation of the person.

8. As used herein regarding a fact, occurrence, or contention, “referring” or “relating” includes containing, showing, relating to, or referring to the fact, occurrence or contention, whether directly or indirectly. With respect to documents, these phrases are also meant to include documents underlying, supporting, now or previously attached or appended to, or used to prepare any document called for by each interrogatory.

9. The singular includes the plural and vice versa. The words “and” and “or” shall be either conjunctive or disjunctive in such a manner as to specify the broader category of documents or other information. The word “including” means “including without limitation.”

10. Whenever a range of dates is used herein, the dates providing either end of the range are included within the range.

11. “Third party” means any person or entity not named as a party in this proceeding.

12. A request that you “describe” or “identify” a “person” should be considered to include a requirement for the information listed below for each such person:

- i. Full name.

- ii. Residential address, postal address, telephone numbers and e-mail address.
- iii. The name of the person's current employer, the full name with two surnames of current boss, address, phone numbers and e-mail address of the person's business or workplace.
- iv. The position in the person's employment at present, or last known, and in the past five (5) years.

13. A request to "describe" or "identify" a "document" should be considered to include a requirement for the information listed below with respect to each such document:

- i. The nature and content of the documents with sufficient clarity so that they can be accurately identified.
- ii. The type of document (e.g., letter, memorandum, contract, receipt, etc.) and its title, if any.
- iii. The date the document was sent.
- iv. The person who sent the document.
- v. The date the document was received.
- vi. The person or persons who drafted the document or granted it and the identity of all the persons who participated in the preparation of the document, if they were different from the person who granted or issued it.
- vii. The person or persons to whom the documents were addressed and the people to whom copies were sent.

- viii. If the document was previously there but is no longer in your possession, custody, or control, indicate the disposition made and the date and reason for it. A document is understood to be under your “control” if you have the right to procure the document or a copy from another person in your current possession.
- ix. Any number identifying a file that was used in connection with the document.
- x. The exact address and location of the division, office, file, etc., within that address, where the original of the document or a legible copy of it is located.
- xi. The full name, current address and telephone number of the person or persons who have possession, custody or control of each of the originals or copies referred to above.

14. A request to “describe” or “identify” a “verbal communication” should be considered to include a requirement for the information listed below with respect to each such oral communication:

- i. The date and place when and where it was carried out.
- ii. Specify if the verbal communication was in person or by phone.
- iii. A description of each person who participated in or listened to the entire conversation or part of the verbal communication.
- iv. The content of what was said by each person who participated in such verbal communication.

- v. A chronological description of all documents related to the verbal communication referred to.

15. The term “you” or “your” refers to the party or intervenor in this proceeding and includes their respective consultants, contractors, agents, and representatives.

16. All other terms and definitions are to be interpreted in their common, ordinary sense, or where applicable, in a sense commonly understood in Puerto Rico.

### INTERROGATORIES

These interrogatories are issued pursuant to Section 8.03 of Regulation No. 8543.

1. With regards to you, as the person answering this interrogatory, as well as any other person who has been consulted or has participated in the preparation of your answers, excluding the legal representative of the party, indicate:

- a. Full name, including paternal and maternal surnames;
- b. Any other name or pseudonym you use, have used, or by which you are known or have been known;
- c. Place of employment;
- d. Profession, trade, or business.

2. State whether you, anyone on your behalf or anyone on behalf of the ICPO, conducted any investigation, study, analysis or assessment, in preparation for this testimony filed in this proceeding. If so, indicate:

- a. Name and address of the person who conducted the investigation, study, analysis, or assessment;
- b. Date on which the investigation, study, analysis, or assessment began and date on which it was completed;

c. Indicate whether any report was issued as a result of such investigation, study, analysis, or assessment.

3. Please indicate since when you have served as outside counsel to the Independent Consumer Protection Office. Please include the date, month, and year.

4. Please describe with specificity which matters related to customer service by electric power service companies such as the Puerto Rico Electric Power Authority and LUMA, has the Independent Consumer Protection Office delegated to you.

5. Please indicate if you, as an attorney, currently represent any other clients in addition to the Independent Consumer Protection Office.

6. Please describe those areas of the law that you practice.

7. Please indicate if you have ever represented a consumer in a case against the Puerto Rico Electric Power Authority. If answered in the affirmative, please identify the case or cases by number and describe the subject matter or subject matters and controversies involved in the case or cases.

8. Please indicate if you have ever represented a consumer in a case against LUMA. If so, please identify the case(s) by number and describe the subject matter(s) and controversies involved in the case(s).

9. Please indicate if you have ever held an employment or a professional services contract with the Puerto Rico Electric Power Authority.

10. Please indicate if you have ever held an employment or a professional services contract with the Puerto Rico Energy Bureau.

11. Please indicate if you have testified as a witness in judicial, administrative, or regulatory proceedings. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

12. Please indicate if you have testified as an expert witness before in a judicial or administrative proceeding or arbitration or mediation. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

13. Please indicate if you have been qualified as an expert witness in a case and/or proceeding before. If answered in the affirmative, please indicate the cases and/or proceedings in which you have done so.

14. Please indicate if you are seeking to be qualified as an expert witness in this proceeding.

15. Please indicate if you have any experience designing surveys on customer satisfaction.

16. Please indicate if you have any experience conducting surveys on customer satisfaction.

17. Please indicate if you have any experience analyzing surveys on customer satisfaction.

18. Please indicate how many complaints (as defined by Act 57-2014) you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

19. State the basis for your statement on page 6, lines 72-74 of your testimony, that “the number of complaints filed and the reasons for filing them is direct and reliable

proof of the quality of the service offered by LUMA.” Please provide any data, statistics, or documents that support your statement.

20. Please state if, according to your knowledge and experience, a customer may file or pursue simultaneously both an informal and a formal complaint against LUMA related to the same issue or claim.

21. Please state if, according to your knowledge and experience, a customer may lodge an informal and/or formal complaint against LUMA that is not related to the quality of service provided by LUMA. If you answer in the affirmative, please provide a list of such formal and informal complaints and identify the subject matters of the complaints and the nature of the matter, controversies or claims involved.

22. State the basis for your statement on page 6, lines 74-76 of your testimony, that “through customer complaints, we can identify the satisfaction and/or dissatisfaction with the service offered, as well as to measure the performance of the utility.” Please provide any data, statistics, or documents that support your statement that customer complaints measure the performance of a utility.

23. Please enumerate the types of formal and informal complaints that a customer may file or pursue that involve the utility’s performance.

24. Please state if, according to your knowledge and experience, a customer may lodge an informal and/or formal complaint against LUMA that is not related to the utility’s performance. If you answer in the affirmative, please provide a list of such formal and informal complaints and identify the subject matters of the complaints and the nature of the matters, controversies, or claims involved.

25. State the basis for your statement on page 6, lines 78- 82 of your testimony, that “based on our experience, claims against the utility may occur for a variety of reasons including, but not limited to, issues related to electric bills, interconnection, and net metering of renewable energy systems, street lighting issues, lack of electric service or voltage fluctuations.” Please provide any data, statistics, or documents that support your statement.

26. Regarding your statement on page 6, line 78 of your testimony where you employ the phrase “based on our experience”, please define the “our” in experience. If in “our experience” you include or mean to reference natural persons or juridical entities other than yourself, please identify the persons or entities and provide the supporting evidence to support this statement.

27. Please indicate how many claims that were filed before LUMA due to the electricity bill, interconnection, net metering, public lightning, lack of service, and voltage fluctuations did you review to prepare or support your testimony. Please provide the associated data cases number, statistics, or documents you reviewed on claims or informal complaints filed before LUMA due to the electricity bills, interconnections, net metering, public lighting, lack of electrical service, and voltage fluctuations. Please clarify and state if within the term “claims” you include verbal claims or verbal complaints by customers.

28. State the basis for your statement on page 6, lines 85-87 of your testimony, that “a consumer may have a complaint about his electric service bill for reasons of high consumption, bill estimates, bill corrections, debt transfers, among other issues.” Please provide any data, statistics, or documents that support your statement.

29. Regarding that portion of your statement on page 6, lines 85-87 of your testimony that references “high consumption”, please define the term “high consumption.”

30. Regarding that portion of your statement on page 6, lines 85-87 of your testimony that references “high consumption”, please provide the associated data cases number, statistics, or documents you reviewed on such types of complaints.

31. State the basis for your statement on page 8, lines 113-116 of your testimony, that “the experience has been that a minority of objections are dealt within the term established by Act 57, either because the utility failed to notify that it had begun the investigation or because when it did so, it did not conclude the investigation within the established period.” Please provide any data, statistics, or documents that support your statement.

32. Explain what you mean on page 8, lines 113-114 of your testimony, when you refer to a “minority of objections.”

33. Please indicate how many objections, claims, or informal complaints did you review to conclude on page 8, lines 113-116 of your testimony, that “the experience has been that a minority of objections are dealt within the term established by Act 57, either because the utility failed to notify that it had begun the investigation or because when it did so, it did not conclude the investigation within the established period.”

34. State the basis for your statement on page 8, lines 124-126 of your testimony, that “claims for interconnection-related issues and net metering of renewable energy may result in the filing of a complaint.” Please provide any data, statistics, or documents that support your statement.

35. Regarding your statement on page 8, lines 124-126 of your testimony, please define and explain what you mean by “claims for interconnection-related issues and net metering of renewable.” Please provide any data, statistics, or documents regarding those types of claims.

36. Regarding your statement on page 8, lines 124-126 of your testimony, please define and explain the complaints that may be filed as a result of claims for interconnection-related issues and net metering of renewable. Please provide any data, statistics, or documents regarding those types of complaints.

37. State the basis for your statement on page 8, lines 124-128 of your testimony, that “other issues such as lack of street lighting and/or lack of electrical service may also result in the filing of a complaint before the Energy Bureau, although the latter is rare.” Please provide any data, statistics, or documents that support your statement.

38. State the basis for your statement on page 9, lines 131-133 of your testimony, that ““claims for damages to domestic appliances due to voltage fluctuations are an example of complaints that never reach the Energy Bureau because the process, as established by the utility, does not provide for it.” Please provide any data, statistics, or documents regarding claims for damages to domestic appliances.

39. Explain what process you are referring to on page 9, lines 131-133 of your testimony, when you state that the process established by the utility does not provide for claims for damages to domestic appliances due to voltage fluctuations.

40. State the basis for your statement on page 9, lines 137-142 of your testimony, that “based on our experience, a high percentage of customers entitled to file appeals for review and/or complaints before the Energy Bureau, choose not to submit to

the process because they are unaware of their rights, others understand that the process before the Bureau is a complex one or because the amount claimed is less than the cost and time that could be involved in pursuing the claim.” Please provide any data, statistics, or documents that support your statement.

41. Regarding your statement on page 9, lines 137-142 of your testimony, please provide the data that you reviewed to support the statement that “the amount claimed is less than the cost and time that could be involved in pursuing the claim.” Please include any data you reviewed regarding the costs of pursuing a claim with the Energy Bureau in your answer.

42. Please indicate how many objections, claims, or informal complaints did you review to conclude on page 9, lines 137-142 of your testimony, that “based on our experience, a high percentage of customers entitled to file appeals for review and/or complaints before the Energy Bureau, choose not to submit to the process because they are unaware of their rights, others understand that the process before the Bureau is a complex one or because the amount claimed is less than the cost and time that could be involved in pursuing the claim.”

43. Regarding your statement on page 9, lines 132-142 of your testimony where you employ the phrase “based on our experience”, please define the “our” in experience. If in “our experience” you include or mean to reference natural persons or juridical entities other than yourself, please identify the persons or entities and provide the supporting evidence to support this statement.

44. State the basis for your statement on page 9, lines 145-150 of your testimony, that “the lack of interest on the part of the consumer in filing a formal appeal

before the Bureau for some of the reasons indicated above, and consequently, the low number of complaints filed before the Bureau, could give the false impression that the consumer is not very dissatisfied with the service offered by LUMA when the reality is different.” Please provide any data, statistics, or documents that support your statement.

45. State the basis for your statement on page 10, lines 155-159 of your testimony, that “the number of complaints before the Energy Bureau is not representative of the satisfaction or dissatisfaction of the consumers about the service, because there are multiple reasons that could discourage the consumer from continuing with the process before the Energy Bureau and has nothing to do with the quality of the service offered.” Please provide any data, statistics, or documents that support your statement.

46. State the basis for your statement on page 10, lines 162-164 of your testimony, that “the accounting of all these complaints is one of the tools to efficiently measure the quality of customer service offered by LUMA.” Please provide any data, statistics, or documents that support your statement.

47. State your experience with tools to efficiently measure the quality of customer service offered by an electric power service company.

48. State the basis for your statement on page 11, lines 176-177 of your testimony, that the ultimate goal of the customer complaint metric is to “measure LUMA’s performance as reflected in the satisfaction of consumers in handling their complaints to the utility.” Please provide any data, statistics, or documents that support your statement.

49. State the basis for your statement on page 12, lines 204-206 of your testimony regarding residential and commercial customer services surveys, that “we understand that, by using only the e-mail mechanism, they exclude a significant and

substantial number of consumers who, for one reason or another, do not use electronic methods.” Please provide any data, statistics, or documents that support your statement.

50. State the basis for your statement on page 12, lines 216-218 of your testimony, that “these consumers, for one reason or another, decided to go in-person to a commercial office to take their complaint to the utility. It would have been more reliable and representative to survey the satisfaction of those customers than to have used a smaller number of consumers and the e-mail method”. Please provide any data, statistics, or documents that support your statement.

#### REQUESTS FOR PRODUCTION OF DOCUMENTS

These requests for the production of documents are issued pursuant to Section 8.04 of Regulation No. 8543.

1. Please provide a copy of your resume or CV.
2. Please provide the data, case numbers, statistics, and documents you reviewed on informal complaints filed with the Puerto Rico Electric Power Authority or LUMA to support your testimony.

#### **RESPECTFULLY SUBMITTED.**

We hereby certify that, as required by the Energy Bureau in the April 8<sup>th</sup> Resolution and Order, Attachment A, and by Section 8.01(K) of Energy Bureau Regulation 8543, we will send an electronic copy of this request to the attorneys for PREPA, Joannely Marrero-Cruz, [jmarrero@diazvaz.law](mailto:jmarrero@diazvaz.law); and Katuska Bolaños-Lugo, [kbolanos@diazvaz.law](mailto:kbolanos@diazvaz.law), the Office of the Independent Consumer Protection Office, Hannia Rivera Diaz, [hrivera@jrsp.pr.gov](mailto:hrivera@jrsp.pr.gov), and counsel for the Puerto Rico Institute for Competitiveness and Sustainable Economy (“ICSE”), Fernando Agrait, [agraitfe@agrailawpr.com](mailto:agraitfe@agrailawpr.com), counsel for the Colegio de Ingenieros y a de Puerto Rico (“CIAPR”), Rhonda Castillo, [rhoncat@netscape.net](mailto:rhoncat@netscape.net), and counsels for Comité Diálogo Ambiental, Inc., El Puente de Williamsburg, Inc., Enlace Latino de Acción Climatica, Alianza Comunitaria Ambientalista del Sureste, Inc., Coalicion de Organizaciones Anti-Incineración, Inc., Amigos del Río Guaynabo, Inc., CAMBIO, Sierra Club and its Puerto Rico Chapter, and Unión de

Trabajadores de la Industria Eléctrica y Riego (jointly, Puerto Rico Local and Environmental Organizations), [larroyo@earthjustice.org](mailto:larroyo@earthjustice.org), [rstgo2@gmail.com](mailto:rstgo2@gmail.com), [notificaciones@bufete-emmanuelli.com](mailto:notificaciones@bufete-emmanuelli.com), [pedrosaade5@gmail.com](mailto:pedrosaade5@gmail.com), [jessica@bufete-emmanuelli.com](mailto:jessica@bufete-emmanuelli.com); [rolando@bufete-emmanuelli.com](mailto:rolando@bufete-emmanuelli.com).

An electronic copy of this request will also be sent to: [viacaron@jrsp.pr.gov](mailto:viacaron@jrsp.pr.gov); [secretaria@jrsp.pr.gov](mailto:secretaria@jrsp.pr.gov); and [legal@jrsp.pr.gov](mailto:legal@jrsp.pr.gov).

In San Juan, Puerto Rico, this 3<sup>rd</sup> day of December 2021.



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

*/s/ Margarita Mercado Echegaray*  
Margarita Mercado Echegaray  
RUA NÚM. 16,266  
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*/s/ Yahaira De la Rosa Algarín*  
Yahaira De la Rosa Algarín  
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*Exhibit II*  
*Answer to First Set of Interrogatories and Request for Production*

**GOBIERNO DE PUERTO RICO  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO  
NEGOCIADO DE ENERGÍA DE PUERTO RICO**

**IN RE: PERFORMANCE METRICS  
TARGETS FOR LUMA ENERGY,  
LLC**

**CASO NÚM.: NEPR-AP-2020-0025**

**ASUNTO: RESPUESTAS A PRIMER  
PLIEGO DE INTERROGATORIOS Y  
PRODUCCIÓN DE DOCUMENTOS**

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**RESPUESTAS A PRIMER PLEIGO DE INTERROGATORIOS  
Y PRODUCCIÓN DE DCOUMENTOS**

**A:** LUMA Energy, LLC as ManagementCo and  
LUMA Energy ServCo, LLC as ServCo (together, "LUMA") P/C  
Lcda. Margarita Mercado Echagaray, [margarita.mercado@us.dlapiper.com](mailto:margarita.mercado@us.dlapiper.com)  
Lcda. Yahaira De la Rosa, [Yahaira.delarosa@us.dlapiper.com](mailto:Yahaira.delarosa@us.dlapiper.com)

**DE:** Lcda. Beatriz P. González Álvarez  
Oficina Independiente de Protección al Consumidor, P/C  
Lcda. Hannia Rivera Díaz, Directora, [hrivera@jrsp.pr.gov](mailto:hrivera@jrsp.pr.gov)  
Pedro E. Vázquez Meléndez, [contratistas@jrsp.pr.gov](mailto:contratistas@jrsp.pr.gov)

COMPARECE: la Lcda. Beatriz P. González Álvarez, contratista independiente de la interventora, Oficina Independiente de Protección al Consumidor, como testigo en el presente caso, contestando el interrogatorio cursado por LUMA Energy, LLC as ManagementCo and LUMA Energy ServCo, LLC as ServCo (en adelante, "LUMA").

**I. RESPUESTAS DE LA OIPC A PRIMER PLEIGO DE INTERROGATORIOS Y PRODUCCIÓN DE DOCUMENTOS**

**INTERROGATORIO 01-01.** With regards to you, as the person answering this interrogatory, as well as any other person who has been consulted or has participated in the preparation of your answers, excluding the legal representative of the party, indicate:

1. Full name, including paternal and maternal surnames;
2. Any other name or pseudonym you use, have used, or by which you are known or have been known;
3. Place of employment;
4. Profession, trade, or business.

**RESPUESTA:**

1. Beatriz Pilar González Álvarez
2. Ninguno
3. Empleo por cuenta propia.
4. Abogada.

**INTERROGATORIO 01-02.** State whether you, anyone on your behalf or anyone on behalf of the ICPO, conducted any investigation, study, analysis or assessment, in preparation for this testimony filed in this proceeding. If so, indicate:

- a. Name and address of the person who conducted the investigation, study, analysis, or assessment;
- b. Date on which the investigation, study, analysis, or assessment began and date on which it was completed;
- c. Indicate whether any report was issued as a result of such investigation, study, analysis, or assessment.

**RESPUESTA:** Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46.

**INTERROGATORIO 01-03.** Please indicate since when you have served as outside counsel to the Independent Consumer Protection Office. Please include the date, month, and year.

**RESPUESTA:** Brindo mis servicios como asesora legal externa de la OIPC desde el 1 de mayo de 2020.

**INTERROGATORIO 01-04.** Please describe with specificity which matters related to customer service by electric power service companies such as the Puerto Rico Electric Power Authority and LUMA, has the Independent Consumer Protection Office delegated to you.

**RESPUESTA:** Como asesora legal de la OIPC tengo el deber y la responsabilidad de educar, informar, orientar y asistir al cliente sobre sus derechos y responsabilidades en relación con el servicio eléctrico, y con la política pública de ahorro, conservación y eficiencia; y, presentar querellas o recursos legales ante el Negociado de Energía a nombre y en representación de clientes, que no tengan otra representación legal, en relación con controversias sobre cualquier asunto que afecte el servicio, tarifa o en cualquier otro asunto que afecte los intereses o derechos de los clientes de servicio eléctrico.

Dentro de los deberes y las responsabilidades antes mencionados, se me ha delegado la asesoría y orientación directa de los consumidores que procuran los servicios de la OIPC. Por consiguiente, como parte de mis funciones se atienden reclamaciones de todo tipo.

**INTERROGATORIO.** Please indicate if you, as an attorney, currently represent any other clients in addition to the Independent Consumer Protection Office.

**RESPUESTA:** Sí.

**INTERROGATORIO 01-06.** Please describe those areas of the law that you practice.

**RESPUESTA:** Mi práctica como abogada gira en torno al derecho civil y administrativo.

**INTERROGATORIO 01-07.** Please indicate if you have ever represented a consumer in a case against the Puerto Rico Electric Power Authority. If answered in the affirmative, please identify the case or cases by number and describe the subject matter or subject matters and controversies involved in the case or cases.

**RESPUESTA:** Se objeta este interrogatorio por ser vago e impreciso.

Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es sí. No obstante, debido al tiempo transcurrido no recuerdo los pormenores de dicha representación. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.

**INTERROGATORIO 01-08.** Please indicate if you have ever represented a consumer in a case against LUMA. If so, please identify the case(s) by number and describe the subject matter(s) and controversies involved in the case(s).

**RESPUESTA:** Se objeta este interrogatorio por ser vago e impreciso.

Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es no. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.

**INTERROGATORIO 01-09.** Please indicate if you have ever held an employment or a professional services contract with the Puerto Rico Electric Power Authority.

**RESPUESTA:** No.

**INTERROGATORIO 01-10.** Please indicate if you have ever held an employment or a professional services contract with the Puerto Rico Energy Bureau.

**RESPUESTA:** No.

**INTERROGATORIO 01-11.** Please indicate if you have testified as a witness in judicial, administrative, or regulatory proceedings. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

**RESPUESTA:** Se objeta por irrelevante.

**INTERROGATORIO 01-12.** Please indicate if you have testified as an expert witness before in a judicial or administrative proceeding or arbitration or mediation. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

**RESPUESTA:** No.

**INTERROGATORIO 01-13.** Please indicate if you have been qualified as an expert witness in a case and/or proceeding before. If answered in the affirmative, please indicate the cases and/or proceedings in which you have done so.

**RESPUESTA:** Sí he sido cualificada como perito en derecho de familia. Se objeta la segunda parte de este interrogatorio por ser irrelevante.

**INTERROGATORIO 01-14.** Please indicate if you are seeking to be qualified as an expert witness in this proceeding.

**RESPUESTA:** No.

**INTERROGATORIO 01-15.** Please indicate if you have any experience designing surveys on customer satisfaction.

**RESPUESTA:** No.

**INTERROGATORIO 01-16.** Please indicate if you have any experience conducting surveys on customer satisfaction.

**RESPUESTA:** No.

**INTERROGATORIO 01-17.** Please indicate if you have any experience analyzing surveys on customer satisfaction.

**RESPUESTA:** No.

**INTERROGATORIO 01-18.** Please indicate how many complaints (as defined by Act 57-2014) you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

**RESPUESTA:** Se objeta este interrogatorio por ser vago e impreciso.

Desconocemos a que LUMA se refiere con una reclamación según definida por la Ley 57-2014, *supra*. Cabe señalar que, la OIPC en el escrito intitulado *First Requirement of Information* cursado a LUMA el 30 de septiembre de 2021, en el requerimiento 27 (c) le solicitó que indicara lo que considera como una reclamación bajo la Ley 57-2014 (“Act 57 complaint”). LUMA en su respuesta nos refirió a la línea 130 a la 133 del testimonio de la Sra. Melanie Jeppesen, de donde no surge la definición solicitada.

**INTERROGATORIO 01-19.** State the basis for your statement on page 6, lines 72-74 of your testimony, that “the number of complaints filed and the reasons for filing them is direct and reliable proof of the quality of the service offered by LUMA.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:** La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-20.** Please state if, according to your knowledge and experience, a customer may file or pursue simultaneously both an informal and a formal complaint against LUMA related to the same issue or claim.

**RESPUESTA:** Las reclamaciones informales, según establecidas en la Ley 57-2014, *supra*, requiere que el cliente agote en primera instancia el procedimiento informal ante la utilidad para que pueda acudir ante el Negociado mediante una reclamación formal. De forma tal, que para que ocurra la reclamación formal por parte del cliente, este tiene que haber agotado el remedio de la reclamación informal.

**INTERROGATORIO 01-21.** Please state if, according to your knowledge and experience, a customer may lodge an informal and/or formal complaint against LUMA that is not related to the quality of service provided by LUMA. If you answer in the affirmative, please provide a list of such formal and informal complaints and identify the subject matters of the complaints and the nature of the matter, controversies or claims involved.

**RESPUESTA:**

Las reclamaciones presentadas por los consumidores, en su mayoría, guardan una relación directa con el desempeño de la utilidad. No obstante, y basado en nuestra experiencia, un consumidor pudiera objetar una factura en su intento por impugnar la tarifa vigente. Aunque dicha reclamación, por ser contraria a la ley, no procedería, hemos identificado consumidores que así lo han hecho. Esto constituye un ejemplo de una reclamación informal no relacionada al desempeño de la utilidad.

**INTERROGATORIO 01-22.** State the basis for your statement on page 6, lines 74-76 of your testimony, that “through customer complaints, we can identify the satisfaction and/or dissatisfaction with the service offered, as well as to measure the performance of the utility.” Please provide any data, statistics, or documents that support your statement that customer complaints measure the performance of a utility.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-23.** Please enumerate the types of formal and informal complaints that a customer may file or pursue that involve the utility's performance.

**RESPUESTA:**

Se objeta este interrogatorio por ser vago e impreciso, ya que no se especifica frente a quien el consumidor radica la reclamación informal y/o formal.

Sin renunciar a la objeción antes levantada, favor de referirse a nuestro testimonio, en la página 6, líneas 78 a la 82.

**INTERROGATORIO 01-24.** Please state if, according to your knowledge and experience, a customer may lodge an informal and/or formal complaint against LUMA that is not related to the utility's performance. If you answer in the affirmative, please provide a list of such formal and informal complaints and identify the subject matters of the complaints and the nature of the matters, controversies, or claims involved.

**RESPUESTA:**

Favor de referirse a la respuesta al interrogatorio #21.

**INTERROGATORIO 01-25.** State the basis for your statement on page 6, lines 78- 82 of your testimony, that “based on our experience, claims against the utility may occur for a variety of reasons including, but not limited to, issues related to electric bills, interconnection, and net metering of renewable energy systems, street lighting issues, lack of electric service or voltage fluctuations”. Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-26.** Regarding your statement on page 6, line 78 of your testimony where you employ the phrase “based on our experience”, please define the “our” in experience. If in “our experience” you include or mean to reference natural persons or juridical entities other than yourself, please identify the persons or entities and provide the supporting evidence to support this statement.

**RESPUESTA:**

Favor de referirse a nuestro testimonio, en la página 3, líneas 20 a la 22. Por lo tanto, cuando indicamos que “basado en nuestra experiencia”, nos referimos a la experiencia de la OIPC compuesta por la experiencia de cada uno de los funcionarios que allí laboran.

**INTERROGATORIO 01-27.** Please indicate how many claims that were filed before LUMA due to the electricity bill, interconnection, net metering, public lightning, lack of service, and voltage fluctuations did you review to prepare or support your testimony. Please provide the associated data cases number, statistics, or documents you reviewed on claims or informal complaints filed before LUMA due to the electricity bills, interconnections, net metering, public lighting, lack of electrical service, and voltage fluctuations. Please clarify and state if within the term “claims” you include verbal claims or verbal complaints by customers.

**RESPUESTA:**

La cantidad de reclamaciones sobre facturación, interconexión, medición neta, alumbrado público, falta de servicio y fluctuaciones de voltaje, es información bajo el control de LUMA. Acorde con las funciones que la OIPC realiza, la información bajo nuestro control es aquella referente a las orientaciones ofrecidas a los consumidores para propósitos de radicar sus reclamaciones ante la utilidad o sobre las gestiones que realizamos a los fines de evitar que el consumidor se vea en la obligación de radicar dicha reclamación.

**INTERROGATORIO 01-28.** State the basis for your statement on page 6, lines 85-87 of your testimony, that “a consumer may have a complaint about his electric service bill for reasons of high consumption, bill estimates, bill corrections, debt transfers, among other issues.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-29.** Regarding that portion of your statement on page 6, lines 85-87 of your testimony that references “high consumption”, please define the term “high consumption.”

**RESPUESTA:**

Nos referimos a reclamaciones por alto consumo cuando un consumidor manifiesta haber recibido una factura por un consumo mayor a su consumo usual.

**INTERROGATORIO 01-30.** Regarding that portion of your statement on page 6, lines 85-87 of your testimony that references “high consumption”, please provide the associated data cases number, statistics, or documents you reviewed on such types of complaints.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. La cantidad de reclamaciones sobre alto consumo es información bajo el control de LUMA.

**INTERROGATORIO 01-31.** State the basis for your statement on page 8, lines 113-116 of your testimony, that “the experience has been that a minority of objections are dealt within the term established by Act 57, either because the utility failed to notify that it had begun the investigation or because when it did so, it did not conclude the investigation within the established period.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-32.** Explain what you mean on page 8, lines 113-114 of your testimony, when you refer to a “minority of objections.”

**RESPUESTA:**

Según nuestra experiencia, son más los consumidores asistidos en relación con el proceso de radicación de querellas ante el Negociado de Energía por razón de incumplimiento por parte de la utilidad en cuanto a los términos para atender la objeción de facturas, que los consumidores orientados en relación con el proceso de radicación de recursos de revisión de facturas. Mas aun, son múltiples las ocasiones en las que un consumidor, luego de haber radicado un recurso de revisión de factura ante el Negociado de Energía, procura nuestros servicios percatándonos en ese momento de que lo que procedía era la radicación de una querella por incumplimiento para con los términos establecidos en la Ley 57-2014, *supra*.

**INTERROGATORIO 01-33.** Please indicate how many objections, claims, or informal complaints did you review to conclude on page 8, lines 113-116 of your testimony, that “the experience has been that a minority of objections are dealt within the term established by Act 57, either because the utility failed to notify that it had begun the investigation or because when it did so, it did not conclude the investigation within the established period.”

**RESPUESTA:**

La cantidad de objeciones y/o reclamaciones, formales o informales, es información bajo el control de LUMA. Acorde con las funciones que la OIPC realiza, la información bajo nuestro control es aquella referente a las orientaciones ofrecidas a los consumidores que han procurado nuestros servicios. Por lo tanto, la declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-34.** State the basis for your statement on page 8, lines 124-126 of your testimony, that “claims for interconnection-related issues and net metering of renewable energy may result in the filing of a complaint.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

Cualquier incumplimiento con las leyes y la reglamentación aplicable, le concede al consumidor la facultad de radicar una querrela ante el Negociado de Energía.

**INTERROGATORIO 01-35.** Regarding your statement on page 8, lines 124-126 of your testimony, please define and explain what you mean by “claims for interconnection-related issues and net metering of renewable.” Please provide any data, statistics, or documents regarding those types of claims.

**RESPUESTA:**

Nos referimos a las querellas radicadas ante el incumplimiento por parte de la utilidad para con las disposiciones de la Ley de Política Pública Energética, Ley Núm. 17-2019, según enmendada, la Ley para Establecer un Programa de Medición Neta en la Autoridad de Energía Eléctrica, Ley Núm. 114-2007, según enmendada, y la reglamentación aplicable.

**INTERROGATORIO 01-36.** Regarding your statement on page 8, lines 124-126 of your testimony, please define and explain the complaints that may be filed as a result of claims for interconnection-related issues and net metering of renewable. Please provide any data, statistics, or documents regarding those types of complaints.

**RESPUESTA:**

Cualquier incumplimiento con las leyes y la reglamentación aplicable, le concede al consumidor la facultad de radicar una querrela ante el Negociado de Energía.

**INTERROGATORIO 01-37.** State the basis for your statement on page 8, lines 124-128 of your testimony, that "other issues such as lack of street lighting and/or lack of electrical service may also result in the filing of a complaint before the Energy Bureau, although the latter is rare." Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-38.** State the basis for your statement on page 9, lines 131-133 of your testimony, that “claims for damages to domestic appliances due to voltage fluctuations are an example of complaints that never reach the Energy Bureau because the process, as established by the utility, does not provide for it.” Please provide any data, statistics, or documents regarding claims for damages to domestic appliances.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones y por el procedimiento interno establecido por la Autoridad de Energía Eléctrica.

**INTERROGATORIO 01-39.** Explain what process you are referring to on page 9, lines 131-133 of your testimony, when you state that the process established by the utility does not provide for claims for damages to domestic appliances due to voltage fluctuations.

**RESPUESTA:**

Se objeta el interrogatorio por estar basado en una premisa equivocada. En las líneas 131-133 de mi testimonio se declaró lo siguiente y cito: "las reclamaciones por daños a enseres por fluctuaciones de voltaje es un ejemplo de reclamaciones que nunca llegan ante el Negociado ya que el proceso, según establecido por la utilidad, no provee para ello". Esta declaración habla sobre la inexistencia de un proceso de revisión ante el Negociado de Energía de las reclamaciones incoadas ante la utilidad.

**INTERROGATORIO 01-40.** State the basis for your statement on page 9, lines 137-142 of your testimony, that “based on our experience, a high percentage of customers entitled to file appeals for review and/or complaints before the Energy Bureau, choose not to submit to the process because they are unaware of their rights, others understand that the process before the Bureau is a complex one or because the amount claimed is less than the cost and time that could be involved in pursuing the claim.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-41.** Regarding your statement on page 9, lines 137-142 of your testimony, please provide the data that you reviewed to support the statement that “the amount claimed is less than the cost and time that could be involved in pursuing the claim.” Please include any data you reviewed regarding the costs of pursuing a claim with the Energy Bureau in your answer.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-42.** Please indicate how many objections, claims, or informal complaints did you review to conclude on page 9, lines 137-142 of your testimony, that “based on our experience, a high percentage of customers entitled to file appeals for review and/or complaints before the Energy Bureau, choose not to submit to the process because they are unaware of their rights, others understand that the process before the Bureau is a complex one or because the amount claimed is less than the cost and time that could be involved in pursuing the claim.”

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-43.** Regarding your statement on page 9, lines 132-142 of your testimony where you employ the phrase “based on our experience”, please define the “our” in experience. If in “our experience” you include or mean to reference natural persons or juridical entities other than yourself, please identify the persons or entities and provide the supporting evidence to support this statement.

**RESPUESTA:**

Favor de referirse a nuestro testimonio, en la página 3, líneas 20 a la 22. Por lo tanto, cuando indicamos que “basado en nuestra experiencia”, nos referimos a la experiencia de la OIPC compuesta por la experiencia de cada uno de los funcionarios que allí laboran.

**INTERROGATORIO 01-44.** State the basis for your statement on page 9, lines 145-150 of your testimony, that “the lack of interest on the part of the consumer in filing a formal appeal before the Bureau for some of the reasons indicated above, and consequently, the low number of complaints filed before the Bureau, could give the false impression that the consumer is not very dissatisfied with the service offered by LUMA when the reality is different.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-45.** State the basis for your statement on page 10, lines 155-159 of your testimony, that “the number of complaints before the Energy Bureau is not representative of the satisfaction or dissatisfaction of the consumers about the service, because there are multiple reasons that could discourage the consumer from continuing with the process before the Energy Bureau and has nothing to do with the quality of the service offered.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-46.** State the basis for your statement on page 10, lines 162-164 of your testimony, that “the accounting of all these complaints is one of the tools to efficiently measure the quality of customer service offered by LUMA.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-47.** State your experience with tools to efficiently measure the quality of customer service offered by an electric power service company.

**RESPUESTA:**

Dentro de las funciones de la OIPC no se encuentra medir la calidad del servicio de una compañía del servicio eléctrico. No obstante, debido a nuestras funciones diarias recibimos de primera mano el insumo de los consumidores sobre la calidad del servicio ofrecido por la utilidad y por consiguiente nos manifiestan su satisfacción o insatisfacción sobre el mismo.

**INTERROGATORIO 01-48.** State the basis for your statement on page 11, lines 176-177 of your testimony, that the ultimate goal of the customer complaint metric is to “measure LUMA’s performance as reflected in the satisfaction of consumers in handling their complaints to the utility.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**INTERROGATORIO 01-49.** State the basis for your statement on page 12, lines 204-206 of your testimony regarding residential and commercial customer services surveys, that “we understand that, by using only the e-mail mechanism, they exclude a significant and substantial number of consumers who, for one reason or another, do not use electronic methods.” Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Favor de referirse a nuestro testimonio, en la página 12, líneas 206 a la 218.

**INTERROGATORIO 01-50.** State the basis for your statement on page 12, lines 216-218 of your testimony, that “these consumers, for one reason or another, decided to go in-person to a commercial office to take their complaint to the utility. It would have been more reliable and representative to survey the satisfaction of those customers than to have used a smaller number of consumers and the e-mail method”. Please provide any data, statistics, or documents that support your statement.

**RESPUESTA:**

La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.

**CERTIFICACIÓN:**

Yo, Beatriz P. González Álvarez por la presente certifico que las respuestas brindadas en el Primer Pliego de Interrogatorios y Producción de documentos que anteceden, según mi conocimiento, información o creencia, son ciertas.



Beatriz P. González

**RESPECTUOSAMENTE SOMETIDO**

CERTIFICO, haber enviado copia fiel y exacta del presente documento a: Joannely Marrero-Cruz, [jmarrero@diazvaz.law](mailto:jmarrero@diazvaz.law), Katuska Bolaños, [kbolanos@diazvaz.law](mailto:kbolanos@diazvaz.law), Fernando Agrait, [agraitfe@agraitlawpr.com](mailto:agraitfe@agraitlawpr.com), Rhonda Castillo, [rhoncat@nestcape.net](mailto:rhoncat@nestcape.net), [larroyo@airjustice.org](mailto:larroyo@airjustice.org), [rstgo2@gmail.com](mailto:rstgo2@gmail.com), [notificaciones@bufete-emmanuelli.com](mailto:notificaciones@bufete-emmanuelli.com), Pedro Saade, [pedrosaade5@gmail.com](mailto:pedrosaade5@gmail.com), [jessica@bufete-emmanuelli.com](mailto:jessica@bufete-emmanuelli.com), [rolando@bufete-emmanuelli.com](mailto:rolando@bufete-emmanuelli.com), [margarita.mercado@us.dlapiper.com](mailto:margarita.mercado@us.dlapiper.com), [yahaira.delarosa@us.dlapiper.com](mailto:yahaira.delarosa@us.dlapiper.com)

En San Juan, Puerto Rico, hoy 15 de diciembre de 2021.

**OIPC**

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*Hannia B. Rivera Díaz*

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Legal Advisor

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*Exhibit III*  
*Second Set of Interrogatories and Request for Production of Documents*

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

IN RE: PERFORMANCE METRICS  
TARGETS FOR LUMA ENERGY  
SERVCO, LLC

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

**SUBJECT: Second Set of  
Interrogatories and Request for  
Production of Documents addressed to  
Beatriz P. González Álvarez, Esq.,  
witness on behalf of the Independent  
Consumer Protection Office**

**SECOND SET OF INTERROGATORIES AND  
REQUEST FOR PRODUCTION OF DOCUMENTS**

**To: Beatriz P. González Álvarez, Esq.**  
**Independent Consumer Protection Office (“ICPO”)**  
Through counsel:  
Hannia B. Rivera, Esq., hrivera@jrsp.pr.gov

**From: LUMA Energy, LLC, and LUMA Energy Servco, LLC**  
Through counsel:  
Margarita Mercado Echegaray, Esq., margarita.mercado@us.dlapiper.com  
Yahaira De la Rosa Algarín, Esq., yahaira.delarosa@us.dlapiper.com

Pursuant to Sections 8.03 and 8.04 of the Puerto Rico Energy Bureau (“Energy Bureau”) Regulation No. 8543 of Adjudicative Procedures, Notices of Non-Compliance, Rate Review and Investigations of December 18, 2014 (“Regulation 8543”), please answer in writing, separately, and in accordance with the instructions and definitions set forth below, the following interrogatories and requests for production documents.

This request is issued pursuant to the Resolution and Order issued by the Puerto Rico Energy Bureau (“PREB”) on April 8, 2021 (“April 8<sup>th</sup> Resolution and Order”), as amended by the Resolution and Order of August 9, 2021 that allowed LUMA to conduct discovery on the testimonies filed by intervenors, and by the Resolutions and Orders of

September 27, 2021, and October 20, 2021, that amended the procedural calendar in this proceeding.

Pursuant to the April 8<sup>th</sup> Resolution and Order, answers should be provided within ten (10) days.

Several of the interrogatories and the request for production of documents included herein were necessary to follow up on the First Set of Interrogatories and Request for Production of Documents. LUMA reserves the right to seek an order from the PREB if the requests are not answered.

#### GENERAL INSTRUCTIONS

1. These interrogatories and requests for production of documents must be answered in writing and in full, providing all information of which the party to whom it is addressed is aware, either by own knowledge or by information obtained by its legal representation, employees, agents, agents or representatives, or as a result of any investigation.

2. If any of these interrogatories and requests for the production of documents cannot be answered fully, please answer to the extent possible and provide whatever information, knowledge, or belief you have concerning the unanswered portion. Additionally, please provide a description, name, and address of the persons who, in your opinion, may have the information or knowledge to answer the questions or interrogations or any part of them that you have not been able to answer. If the information provided by you in your replies is not within your personal knowledge, you must provide the name and address of the person who has personal knowledge of the information and how you obtained it.

3. If you object to an interrogatory or request for the production of documents, specify the precise ground or basis for your objection. If you object to a portion of an interrogatory, answer that portion of the interrogatory to which you do not object, and specify the precise portion of the interrogatory to which an objection is made and the precise ground or basis for your objection.

4. If after serving an answer to an interrogatory or request for production of documents you obtain or become aware of any further knowledge pertaining to the subject matter of such interrogatory, amended answers setting forth such information must be provided.

5. If any of the requested documents have been produced, please state so, identifying the document specifically enough to be identified in the previous production.

6. The obligation to answer these interrogatories and requests for the production of documents is continuous and uninterrupted in nature. If you, your legal representation, employees, agents, agents or representatives subsequently acquire, directly or indirectly, knowledge of additional information related to any of these interrogations and requests, you are required to notify additional or supplementary answers to them.

7. Pursuant to Section 8.01(G) of Regulation 8543, you are warned that if any knowledge, document, or matter related to what is asked in these interrogations and requests is not reported after the answer to them has been submitted by means of an additional answer, the appropriate sanctions may be requested against you. Likewise, LUMA will object in the administrative hearing to the presentation of any evidence related to them, and that has not been disclosed through timely answers or additional answers to discovery.

8. Your responses must comply with Attachment A to the April 8<sup>th</sup> Resolution and Order:

1. Any information requirement, request for production of documents, or any other discovery requirement must be sent in a **searchable portable document format** (*i.e.*, PDF) via e-mail to the party to whom the request is made. Parties need not file a physical copy of the discovery request with the Energy Bureau's Clerk.
2. All discovery requests shall be sent via e-mail by the requesting party's authorized representative to the Energy Bureau and to the e-mail in record of each intervenor. It will not be necessary for a discovery request to include the signature of the requesting party's authorized representative. Parties may use electronic signatures when sending such documents.
3. When answering any discovery request, the responding party shall notify its responses to the requesting party, all other intervenors, and the Energy Bureau via e-mail. Responses to any discovery request must be filed in a **searchable** PDF unless the filed document native nature does not support a PDF filing (*e.g.*, Excel Files). All answers must be notified by the responding party's authorized representative. All Excel files or files with a similar format, shall be submitted in native form with formulae intact.
4. If due to its size, a document cannot be sent via e-mail, the responding party shall deliver it to the requesting party, all other intervenors, and to the Energy Bureau, using a portable drive (*e.g.*, USB memory stick) or a cloud-based storage service (*e.g.*, Dropbox, OneDrive, Google Drive, etc.).
5. With the purpose of easing the discovery process, the Energy Bureau has determined to exempt all parties in the instant proceeding from the requirement that all answers to a discovery request be physically signed and notarized.
6. Each discovery response must clearly identify the person providing the answer to each question or requirement and include a certification regarding that, to the best of his/her knowledge, all answers provided are true and correct, and none of the information provided is willingly misleading.
7. Physical copies of responses to discovery request need not be filed with the Energy Bureau's Clerk.
8. Should any party claim confidential treatment of the information provided in response to a discovery request, or a portion thereof, said party shall

follow the guidelines set forth by the Energy Bureau in its August 31, 2016 Resolution, Case No. CEPR-MI-2016-0009, as amended.

9. All e-mail sent to the Energy Bureau shall be sent to all three (3) of the following addresses: [secretaria@jrsp.pr.gov](mailto:secretaria@jrsp.pr.gov), [legal@jrsp.pr.gov](mailto:legal@jrsp.pr.gov), and [viacaron@jrsp.pr.gov](mailto:viacaron@jrsp.pr.gov).

## DEFINITIONS

The definitions below should be considered applicable to the discovery required in this document and any subsequent discovery request.

1. The term “document” is used as broadly as possible, without restrictions or limitations. The term “document” means all written, recorded, typed, stenographic or graphic materials of any kind (including originals, copies and drafts) which are in your possession, custody or control, including, without being limited to: electronic communications (e-mail), correspondence, letters, memoranda of any kind, notes, diaries, statistics, contracts, reports, studies, checks, receipts, bills, invoices, summaries, bulletins, pamphlets, minutes, notes of meetings, and other related communications; records of any kind including photographs, negatives, slides, charts, graphs, microfiche, microfilms, videotapes, recordings; all electronically stored information (“ESI”) contained in any computer database, mobile phones, handheld mobile devices, or “cloud” storage devices; electronic, mechanical or electric recordings, including tapes, cassettes, disk recordings, printouts and blueprints, schematics and other representative drawings of any kind including but not limited to data sheets, propaganda material, agreements, newspaper clippings or articles or publications, books, cablegrams, financial statements, and income tax returns, including supporting materials; as well as audio recordings, including voicemails.

2. The term “computer” shall include but is not limited to microcomputers (also known as personal computers or desktops), laptop computers, portable computers, personal digital assistants, smartphones (such as Blackberrys, iPhones, or Androids), minicomputers, and mainframe computers.

3. The term “electronic data” means all information stored in a digital format. Electronic data includes, but is not limited to, electronic mail messages and attachments, contacts, journal entries, calendar entries, word processing documents, spreadsheets, databases including all records and fields and structural information, charts, graphs, and any miscellaneous files responsive to the following requests. The responding party is expected to search for any information stored on hard disks, floppy disks, CDs, DVDs, USB devices, Personal Digital Assistants (such as Palm Pilots, Blackberrys, and Treos), and in any other vehicle for digital data storage and/or transmittal. The term electronic data also includes the file, folder tabs and/or containers, and labels appended to, or associated with, any physical storage device associated with the information described above.

4. The term “person” shall mean any natural person, individual, proprietorship, partnership, firm, corporation, association, organization, joint venture, or any other kind of business, enterprise, governmental body, group of natural persons, or other entity.

5. The term “communication” means any oral or written transmittal or receipt of words or information, by whatever manner or means, and regardless of how or by whom the communication was initiated. It shall include any contact between two or more persons, including, without limitation, written contract by such means as a letter, memorandum, telegram, telex, e-mail, facsimile, or any document, and oral contact by

such means as face-to-face meeting or telephone. Reference to communications with professional associations, governmental entities, or business entities shall be deemed to include all officers, directors, employees, agents, or other representatives of such entities.

6. The term “statement” refers to any communication, written or oral, formal or informal.

7. The term “identify” regarding documents means to state the type, the author, signatory, addressee, and person in possession of the document, as well as a description of the substance of the document. Concerning persons, “identify” means to state the name, business, place of residence, and occupation of the person.

8. As used herein regarding a fact, occurrence, or contention, “referring” or “relating” includes containing, showing, relating to, or referring to the fact, occurrence or contention, whether directly or indirectly. With respect to documents, these phrases are also meant to include documents underlying, supporting, now or previously attached or appended to, or used to prepare any document called for by each interrogatory.

9. The singular includes the plural and vice versa. The words “and” and “or” shall be either conjunctive or disjunctive in such a manner as to specify the broader category of documents or other information. The word “including” means “including without limitation.”

10. Whenever a range of dates is used herein, the dates providing either end of the range are included within the range.

11. “Third party” means any person or entity not named as a party in this proceeding.

12. A request that you “describe” or “identify” a “person” should be considered to include a requirement for the information listed below for each such person:

- i. Full name.
- ii. Residential address, postal address, telephone numbers and e-mail address.
- iii. The name of the person’s current employer, the full name with two surnames of current boss, address, phone numbers and e-mail address of the person’s business or workplace.
- iv. The position in the person’s employment at present, or last known, and in the past five (5) years.

13. A request to “describe” or “identify” a “document” should be considered to include a requirement for the information listed below with respect to each such document:

- i. The nature and content of the documents with sufficient clarity so that they can be accurately identified.
- ii. The type of document (e.g., letter, memorandum, contract, receipt, etc.) and its title, if any.
- iii. The date the document was sent.
- iv. The person who sent the document.
- v. The date the document was received.
- vi. The person or persons who drafted the document or granted it and the identity of all the persons who participated in the preparation of the

document, if they were different from the person who granted or issued it.

- vii. The person or persons to whom the documents were addressed and the people to whom copies were sent.
- viii. If the document was previously there but is no longer in your possession, custody, or control, indicate the disposition made and the date and reason for it. A document is understood to be under your “control” if you have the right to procure the document or a copy from another person in your current possession.
- ix. Any number identifying a file that was used in connection with the document.
- x. The exact address and location of the division, office, file, etc., within that address, where the original of the document or a legible copy of it is located.
- xi. The full name, current address and telephone number of the person or persons who have possession, custody or control of each of the originals or copies referred to above.

14. A request to “describe” or “identify” a “verbal communication” should be considered to include a requirement for the information listed below with respect to each such oral communication:

- i. The date and place when and where it was carried out.
- ii. Specify if the verbal communication was in person or by phone.

- iii. A description of each person who participated in or listened to the entire conversation or part of the verbal communication.
- iv. The content of what was said by each person who participated in such verbal communication.
- v. A chronological description of all documents related to the verbal communication referred to.

15. The term “you” or “your” refers to the party or intervenor in this proceeding and includes their respective consultants, contractors, agents, and representatives.

16. All other terms and definitions are to be interpreted in their common, ordinary sense, or where applicable, in a sense commonly understood in Puerto Rico.

#### INTERROGATORIES

These interrogatories are issued pursuant to Section 8.03 of Regulation No. 8543.

1. Please indicate the major(s) of your undergraduate degree.
2. Please describe in detail which specific areas of civil law you practice in your private practice.
3. Please indicate what has been or was your role as an expert witness in family law, as stated in your response to Interrogatory Number 13.
4. Please indicate how many informal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.
5. Please indicate how many formal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.
6. Regarding your response to Interrogatory No. 7, where you state that you do not remember the details of your legal representation of customers in a case against

the Puerto Rico Electric Power Authority due to the time that has elapsed, please provide the dates (day, month and year) or the years, of those representations. Please indicate if there are files or documents that you could access to refresh your memory to answer Interrogatory No. 7.

7. Please explain in detail what you mean by “la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones,” as stated in your responses to Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50.

a. Please indicate whose experience you are referring to. Please include the names of the persons and their positions.

b. Please indicate whose functions you are referring to. Please describe in detail the functions, the names of the persons in charge of those functions, and their positions.

8. Please indicate if the Independent Consumer Protection Office measures its ability to support consumers and keeps logs of how many consumers are served per day, month and year. If answered in the affirmative, please explain in detail how the information is tracked and classified.

9. Please indicate if you and/or the Independent Consumer Protection Office keep records of the consumers’ feedback and/or input regarding the quality of the customer service offered by an electric power service company. Please provide any data, statistics, logs, files, or documents that support your answer.

10. Regarding your answer to Interrogatory No. 27, please clarify if your response refers to claims filed with the electric utility, complaints that are filed before the

Energy Bureau, issues brought by any customer to the attention of the Independent Consumer Protection Office, or a combination thereof.

11. Please indicate if you have experience designing a customer complaint rate performance metric. If you answer in the affirmative, please explain what your experience was.

12. Please indicate if you have experience implementing a customer complaint rate performance metric. If you answer in the affirmative, please explain what your experience was.

13. Please enumerate what types of complaints a customer can file before the Puerto Rico Energy Bureau due to the utility's performance. Also, please describe each type of complaint and the nomenclature that the Puerto Rico Energy Bureau assigns to each type of complaint, such as QR or RV numbers

14. Please enumerate what types of claims or complaints a customer can file before LUMA (or PREPA prior to June 1, 2021) due to the utility's performance.

15. Regarding your response to Interrogatories Nos. 26 and 43, please indicate the names of the Independent Consumer Protection Office employees whose experience was the basis for your testimony in this proceeding.

16. Regarding your response to Interrogatories Nos. 27 and 33, please provide any data or documents of the orientations you refer to and that you reviewed or considered prior to submitting your testimony. Please include the day, month, and year when the orientations took place, the subject matters of the orientations. Also, identify those orientations that led the customer to file a complaint with the Puerto Rico Energy

Bureau and provide the case names that the Puerto Rico Energy Bureau assigned to each complaint

17. Regarding your response to Interrogatory No. 30, please indicate how many of the claims you reviewed or considered in connection with your testimony were filed against LUMA by customers for high electricity consumption. Please include the day, month, and year when those claims were filed. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

18. Of those claims as to which the Independent Consumer Protection Office is aware, please indicate what number or percentage of the claims involved the Puerto Rico Electric Power Authority verifying a meter reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

19. Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved LUMA verifying that a meter was reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

20. Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved advising a customer of their electricity consumption. Please provide separate figures for claims involving Puerto Rico Electric Power Authority and LUMA. Also, please provide the case numbers that the

Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

21. Regarding your response to Interrogatory No. 33, where you state that “[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA,” please state if, in preparation for your testimony, you requested access to review the information that you claim is under the control of LUMA.

22. Regarding your response to Interrogatory No. 33, where you state that “[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA,” please state if, in preparation for your testimony, you reviewed any complaints filed by customers before the PREB. If you answer in the affirmative, provide a list of the complaints you reviewed, including the case numbers for those complaints assigned by the PREB.

23. In your experience regarding the claims filed and heard by the Puerto Rico Energy Bureau, what percentage are related to interconnections or net metering. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each of those claims.

24. Regarding your response to Interrogatory No. 40, please indicate the percentage or quantity of those customers that do not pursue their right to seek review or an appeal. Please indicate how the Independent Consumer Protection Office calculates that percentage or number. Also, please indicate how many customers do not pursue their right to seek review because of not knowing their procedural rights.

25. Regarding your response to Interrogatory No. 40, which interrogatory requested the basis for your statement on page 9, lines 137-142 of your testimony, that

“based on our experience, a high percentage of customers entitled to file appeals for review and/or complaints before the Energy Bureau, choose not to submit to the process because they are unaware of their rights, others understand that the process before the Bureau is a complex one or because the amount claimed is less than the cost and time that could be involved in pursuing the claim,” please state, in your experience, what are the types of “appeals” that customers are entitled to file before the PREB and the claims or controversies that customers may present in those appeals. Please describe each type of “appeal” and the nomenclature that the Puerto Rico Energy Bureau assigns to each type, for example, if they are assigned QR or RV numbers.

26. Regarding your responses to Interrogatories Nos. 40, 41, and 42, please state if the Independent Consumer Protection Office informs all consumers with a potential right to file an “appeal” of their rights and the process to follow to submit an “appeal”. If you answer in the affirmative, please state and explain the advice or information that the Independent Consumer Protection Office provides to consumers.

27. Regarding your response to Interrogatory No. 41, please indicate the costs for customers to pursue their right to seek review or an “appeal”. Please indicate how the Independent Consumer Protection Office calculates those costs. Also, please indicate how many customers do not pursue their right to seek review or “appeal” because of costs.

28. Regarding your response to Interrogatory No. 42, please indicate the complexities the customers complain about for deciding not to pursue their right to seek review or an “appeal”. Please indicate how the Independent Consumer Protection Office

calculates those costs. Also, please indicate how many customers do not pursue their right to seek review or an “appeal” due to the complexity of the process.

29. Regarding your responses to Interrogatories Nos. 45 and 47, please specify how many customers have indicated dissatisfaction with LUMA’s service. Please indicate when, including day, month and year, the dissatisfaction was informed to the Independent Consumer Protection Office.

30. Regarding your responses to Interrogatories Nos. 45 and 47, please indicate if the Independent Consumer Protection Office measures and/or tracks the number of those customers. Also, please clarify if your response is based on the knowledge of other employees or contractors of the Independent Consumer Protection Office.

31. Regarding your responses to Interrogatory No. 45 , please specify how many customers have indicated dissatisfaction to the Independent Consumer Protection Office with the Puerto Rico Electric Power Authority’s service. Please indicate when, including day, month and year, the dissatisfaction was informed to the Independent Consumer Protection Office.

32. Regarding your responses to Interrogatory No. 45, please indicate if the Independent Consumer Protection Office measures and/or tracks the number of customers that express dissatisfaction with the Puerto Rico Electric Power Authority’s service. Also, please clarify if your response is based on the knowledge of other employees or contractors of the Independent Consumer Protection Office.

33. Please indicate if you reviewed metrics employed by other utilities in the United States to measure customer satisfaction or customer complaints in preparation for your testimony.

34. Please explain how customer satisfaction may be measured based on the incidence or number of customer complaints. Please provide the data or studies that support your answer.

### REQUEST FOR PRODUCTION OF DOCUMENTS

This request for the production of documents is issued pursuant to Section 8.04 of Regulation No. 8543.

1. Please provide a copy of your Curriculum Vitae or Resume.

### **RESPECTFULLY SUBMITTED.**

We hereby certify that, as required by the Energy Bureau in the April 8<sup>th</sup> Resolution and Order, Attachment A, and by Section 8.01(K) of Energy Bureau Regulation 8543, we will send an electronic copy of this request to the attorneys for PREPA, Joannely Marrero-Cruz, [jmarrero@diazvaz.law](mailto:jmarrero@diazvaz.law); and Katiuska Bolaños-Lugo, [kbolanos@diazvaz.law](mailto:kbolanos@diazvaz.law), the Office of the Independent Consumer Protection Office, Hannia Rivera Diaz, [hrivera@jrsp.pr.gov](mailto:hrivera@jrsp.pr.gov), and counsel for the Puerto Rico Institute for Competitiveness and Sustainable Economy ("ICSE"), Fernando Agrait, [agraitfe@agrailawpr.com](mailto:agraitfe@agrailawpr.com), counsel for the Colegio de Ingenieros y a de Puerto Rico ("CIAPR"), Rhonda Castillo, [rhoncat@netscape.net](mailto:rhoncat@netscape.net), and counsels for Comité Diálogo Ambiental, Inc., El Puente de Williamsburg, Inc., Enlace Latino de Acción Climatica, Alianza Comunitaria Ambientalista del Sureste, Inc., Coalicion de Organizaciones Anti-Incineración, Inc., Amigos del Río Guaynabo, Inc., CAMBIO, Sierra Club and its Puerto Rico Chapter, and Unión de Trabajadores de la Industria Eléctrica y Riego (jointly, Puerto Rico Local and Environmental Organizations), [larroyo@earthjustice.org](mailto:larroyo@earthjustice.org), [rstgo2@gmail.com](mailto:rstgo2@gmail.com), [notificaciones@bufete-emmanueli.com](mailto:notificaciones@bufete-emmanueli.com), [pedrosaade5@gmail.com](mailto:pedrosaade5@gmail.com), [jessica@bufete-emmanueli.com](mailto:jessica@bufete-emmanueli.com); [rolando@bufete-emmanueli.com](mailto:rolando@bufete-emmanueli.com).

An electronic copy of this request will also be sent to: [atorres@jrsp.pr.gov](mailto:atorres@jrsp.pr.gov); [secretaria@jrsp.pr.gov](mailto:secretaria@jrsp.pr.gov); and [legal@jrsp.pr.gov](mailto:legal@jrsp.pr.gov).

In San Juan, Puerto Rico, this 28th day of December 2021.



**DLA Piper (Puerto Rico) LLC**  
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San Juan, PR 00901-1969  
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*Exhibit IV*  
*Answer to Second Set of Interrogatories and Request for Production of Documents*

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

IN RE: PERFORMANCE METRICS  
TARGETS FOR LUMA ENERGY,  
LLC

CASE NO.: NEPR-AP-2020-0025

SUBJECT: RESPONSE TO SECOND SET  
OF INTERROGATORIES AND  
REQUEST FOR PRODUCTION OF  
DOCUMENTS

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**RESPONSE TO SECOND SET OF INTERROGATORIES AND  
REQUEST FOR PRODUCTION OF DOCUMENTS**

**TO:** LUMA Energy, LLC as ManagementCo and  
LUMA Energy ServCo, LLC as ServCo (together, "LUMA")  
Through counsels:  
Margarita Mercado Echagaray, [margarita.mercado@us.dlapiper.com](mailto:margarita.mercado@us.dlapiper.com)  
Yahaira De la Rosa, [Yahaira.delarosa@us.dlapiper.com](mailto:Yahaira.delarosa@us.dlapiper.com)

**FROM:** INDEPENDENT CONSUMER PROTECTION OFFICE  
Through counsels:  
Hannia Rivera Díaz, director, [hrivera@jrsp.pr.gov](mailto:hrivera@jrsp.pr.gov)  
Pedro E. Vázquez Meléndez, [contratistas@jrsp.pr.gov](mailto:contratistas@jrsp.pr.gov)

The Independent Consumer Protection Office (hereinafter, "ICPO"), by and through their legal counsels, hereby submit this Response to Second Set of Interrogatories and Request for Production of Documents to LUMA Energy, LLC as ManagementCo and LUMA Energy ServCo, LLC as ServCo (together, "LUMA") provided by Beatriz González, Esq., witness on behalf of the ICPO.

**I. ICPO'S RESPONSES TO LUMA'S REQUEST**

**LUMA'S REQUEST 02-01:** Please indicate the major(s) of your undergraduate degree.

**RESPONSE:**

Poseo un bachillerato en Administración de Empresa con concentración en Gerencia.

**LUMA'S REQUEST 02-02:** Please describe in detail which specific areas of civil law you practice in your private practice.

**RESPONSE:**

Se objeta por irrelevante.

**LUMA'S REQUEST 02-03:** Please indicate what has been or was your role as an expert witness in family law, as stated in your response to Interrogatory Number 13.

**RESPONSE:**

Se objeta por irrelevante.

**LUMA'S REQUEST 02-04:** Please indicate how many informal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

**RESPONSE:**

Se objeta por vaga. Favor de definir el término de "informal complaints", junto con su traducción. De igual forma, favor de definir el término "managed".

**LUMA'S REQUEST 02-05:** Please indicate how many formal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

**RESPONSE:**

Se objeta por vaga. Favor de definir el término de "formal complaints", junto con su traducción. De igual forma, favor de definir el término "managed".

**LUMA'S REQUEST 02-06:** Regarding your response to Interrogatory No. 7, where you state that you do not remember the details of your legal representation of customers in a case against the Puerto Rico Electric Power Authority due to the time that has elapsed, please provide the dates (day, month and year) or the years, of those representations. Please indicate if there are files or documents that you could access to refresh your memory to answer Interrogatory No. 7.

**RESPONSE:**

La información solicitada no puede ser provista. No tengo manera de validar o recordar lo solicitado. No tengo en mi posesión récord alguno que pudiera producir.

**LUMA'S REQUEST 02-07:** Please explain in detail what you mean by “la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones,” as stated in your responses to Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50.

- a. Please indicate whose experience you are referring to. Please include the names of the persons and their positions.
- b. Please indicate whose functions you are referring to. Please describe in detail the functions, the names of the persons in charge of those functions, and their positions.

**RESPONSE:**

La Oficina Independiente de Protección al Consumidor fue creada para educar, orientar, asistir y representar a los clientes de los servicios bajo la jurisdicción de la Junta Reglamentadora de Servicio Público de Puerto Rico. De manera que, en cumplimiento de sus deberes, la OIPC atiende todo tipo de consumidor quienes acueden en busca de los servicios de la oficina para cualquier tipo de asunto que estos tengan ante la utilidad. Es precisamente el cumplimiento de sus deberes que le provee la experiencia a la oficina sobre los temas que se plantean en mi testimonio.

Con relacion a la pregunta 7(a) y 7(b) nos referimos a la definición número 15 brindada por la requiriente en su interrogatorio a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.

**LUMA'S REQUEST 02-08:** Please indicate if the Independent Consumer Protection Office measures its ability to support consumers and keeps logs of how many consumers are served per day, month and year. If answered in the affirmative, please explain in detail how the information is tracked and classified.

**RESPONSE:**

Sí, la OIPC mantiene un registro diario de todos los consumidores que procuran nuestros servicios. Se recopila la información personal de cada consumidor, lo que incluye el nombre completo, municipio de residencia, número de teléfono, correo electrónico, relación de hechos que motivaron la consulta, funcionario que lo asistió y materia de la consulta. Al final de cada mes, se contabiliza el número total de consumidores asistidos y la cantidad de consumidores por materia.

**LUMA'S REQUEST 02-09:** Please indicate if you and/or the Independent Consumer Protection Office keep records of the consumers' feedback and/or input regarding the quality of the customer service offered by an electric power service company. Please provide any data, statistics, logs, files, or documents that support your answer.

**RESPONSE:**

En el desempeño de nuestras funciones, ciertamente entramos en conocimiento sobre el sentir del consumidor en cuanto al desempeño de la utilidad. No obstante, para la OIPC no resulta necesario recopilar dicha data ya que dentro de nuestras funciones no se encuentra medir el desempeño de las compañías del servicio eléctrico.

**LUMA'S REQUEST 02-10:** Regarding your answer to Interrogatory No. 27, please clarify if your response refers to claims filed with the electric utility, complaints that are filed before the Energy Bureau, issues brought by any customer to the attention of the Independent Consumer Protection Office, or a combination thereof.

**RESPONSE:**

Nos referimos a la cantidad de reclamaciones radicadas ante la utilidad.

**LUMA'S REQUEST 02-11:** Please indicate if you have experience implementing a customer complaint rate performance metric. If you answer in the affirmative, please explain what your experience was.

**RESPONSE:**

No.

**LUMA'S REQUEST 02-12:** Please indicate if you have experience implementing a customer complaint rate performance metric. If you answer in the affirmative, please explain what your experience was.

**RESPONSE:**

No.

**LUMA'S REQUEST 02-13:** Please enumerate what types of complaints a customer can file before the Puerto Rico Energy Bureau due to the utility's performance. Also, please describe each type of complaint and the nomenclature that the Puerto Rico Energy Bureau assigns to each type of complaint, such as QR or RV numbers.

**RESPONSE:**

Favor de referirse a las líneas 78-82, 85-87, 98-99 y 118-121 de mi testimonio.

**LUMA'S REQUEST 02-14:** Please enumerate what types of claims or complaints a customer can file before LUMA (or PREPA prior to June 1, 2021) due to the utility's performance.

**RESPONSE:**

Favor de referirse a las líneas 78-82 de mi testimonio.

**LUMA'S REQUEST 02-15:** Regarding your response to Interrogatories Nos. 26 and 43, please indicate the names of the Independent Consumer Protection Office employees whose experience was the basis for your testimony in this proceeding.

**RESPONSE:**

Tal y como se indicó en la respuesta a la pregunta 02-07 nos referimos a la definición número 15 brindada por la requirente en su interrogatorio, a los efectos de que el término "your" en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes".

**LUMA'S REQUEST 02-16:** Regarding your response to Interrogatories Nos. 27 and 33, please provide any data or documents of the orientations you refer to and that you reviewed or considered prior to submitting your testimony. Please include the day, month, and year when the orientations took place, the subject matters of the orientations. Also, identify those orientations that led the customer to file a complaint with the Puerto Rico Energy Bureau and provide the case names that the Puerto Rico Energy Bureau assigned to each complaint.

**RESPONSE:**

La respuesta brindada al interrogatorio número 27 y 33 no hace referencia a documentación alguna. Lo aseverado en el testimonio está fundamentado en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación del mismo.

**LUMA'S REQUEST 02-17:** Regarding your response to Interrogatory No. 30, please indicate how many of the claims you reviewed or considered in connection with your testimony were filed against LUMA by customers for high electricity consumption. Please include the day, month, and year when those claims were filed. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

**RESPONSE:**

Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. De igual forma, nos sostenemos en que la cantidad de reclamaciones sobre alto consumo es información bajo el control de LUMA.

En relación a la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a la querrela formal.

**LUMA'S REQUEST 02-18:** Of those claims as to which the Independent Consumer Protection Office is aware, please indicate what number or percentage of the claims involved the Puerto Rico Electric Power Authority verifying a meter reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

**RESPONSE:**

Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.

En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.

**LUMA'S REQUEST 02-19:** Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved LUMA verifying that a meter was reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

**RESPONSE:**

La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.

En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.

**LUMA'S REQUEST 02-20:** Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved advising a customer of their electricity consumption. Please provide separate figures for claims involving Puerto Rico Electric Power Authority and LUMA. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

**RESPONSE:**

La cantidad de reclamaciones relacionadas a consumo de energía es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.

En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.

**LUMA'S REQUEST 02-21:** Regarding your response to Interrogatory No. 33, where you state that "[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA," please state if, in preparation for your testimony, you requested access to review the information that you claim is under the control of LUMA.

**RESPONSE:**

La información sobre el número de reclamaciones radicadas ante la utilidad fue información requerida a LUMA por la OIPC en el documento intitulado "*First Requirement of Information*", en particular, mediante las preguntas ICPO 01-19, ICPO 01-23, ICPO 01-24 y ICPO 01-26. No obstante, dicha información no fue provista por LUMA.

**LUMA'S REQUEST 02-22:** Regarding your response to Interrogatory No. 33, where you state that "[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA," please state if, in preparation for your testimony, you reviewed any complaints filed by customers before the PREB. If you answer in the affirmative, provide a list of the complaints you reviewed, including the case numbers for those complaints assigned by the PREB.

**RESPONSE:**

Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-33, en que dicha declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación de nuestro testimonio.

**LUMA'S REQUEST 02-23:** In your experience regarding the claims filed and heard by the Puerto Rico Energy Bureau, what percentage are related to interconnections or net metering. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each of those claims.

**RESPONSE:**

Se objeta el presente interrogatorio por solicitar información de la cual LUMA tiene acceso a través de los archivos públicos del Negociado.

**LUMA'S REQUEST 02-24:** Regarding your response to Interrogatory No. 40, please indicate the percentage or quantity of those customers that do not pursue their right to seek review or an appeal. Please indicate how the Independent Consumer Protection Office calculates that percentage or number. Also, please indicate how many customers do not pursue their right to seek review because of not knowing their procedural rights.

**RESPONSE:**

En el desempeño de nuestras funciones, ciertamente entramos en conocimiento sobre el sentir del consumidor en cuanto a optar por someterse o no al proceso adjudicativo ante el Negociado. No obstante, debido a nuestras funciones, para la OIPC no resulta necesario recopilar dicha data.

**LUMA'S REQUEST 02-25:** Regarding your response to Interrogatory No. 40, which interrogatory requested the basis for your statement on page 9, lines 137-142 of your testimony, that "based on our experience, a high percentage of customers entitled to file appeals for review and/or complaints before the Energy Bureau, choose not to submit to the process because they are unaware of their rights, others understand that the process before the Bureau is a complex one or because the amount claimed is less than the cost and time that could be involved in pursuing the claim," please state, in your experience, what are the types of "appeals" that customers are entitled to file before the PREB and the claims or controversies that customers may present in those appeals. Please describe each type of "appeal" and the nomenclature that the Puerto Rico Energy Bureau assigns to each type, for example, if they are assigned QR or RV numbers.

**RESPONSE:**

Los recursos de revisión que pueden ser radicados ante el Negociado son aquellos establecidos en el Artículo 6.27 de la Ley 57-2014, sobre la determinación final de la utilidad sobre las objeciones de facturas. Este tipo de recurso es identificado por el Negociado como NEPR-RV-.

**LUMA'S REQUEST 02-26:** Regarding your responses to Interrogatories Nos. 40, 41, and 42, please state if the Independent Consumer Protection Office informs all consumers with a potential right to file an "appeal" of their rights and the process to follow to submit an "appeal". If you answer in the affirmative, please state and explain the advice or information that the Independent Consumer Protection Office provides to consumers.

**RESPONSE:**

Sí, los consumidores atendidos por la OIPC siempre son orientados sobre el proceso de revisión ante el Negociado de Energía. Se le orienta sobre el proceso establecido en la Ley 57-2014, supra, y los reglamentos aplicables, incluyendo los términos que posee el consumidor para así hacerlo. Dicha orientación puede ser verbal, por correo electrónico o mediante el envío de folletos informativos.

**LUMA'S REQUEST 02-27:** Regarding your response to Interrogatory No. 41, please indicate the costs for customers to pursue their right to seek review or an "appeal". Please indicate how the Independent Consumer Protection Office calculates those costs. Also, please indicate how many customers do not pursue their right to seek review or "appeal" because of costs.

**RESPONSE:**

En el desempeño de nuestras funciones, ciertamente entramos en conocimiento sobre el sentir del consumidor en cuanto al esfuerzo, en términos de tiempo y el costo, en caso de necesitar la contratación de un representante legal que lo represente ante el Foro versus la cuantía objetada, la cual varía de consumidor en consumidor. No obstante, debido a las funciones que realiza la OIPC no resulta necesario recopilar dicha data.

**LUMA'S REQUEST 02-28:** Regarding your response to Interrogatory No. 42, please indicate the complexities the customers complain about for deciding not to pursue their right to seek review or an "appeal". Please indicate how the Independent Consumer Protection Office calculates those costs. Also, please indicate how many customers do not pursue their right to seek review or an "appeal" due to the complexity of the process.

**RESPONSE:**

Cualquier proceso administrativo, por su naturaleza, resulta oneroso para un consumidor lego. Tanto los requisitos de forma, notificaciones, procesos con antelación a la vista, proceso de vista, entre otros asuntos, son algunas de las complicaciones a las que se tendría que enfrentar el consumidor en caso de no estar representado legalmente por la OIPC o por abogado privado.

**LUMA'S REQUEST 02-29:** Regarding your responses to Interrogatories Nos. 45 and 47, please specify how many customers have indicated dissatisfaction with LUMA's service. Please indicate when, including day, month and year, the dissatisfaction was informed to the Independent Consumer Protection Office.

**RESPONSE:**

En el desempeño de nuestras funciones, ciertamente entramos en conocimiento sobre el sentir del consumidor en cuanto al desempeño de la utilidad. No obstante, para la OIPC no resulta necesario recopilar dicha data ya que dentro de nuestras funciones no se encuentra medir el desempeño de las compañías del servicio eléctrico.

**LUMA'S REQUEST 02-30:** Regarding your responses to Interrogatories Nos. 45 and 47, please indicate if the Independent Consumer Protection Office measures and/or tracks the number of those customers. Also, please clarify if your response is based on the knowledge of other employees or contractors of the Independent Consumer Protection Office.

**RESPONSE:**

No, para la OIPC no resulta necesario recopilar dicha data ya que dentro de nuestras funciones no se encuentra medir el desempeño de las compañías del servicio eléctrico.

**LUMA'S REQUEST 02-31:** Regarding your responses to Interrogatory No. 45, please specify how many customers have indicated dissatisfaction to the Independent Consumer Protection Office with the Puerto Rico Electric Power Authority's service. Please indicate when, including day, month and year, the dissatisfaction was informed to the Independent Consumer Protection Office.

**RESPONSE:**

En el desempeño de nuestras funciones, ciertamente entramos en conocimiento sobre el sentir del consumidor en cuanto al desempeño de la utilidad. No obstante, para la OIPC no resulta necesario recopilar dicha data ya que dentro de nuestras funciones no se encuentra medir el desempeño de las compañías del servicio eléctrico.

**LUMA'S REQUEST 02-32:** Regarding your responses to Interrogatory No. 45, please indicate if the Independent Consumer Protection Office measures and/or tracks the number of customers that express dissatisfaction with the Puerto Rico Electric Power Authority's service. Also, please clarify if your response is based on the knowledge of other employees or contractors of the Independent Consumer Protection Office.

**RESPONSE:**

En el desempeño de nuestras funciones, ciertamente entramos en conocimiento sobre el sentir del consumidor en cuanto al desempeño de la utilidad. No obstante, para la OIPC no resulta necesario recopilar dicha data ya que dentro de nuestras funciones no se encuentra medir el desempeño de las compañías del servicio eléctrico.

**LUMA'S REQUEST 02-33:** Please indicate if you reviewed metrics employed by other utilities in the United States to measure customer satisfaction or customer complaints in preparation for your testimony.

**RESPONSE:**

No.

**LUMA'S REQUEST 02-34:** Please explain how customer satisfaction may be measured based on the incidence or number of customer complaints. Please provide the data or studies that support your answer.

**RESPONSE:**

Con relación al tema de satisfacción al cliente, nuestro testimonio provee factores a considerar al momento de establecer una métrica sobre el desempeño de la utilidad y no una métrica específica.

## II. REQUEST FOR PRODUCTION OF DOCUMENTS

This request for the production of documents is issued pursuant to Section 8.04 of Regulation No. 8543.

1. Please provide a copy of your Curriculum Vitae or Resume.

Adjunto se incluye mi Resume.

**CERTIFICACIÓN:**

Yo, Beatriz P. González Álvarez por la presente certifico que las respuestas brindadas en el Primer Pliego de Interrogatorios y Producción de documentos que anteceden, según mi conocimiento, información o creencia, son ciertas.

*f/Beatriz P. González*

Beatriz P. González

RESPECTUOSAMENTE SOMETIDO

CERTIFICO, haber enviado copia fiel y exacta del presente documento a: Joannely Marrero-Cruz, [jmarrero@diazvaz.law](mailto:jmarrero@diazvaz.law), Katiuska Bolaños, [kbolanos@diazvaz.law](mailto:kbolanos@diazvaz.law), Fernando Agrait, [agraitfe@agraitlawpr.com](mailto:agraitfe@agraitlawpr.com), Rhonda Castillo, [rhoncat@nestcape.net](mailto:rhoncat@nestcape.net), [larroyo@airjustice.org](mailto:larroyo@airjustice.org), [rstgo2@gmail.com](mailto:rstgo2@gmail.com), [notificaciones@bufete-emmanuelli.com](mailto:notificaciones@bufete-emmanuelli.com), Pedro Saade, [pedrosaade5@gmail.com](mailto:pedrosaade5@gmail.com), [jessica@bufete-emmanuelli.com](mailto:jessica@bufete-emmanuelli.com), [rolando@bufete-emmanuelli.com](mailto:rolando@bufete-emmanuelli.com), [margarita.mercado@us.dlapiper.com](mailto:margarita.mercado@us.dlapiper.com), [yahaira.delarosa@us.dlapiper.com](mailto:yahaira.delarosa@us.dlapiper.com), [atorres@jrsp.pr.gov](mailto:atorres@jrsp.pr.gov)

En San Juan, Puerto Rico, hoy 18 de enero de 2022.

**OIPC**

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*Exhibit V*  
*Meet and Confer Letter dated January 27, 2022*



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January 27, 2022

**VIA EMAIL [hrivera@jrsp.pr.gov](mailto:hrivera@jrsp.pr.gov), [contratistas@jrsp.pr.gov](mailto:contratistas@jrsp.pr.gov)**

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**Re: In re: Performance Targets for LUMA Energy Servco, LLC, Case No. NEPR-AP-2020-0025**

On December 15, 2020, the Independent Consumer Protection Office (“ICPO”) notified its responses to the *First Set of Interrogatories and Request for Production of Documents* addressed to attorney Beatriz P. González Álvarez served by LUMA Energy, LLC, and LUMA Energy ServCo, LLC (jointly “LUMA”) on December 3, 2021. Subsequently, on January 18, 2022, the ICPO notified the response to the *Second Set of Interrogatories and Request for Production of Documents* served by LUMA on December 28, 2021. LUMA writes in a good-faith effort to address ICPO’s deficient answers. These deficiencies substantially affect LUMA’s ability to prepare its case in the referenced administrative proceeding.

Section 8.03(B) of the *Puerto Rico Energy Bureau’s Regulation on Adjudicative, Notice of Noncompliance, Rate Review, and Investigations Proceedings*, Regulation No. 8543, requires that each interrogatory be fully answered unless it is adequately objected. ICPO’s responses to the Interrogatories, however, are insufficient, as set forth below:

**Interrogatory No. 01-02:**

State whether you, anyone on your behalf or anyone on behalf of the ICPO, conducted any investigation, study, analysis or assessment, in preparation for this testimony filed in this proceeding. If so, indicate:

- a. Name and address of the person who conducted the investigation, study, analysis, or assessment;
- b. Date on which the investigation, study, analysis, or assessment began and date on which it was completed;
- c. Indicate whether any report was issued as a result of such investigation, study, analysis, or assessment.



*Response: Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46.*

**LUMA's Response to ICPO's answer to Interrogatory 01-02:**

ICPO's response is incomplete as it does not specify the date when the review of the information mentioned at page 6, lines 36-46 of the pre-filed testimony, was conducted. The response also fails to specify whether any report was issued as a result of such review. The information is necessary to assess the basis for Mrs. González's testimony at page 4, lines 36-46, its adequacy and sufficiency. Please supplement the response to Interrogatory 01-02 with the requested information.

**Interrogatory No. 01-07:**

Please indicate if you have ever represented a consumer in a case against the Puerto Rico Electric Power Authority. If answered in the affirmative, please identify the case or cases by number and describe the subject matter or subject matters and controversies involved in the case or cases.

*Response: Se objeta este interrogatorio por ser vago e impreciso. Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es sí. No obstante, debido al tiempo transcurrido no recuerdo los pormenores de dicha representación. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.*

**Interrogatory No. 01-08:**

Please indicate if you have ever represented a consumer in a case against LUMA. If so, please identify the case(s) by number and describe the subject matter(s) and controversies involved in the case(s).

*Response: Se objeta este interrogatorio por ser vago e impreciso. Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es no. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.*



LUMA's Response to ICPO's answer to Interrogatories 01-07 and 01-08:

ICPO's responses to these interrogatories are incomplete as they fail to identify the case(s) in which Mrs. González has represented consumers as an outside consultant for the OIPC. The interrogatories are specific in their request for such information. The information is needed to assess Mrs. González's role in connection with consumer complaints against PREPA and/or LUMA. Please supplement the responses accordingly.

**Interrogatory No. 01-11:**

Please indicate if you have testified as a witness in judicial, administrative, or regulatory proceedings. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

*Response: Se objeta por irrelevante.*

LUMA's Response to ICPO's objection to Interrogatory 01-11:

ICPO's objection to Interrogatory No. 01-11 is inapposite. The interrogatory is relevant as it is directed to the discovery of Mrs. González's qualifications and prior experience as a witness. LUMA has the right to assess Mrs. González's qualifications in anticipation of the evidentiary hearing in this proceeding. Please respond with the requested information.

**Interrogatory No. 01-13:**

*Please indicate if you have been qualified as an expert witness in a case and/or proceeding before. If answered in the affirmative, please indicate the cases and/or proceedings in which you have done so.*

*Response: Sí, he sido cualificada como perito en derecho de familia. Se objeta la segunda parte de este interrogatorio por ser irrelevante.*

**Request No. 02-02:**

Please describe in detail which specific areas of civil law you practice in your private practice.

*Response: Se objeta por irrelevante.*

**Request No. 02-03:**

*Please indicate what has been or was your role as an expert witness in family law, as stated in your response to Interrogatory Number 13.*



*Response: Se objeta por irrelevante.*

LUMA's Response to ICPO's objection to Interrogatory No. 01-13 and Requests Nos. 02-02 and 02-03:

The objections raised by ICPO to these Requests are inapplicable. The Requests are relevant as LUMA has the right to conduct discovery on Mrs. González's professional experience and qualifications to render the testimony offered which specially relates to the customer satisfaction metric. Further, Mrs. González's CV does not identify the case in connection with which she served as an expert nor the scope of the testimony, which would put LUMA in position to assess Mrs. González's areas of expertise. Please supplement the response to these Requests by identifying the case(s) in which Mrs. González has served as an expert witness as well as the areas and scope of her expert testimony as well and the general scope of her law practice.

**Interrogatory No. 01-37:**

State the basis for your statement on page 8, lines 124-128 of your testimony, that "other issues such as lack of street lighting and/or lack of electrical service may also result in the filing of a complaint before the Energy Bureau, although the latter is rare." Please provide any data, statistics, or documents that support your statement.

*Response: La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.*

**Interrogatory No. 01-38:**

State the basis for your statement on page 9, lines 131-133 of your testimony, that "claims for damages to domestic appliances due to voltage fluctuations are an example of complaints that never reach the Energy Bureau because the process, as established by the utility, does not provide for it." Please provide any data, statistics, or documents regarding claims for damages to domestic appliances.

*Response: La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones y por el procedimiento interno establecido por la Autoridad de Energía Eléctrica.*

LUMA's Response to ICPO's answer to Interrogatories Nos. 01-37 and 01-38:

ICPO's responses are incomplete as they do not identify with reasonable specificity the information or type of experience on which Mrs. González bases her testimony i.e. interviews with customers or other type of experiences. These interrogatories calls for the production of any data,



statistics or documents regarding the claims for damages to domestic appliances in order to put LUMA in position to assess the sufficiency of the basis of Mrs. González's testimony. If there is no such information, please state that fact in your response. Otherwise, please provide the data, statistics or documents responsive to this Interrogatory.

**Request No. 02-04:**

*Please indicate how many informal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.*

*Response: Se objeta por vaga. Favor de definir el término de "informal complaints", junto con su traducción. De igual forma, favor de definir el término "managed".*

**Request No. 02-05:**

*Please indicate how many formal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.*

*Response: Se objeta por vaga. Favor de definir el término de "formal complaints", junto con su traducción. De igual forma, favor de definir el término "managed".*

**LUMA's Response to ICPO's objection to Requests Nos. 02-04 and 02-05:**

ICPO's objection to Requests Nos. 02-04 and 02-05 is inapplicable. The Requests clearly call for the amount of complaints –formal and informal, respectively—that Mrs. González has managed in her role as contractor or outside counsel for the ICPO. Without waiving any arguments with respect to such objections, LUMA clarifies that the term "formal" and "informal" shall have the meaning ascribed by Mrs. González in her testimony (see, for example, at page 5, lines 59-62 and lines 64-67 and page 6, lines 68-69). The term "managed" refers to whatever role Mrs. González carried out in connection with such complaints. Please supplement ICPO's responses to Requests Nos. 02-04 and 02-05.

**Request No. 02-07:**

Please explain in detail what you mean by "la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones," as stated in your responses to Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50.

- a. Please indicate whose experience you are referring to. Please include the names of the persons and their positions.
- b. Please indicate whose functions you are referring to. Please describe in detail the functions, the names of the persons in charge of those functions, and their positions.



*Response: La Oficina Independiente de Protección al Consumidor fue creada para educar, orientar, asistir y representar a los clientes de los servicios bajo la jurisdicción de la Junta Reglamentadora de Servicio Público de Puerto Rico. De manera que, en cumplimiento de sus deberes, la OIPC atiende todo tipo de consumidor quienes acuden en busca de los servicios de la oficina para cualquier tipo de asunto que estos tengan ante la utilidad. Es precisamente el cumplimiento de sus deberes que le provee la experiencia a la oficina sobre los temas que se plantean en mi testimonio.*

*Con relación a la pregunta 7(a) y 7(b) nos referimos a la definición número 15 brindada por la requiriente en su interrogatorio a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.*

**LUMA’s Response to ICPO’s answer to Request No. 02-07:**

ICPO’s response to Request No. 02-07 is incomplete and non-responsive as it fails to identify the names and positions occupied by the persons with knowledge purportedly arising from their experience in the discharge of their functions. The response also fails to identify whether each of such persons are employees, outside contractors, agents or representatives of the ICPO. The information is needed in order for LUMA to be in position of ascertaining the basis for Mrs. González’s testimony, whether to pursue further discovery as to each of the persons identified and formulate its position as to their knowledge of the areas or matters referred to at Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50. Please supplement the responses with such information and the extent of the knowledge of each person identified therewith. If the ICPO declined to answer, LUMA will pursue remedies before the Energy Bureau, including a motion to strike the testimony of Mrs. González.

**Request No. 02-13:**

Please enumerate what types of complaints a customer can file before the Puerto Rico Energy Bureau due to the utility’s performance. Also, please describe each type of complaint and the nomenclature that the Puerto Rico Energy Bureau assigns to each type of complaint, such as QR or RV numbers.

*Response: Favor de referirse a las líneas 78-82, 85-87, 98-99 y 118-121 de mi testimonio.*

**LUMA’s Response to ICPO’s response to Request No. 02-13:**

ICPO’s response to Request 02-13 is incomplete as it only points to testimony that enumerates the types of complaints that, as per Mrs. González, a customer may file before the PREB but fails to identify the nomenclature used by the PREB to identify each category of administrative complaints mentioned by Mrs. González. Please supplement the response with the information pertaining to the nomenclature.



**Request No. 02-15:**

Regarding your response to Interrogatories Nos. 26 and 43, please indicate the names of the Independent Consumer Protection Office employees whose experience was the basis for your testimony in this proceeding.

*Response: Tal y como se indicó en la respuesta a la pregunta 02-07 nos referimos a la definición número 15 brindada por la requirente en su interrogatorio, a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.*

**LUMA’s Response to ICPO’s objection to Request No. 02-15:**

ICPO’s response to Request No. 02-15 is not responsive as it does not identify by name and title the employees, agents, consultants and representatives whose experience is the basis for Mrs. González’s testimony in this proceeding. The information is needed in order for LUMA to be in position of ascertaining the basis for Mrs. González’s testimony, whether to pursue further discovery as to each of the persons identified and formulate its position as to their knowledge of the areas or matters referred to at Interrogatories 01-07, 01-26 and 01-43. Please supplement the response in order to provide the name and title of such persons and the extent of the knowledge of each person identified therewith. If the ICPO declined to answer, LUMA will pursue any available remedies before the Energy Bureau, including a motion to strike the testimony of Mrs. González.

**Request No. 02-16:**

Regarding your response to Interrogatories Nos. 27 and 33, please provide any data or documents of the orientations you refer to and that you reviewed or considered prior to submitting your testimony. Please include the day, month, and year when the orientations took place, the subject matters of the orientations. Also, identify those orientations that led the customer to file a complaint with the Puerto Rico Energy Bureau and provide the case names that the Puerto Rico Energy Bureau assigned to each complaint.

*Responses: La respuesta brindada al interrogatorio número 27 y 33 no hace referencia a documentación alguna. Lo aseverado en el testimonio está fundamentado en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación del mismo.*

**LUMA’s Response to ICPO’s objection to Request No. 02-16:**

ICPO’s response to Request No. 02-16 is incomplete as it does not include facts relating to the day, month, year and subject matter of the orientations mentioned in the Responses to



Interrogatories Nos. 01-27 and 01-33. Also, the response does not identify the orientations that led the customer to file a complaint with the Puerto Rico Energy Bureau nor does it provide the case names that the Puerto Rico Energy Bureau assigned to each complaint. The information is needed to properly identify such orientations and confirm whether they are relevant to the present proceeding. If the ICPO is unable to provide such information, please state that fact along with the reason for such inability.

**Request No. 02-17:**

Regarding your response to Interrogatory No. 30, please indicate how many of the claims you reviewed or considered in connection with your testimony were filed against LUMA by customers for high electricity consumption. Please include the day, month, and year when those claims were filed. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. De igual forma, nos sostenemos en que la cantidad de reclamaciones sobre alto consumo es información bajo el control de LUMA.*

*En relación a la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a la querrela formal.*

**LUMA's Response to ICPO's objection to Request No. 02-17:**

ICPO's response to Request No. 02-17 is non-responsive as it does not identify with reasonable specificity the information reviewed by Mrs. González in order to respond to Interrogatory No. 01-30. Please note that Interrogatory 01-30 calls for the identification of the information reviewed by Mrs. González. As such, the interrogatory is not related to information within LUMA's control but to obtain the information reviewed by Mrs. González before issuing her pre-filed testimony, that may put LUMA in position of reviewing the basis of Mrs. González's testimony.

With regards to the second part of Request No. 02-17, it is clarified that the information requested refers to basic facts such as the case caption (parties involved in the cases) and any number that identified any such claims referred to by the ICPO in its response to Interrogatory 01-30 and that were filed with the Puerto Rico Energy Bureau. If the complaints were filed with the Energy Bureau, please identify the complaints with the identifying information available to ICPO. Any confidential information may be submitted following the processes set forth by the Energy Bureau regarding management of confidential information.



Please supplement the response to this Request accordingly.

**Request No. 02-18:**

Of those claims as to which the Independent Consumer Protection Office is aware, please indicate what number or percentage of the claims involved the Puerto Rico Electric Power Authority verifying a meter reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.*

**LUMA's Response to ICPO's objection to Request No. 02-18:**

ICPO's response to Request No. 02-18 is incomplete as it does not identify with reasonable particularity any documents reviewed by Mrs. González in order to be in position to render her testimony at page 6, lines 85-87. If Mrs. González did not review any documents or information in order to render such testimony, please state that fact. The interrogatory is not related to information within LUMA's control but to obtain the information reviewed by Mrs. González before issuing her pre-filed testimony, that may put LUMA in position of reviewing the basis of Mrs. González's testimony.

With regards to the second portion of ICPO's response to Request No. 02-18, it is clarified that the information requested refers to basic facts such as the case caption (parties involved in the cases) and any number that identified any such claims referred to by the ICPO in its response to Interrogatory 01-30.

Please supplement the response to this Request in accordance to the foregoing.



**Requests No. 02-19:**

Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved LUMA verifying that a meter was reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.*

**Request No. 02-20:**

Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved advising a customer of their electricity consumption. Please provide separate figures for claims involving Puerto Rico Electric Power Authority and LUMA. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: La cantidad de reclamaciones relacionadas a consumo de energía es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.*



LUMA's Response to ICPO's objection to Requests Nos. 02-19 and 02-20:

ICPO's responses to these requests are incomplete. The interrogatories elicit information on complaints within the knowledge of the ICPO and that form the basis for the testimony of Mrs. González of having advised customers in connection with meter readings on consumption and electricity consumption. They are not related to information within LUMA's control but to obtain the information reviewed by Mrs. González before issuing her pre-filed testimony, that may put LUMA in position of reviewing the basis of Mrs. González's testimony.

With regards to the second portion of ICPO's response to Requests Nos. 02-19 and 02-20, it is clarified that the information requested refers to basic facts such as the case caption (parties involved in the cases) and any number that identified any such claims referred to by the ICPO in its responses. The information is needed to put LUMA in position of assessing the basis of Mrs. González's testimony.

Please supplement the responses in accordance with the foregoing or otherwise state whether the ICPO does not have the information requested. If the ICPO is unable to provide such information, please state that along with the reason for such inability.

**Request No. 02-22:**

Regarding your response to Interrogatory No. 33, where you state that "[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA," please state if, in preparation for your testimony, you reviewed any complaints filed by customers before the PREB. If you answer in the affirmative, provide a list of the complaints you reviewed, including the case numbers for those complaints assigned by the PREB.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-33, en que dicha declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación de nuestro testimonio.*

LUMA's response to ICPO's response to Request No. 02-22:

ICPO's response to this Request is non-responsive as it fails to specify whether Mrs. González reviewed any complaint filed by customers before the PREB in preparation to render her pre-filed testimony. The Request is not related to information within LUMA's control but to obtain the information reviewed by Mrs. González before issuing her pre-filed testimony, that may put LUMA in position of reviewing the basis of Mrs. González's testimony. If she did not review any complaints, please state that fact. Otherwise, please supplement your response with the list of the complaint reviewed, including the case numbers for those complaints assigned by the PREB.



**Request no. 02-23:**

In your experience regarding the claims filed and heard by the Puerto Rico Energy Bureau, what percentage are related to interconnections or net metering. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each of those claims.

*Response: Se objeta el presente interrogatorio por solicitar información de la cual LUMA tiene acceso a través de los archivos públicos del Negociado.*

**LUMA's response to ICPO's response to Request No. 02-23:**

ICPO's response to this Request is non-responsive. The Request is not related to information within LUMA's control but to Mrs. González's experience in connection with claims filed and heard by the PREB. The information is relevant to ascertain the extent of Mrs. González knowledge and basis for her testimony. Accordingly, please respond to the Request.

**Request No. 02-26:**

Regarding your responses to Interrogatories Nos. 40, 41, and 42, please state if the Independent Consumer Protection Office informs all consumers with a potential right to file an "appeal" of their rights and the process to follow to submit an "appeal". If you answer in the affirmative, please state and explain the advice or information that the Independent Consumer Protection Office provides to consumers.

*Response: Sí, los consumidores atendidos por la OIPC siempre son orientados sobre el proceso de revisión ante el Negociado de Energía. Se le orienta sobre el proceso establecido en la Ley 57-2014, supra, y los reglamentos aplicables, incluyendo los términos que posee el consumidor para así hacerlo. Dicha orientación puede ser verbal, por correo electrónico o mediante el envío de folletos informativos.*

**LUMA's response to ICPO's response to Request No. 02-26:**

ICPO's response to Request No. 02-26 is incomplete and unresponsive as it does not state nor explain the information provided to the customers during such orientations. Please explain in detail the rights with regards to which ICPO provides orientation and the information that is provided to the customers during the same.

**Request No. 02-34:**

Please explain how customer satisfaction may be measured based on the incidence or number of customer complaints. Please provide the data or studies that support your answer.



*Response: Con relación al tema de satisfacción al cliente, nuestro testimonio provee factores a considerar al momento de establecer una métrica sobre el desempeño de la utilidad y no una métrica específica.*

LUMA's Response to ICPO's objection to Request No. 02-34:

ICPO's response to request No. 02-34 is incomplete as it does not include the data or studies supporting the response. The data or studies requested are necessary for LUMA to assess the basis of Mrs. González response. If there is no data or studies supporting the answer, please state so. Otherwise, please supplement the response with such information.

We are available to meet and confer, although we believe this letter has thoroughly explained the deficiencies in your discovery responses. If we do not receive your substantive responses to this letter or ICPO's supplemental written discovery responses within the next five (5) days, LUMA will have no choice but to seek the Energy Bureau's intervention. This letter is without waiver of LUMA's right to raise additional issues regarding the discovery responses later.

Sincerely,

*/s/ Margarita Mercado Echegaray*  
Margarita Mercado Echegaray

*Exhibit VI*  
*ICPO's Supplemental Responses to discovery*



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

February 8, 2022

Lcda. Margarita Mercado Echegaray  
DLA Piper (Puerto Rico) LLC  
500 Calle de la Tanca, Suite 401  
San Juan, PR 00901-1969

**RE: NEPR-AP-2020-0025 Performance Targets for LUMA Energy Servco, LLC  
("LUMA")**

**Objections to Answers to First and Second Set of Interrogatories and Production  
of Documents served by LUMA to attorney Beatriz P. González, witness of the  
Independent Consumer Protection Office ("ICPO").**

Dear counselors:

On January 27, 2022, we received your letter objecting the responses given by attorney Beatriz P. Gonzalez to LUMA'S First and Second Set of Interrogatories and Production of Documents. In order to address LUMA's objection, please refer to the following supplemental responses for the beforementioned interrogatories.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-02:**

State whether you, anyone on your behalf or anyone on behalf of the ICPO, conducted any investigation, study, analysis or assessment, in preparation for this testimony filed in this proceeding. If so, indicate:

- a. Name and address of the person who conducted the investigation, study, analysis, or assessment;
- b. Date on which the investigation, study, analysis, or assessment began and date on which it was completed;
- c. Indicate whether any report was issued as a result of such investigation, study, analysis, or assessment.

*Response: Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46.*

### **Respuesta Suplementaria:**

Los documentos indicados en mi testimonio en la página 6, líneas 36 a la 46, como utilizados para la preparación de mi testimonio fueron evaluados de manera continua por lo que no es posible indicar una fecha específica. Puedo proveer un intervalo de fechas, desde la radicación de los testimonios de LUMA en agosto de 2021, hasta el momento previo a la radicación de mi testimonio. Ningún reporte fue realizado como resultado del estudio de los documentos antes indicados.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-07:**

Please indicate if you have ever represented a consumer in a case against the Puerto Rico Electric Power Authority. If answered in the affirmative, please identify the case or cases by number and describe the subject matter or subject matters and controversies involved in the case or cases.

*Response: Se objeta este interrogatorio por ser vago e impreciso. Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es sí. No obstante, debido al tiempo transcurrido no recuerdo los pormenores de dicha representación. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser vago e impreciso, pues no define el término representación. Desconocemos si dicho interrogatorio se refiere a representaciones legales formales, entiéndase comparecencias ante el Negociado de Energía o, a meramente hacer gestiones a favor de un consumidor ante la PREPA.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-08:**

Please indicate if you have ever represented a consumer in a case against LUMA. If so, please identify the case(s) by number and describe the subject matter(s) and controversies involved in the case(s).

*Response: Se objeta este interrogatorio por ser vago e impreciso. Sin renunciar a la objeción antes levantada, si el interrogatorio va dirigido a indagar sobre la representación de algún consumidor previo a iniciar mis funciones como asesora legal externa de la OIPC, la respuesta es no. Si el requerimiento va dirigido a indagar sobre la representación de algún consumidor como parte de mi desempeño como asesora legal externa de la OIPC, la respuesta es sí.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser vago e impreciso, pues no define el término representación. Desconocemos si dicho interrogatorio se refiere a representaciones legales formales, entiéndase comparecencias ante el Negociado de Energía o, a meramente hacer gestiones a favor de un consumidor ante LUMA.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-11:**

Please indicate if you have testified as a witness in judicial, administrative, or regulatory proceedings. If answered in the affirmative, please indicate the cases or proceedings in which you have done so.

*Response: Se objeta por irrelevante.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González como testigo en otros casos, ya sea a nivel judicial, administrativo o regulatorio bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-13:**

Please indicate if you have been qualified as an expert witness in a case and/or proceeding before. If answered in the affirmative, please indicate the cases and/or proceedings in which you have done so.

*Response: Sí, he sido cualificada como perito en derecho de familia. Se objeta la segunda parte de este interrogatorio por ser irrelevante.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González como perito en otros casos, ya sea a nivel judicial, administrativo o regulatorio bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-02:**

Please describe in detail which specific areas of civil law you practice in your private practice.

*Response: Se objeta por irrelevante.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González en su práctica privada bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-03:**

Please indicate what has been or was your role as an expert witness in family law, as stated in your response to Interrogatory Number 13.

*Response: Se objeta por irrelevante.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la objeción levantada a dicho interrogatorio por ser irrelevante. Cualquier referencia a la experiencia de la Lcda. González como perito en otros casos, ya sea a nivel judicial, administrativo o regulatorio bajo ningún concepto la descualifican como testigo de la OIPC en el presente caso.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-37:**

State the basis for your statement on page 8, lines 124-128 of your testimony, that "other issues such as lack of street lighting and/or lack of electrical service may also result in the filing of a complaint before the Energy Bureau, although the latter is rare." Please provide any data, statistics, or documents that support your statement.

*Response: La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones.*

### **Respuesta Suplementaria:**

Refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC, de donde surge la experiencia obtenida utilizada como la base para el testimonio ofrecido en este proceso.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Interrogatory No. 01-38:**

State the basis for your statement on page 9, lines 131-133 of your testimony, that “claims for damages to domestic appliances due to voltage fluctuations are an example of complaints that never reach the Energy Bureau because the process, as established by the utility, does not provide for it.” Please provide any data, statistics, or documents regarding claims for damages to domestic appliances.

*Response: La declaración antes citada está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones y por el procedimiento interno establecido por la Autoridad de Energía Eléctrica.*

### **Respuesta Suplementaria:**

Refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC, de donde surge la experiencia obtenida utilizada como la base para el testimonio ofrecido en este proceso.

En el caso particular de las reclamaciones por daños a enseres por fluctuaciones de voltaje, el procedimiento establecido por la Autoridad y vigente en la actualidad obliga al consumidor a acudir al Tribunal en caso de no estar de acuerdo con la determinación realizada por la utilidad, de forma tal que ninguna de estas reclamaciones llega ante la consideración del Negociado.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-04:**

Please indicate how many informal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

*Response: Se objeta por vaga. Favor de definir el término de "informal complaints", junto con su traducción. De igual forma, favor de definir el término "managed".*

### **Respuesta Suplementaria:**

Se objeta por ser excesivamente amplia al no delimitar el periodo de tiempo para el cual se solicita la información.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-05:**

Please indicate how many formal complaints you have managed as an outside counsel or contractor to the Independent Consumer Protection Office.

*Response: Se objeta por vaga. Favor de definir el término de "formal complaints", junto con su traducción. De igual forma, favor de definir el término "managed".*

### **Respuesta Suplementaria:**

Se objeta por ser excesivamente amplia al no delimitar el periodo de tiempo para el cual se solicita la información.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-07:**

Please explain in detail what you mean by “la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones,” as stated in your responses to Interrogatories Nos. 19, 22, 25, 28, 30, 31, 40, 42, 44, 48, 49, 50.

- a. Please indicate whose experience you are referring to. Please include the names of the persons and their positions.
- b. Please indicate whose functions you are referring to. Please describe in detail the functions, the names of the persons in charge of those functions, and their positions.

*Response: La Oficina Independiente de Protección al Consumidor fue creada para educar, orientar, asistir y representar a los clientes de los servicios bajo la jurisdicción de la Junta Reglamentadora de Servicio Público de Puerto Rico. De manera que, en cumplimiento de sus deberes, la OIPC atiende todo tipo de consumidor quienes acuden en busca de los servicios de la oficina para cualquier tipo de asunto que estos tengan ante la utilidad. Es precisamente el cumplimiento de sus deberes que le provee la experiencia a la oficina sobre los temas que se plantean en mi testimonio.*

*Con relación a la pregunta 7(a) y 7(b) nos referimos a la definición número 15 brindada por la requiriente en su interrogatorio a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interventora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la contestación ofrecida en el interrogatorio 02-07. Según explicado, la pregunta fue dirigida a la OIPC como entidad interventora y como tal, incluye a sus respectivos consultores, contratistas, agentes y representantes. A tales efectos, resulta irrelevante informar el nombre, posición y funciones de cada una de los que laboran o laboraron en la OIPC, ya sea como empleados o contratistas.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-13:**

Please enumerate what types of complaints a customer can file before the Puerto Rico Energy Bureau due to the utility's performance. Also, please describe each type of complaint and the nomenclature that the Puerto Rico Energy Bureau assigns to each type of complaint, such as QR or RV numbers.

*Response: Favor de referirse a las líneas 78-82, 85-87, 98-99 y 118-121 de mi testimonio.*

### **Respuesta Suplementaria:**

Si bien es cierto que la OIPC no es responsable del manejo interno de los casos ante el Negociado de Energía y, por lo tanto, no determina la nomenclatura a ser utilizada, según nuestra experiencia el foro utiliza dos clasificaciones para cualquier reclamo formal radicado por un consumidor, entiéndase la RV y la QR. Los casos identificados con la nomenclatura RV, comprenden todas las Revisiones de Factura según el procedimiento establecido en la Ley 57-2014 y en el Reglamento 8863, entre otros. Cualquier otro reclamo que sea radicado ante el ente es identificado con la nomenclatura QR.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-15:**

Regarding your response to Interrogatories Nos. 26 and 43, please indicate the names of the Independent Consumer Protection Office employees whose experience was the basis for your testimony in this proceeding.

*Response: Tal y como se indicó en la respuesta a la pregunta 02-07 nos referimos a la definición número 15 brindada por la requirente en su interrogatorio, a los efectos de que el término “your” en cada pregunta antes indicada se refiere a la parte interoentora en el presente procedimiento e incluye sus respectivos consultores, contratistas, agentes y representantes”.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la contestación ofrecida en el interrogatorio 02-07. Según explicado, la pregunta fue dirigida a la OIPC como entidad interventora y como tal, incluye a sus respectivos consultores, contratistas, agentes y representantes. A tales efectos, resulta irrelevante informar el nombre, posición y funciones de cada una de los que laboran o laboraron en la OIPC, ya sea como empleados o contratistas.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-16:**

Regarding your response to Interrogatories Nos. 27 and 33, please provide any data or documents of the orientations you refer to and that you reviewed or considered prior to submitting your testimony. Please include the day, month, and year when the orientations took place, the subject matters of the orientations. Also, identify those orientations that led the customer to file a complaint with the Puerto Rico Energy Bureau and provide the case names that the Puerto Rico Energy Bureau assigned to each complaint.

*Responses: La respuesta brindada al interrogatorio número 27 y 33 no hace referencia a documentación alguna. Lo aseverado en el testimonio está fundamentado en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación del mismo.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la respuesta brindada. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-17:**

Regarding your response to Interrogatory No. 30, please indicate how many of the claims you reviewed or considered in connection with your testimony were filed against LUMA by customers for high electricity consumption. Please include the day, month, and year when those claims were filed. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. De igual forma, nos sostenemos en que la cantidad de reclamaciones sobre alto consumo es información bajo el control de LUMA.*

*En relación a la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a la querrela formal.*

### **Respuesta Suplementaria:**

Refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC, de donde surge la experiencia obtenida utilizada como la base para el testimonio ofrecido en este proceso.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-18:**

Of those claims as to which the Independent Consumer Protection Office is aware, please indicate what number or percentage of the claims involved the Puerto Rico Electric Power Authority verifying a meter reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-30, en que nuestra declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.*

### **Respuesta Suplementaria:**

La objeción levantada por LUMA no tiene fundamento, ya que está basada en una solicitud de documentos que no formó parte del interrogatorio original.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Requests No. 02-19:**

Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved LUMA verifying that a meter was reading consumption within acceptable parameters. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: La cantidad de reclamaciones relacionadas a lecturas de contadores es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.*

### **Respuesta Suplementaria:**

Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-20:**

Of those claims the Independent Consumer Protection Office is aware of, please indicate what number or percentage of the claims involved advising a customer of their electricity consumption. Please provide separate figures for claims involving Puerto Rico Electric Power Authority and LUMA. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each for those claims that later formed the basis of a complaint with the Puerto Rico Energy Bureau.

*Response: La cantidad de reclamaciones relacionadas a consumo de energía es información bajo el control de LUMA. De otra parte, nuestras funciones van dirigidas a la orientación al consumidor sobre el derecho que posee de radicar una reclamación ante la utilidad. Debido a que la ley no nos confiere la facultad de representar legalmente a los consumidores ante PREPA y/o LUMA, la OIPC no cuenta con dicha información ni resulta necesario para nosotros recopilar la misma.*

*En relación con la segunda pregunta, desconocemos a que LUMA se refiere cuando solicita el número de casos asignados a esas reclamaciones por el Negociado de Energía previo a que se convierta en un recurso formal.*

### **Respuesta Suplementaria:**

Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-22:**

Regarding your response to Interrogatory No. 33, where you state that “[t]he number of objections and/or complaints, formal or informal, is information under the control of LUMA,” please state if, in preparation for your testimony, you reviewed any complaints filed by customers before the PREB. If you answer in the affirmative, provide a list of the complaints you reviewed, including the case numbers for those complaints assigned by the PREB.

*Response: Con relación a la primera pregunta, nos reafirmamos en nuestra respuesta al Interrogatorio 01-33, en que dicha declaración está fundamentada en la experiencia obtenida por nuestra oficina en el desempeño diario de sus funciones. Ante esta situación, no resultó necesario revisar información adicional para la preparación de nuestro testimonio.*

### **Respuesta Suplementaria:**

Refiérase a nuestro testimonio radicado el 17 de noviembre de 2021, bajo el presente caso en la página 4, líneas 36 a la 46. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-23:**

In your experience regarding the claims filed and heard by the Puerto Rico Energy Bureau, what percentage are related to interconnections or net metering. Also, please provide the case numbers that the Puerto Rico Energy Bureau assigned to each of those claims.

*Response: Se objeta el presente interrogatorio por solicitar información de la cual LUMA tiene acceso a través de los archivos públicos del Negociado.*

### **Respuesta Suplementaria:**

Nos reafirmamos en nuestra contestación de que la información solicitada es información a la cual LUMA tiene el mismo acceso que tiene la OIPC a través de los archivos públicos del Negociado de Energía.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-26:**

Regarding your responses to Interrogatories Nos. 40, 41, and 42, please state if the Independent Consumer Protection Office informs all consumers with a potential right to file an “appeal” of their rights and the process to follow to submit an “appeal”. If you answer in the affirmative, please state and explain the advice or information that the Independent Consumer Protection Office provides to consumers.

*Response: Sí, los consumidores atendidos por la OIPC siempre son orientados sobre el proceso de revisión ante el Negociado de Energía. Se le orienta sobre el proceso establecido en la Ley 57-2014, supra, y los reglamentos aplicables, incluyendo los términos que posee el consumidor para así hacerlo. Dicha orientación puede ser verbal, por correo electrónico o mediante el envío de folletos informativos.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la respuesta brindada al presente interrogatorio. Cualquier otro detalle, más allá de lo divulgado en el presente Interrogatorio está cobijado por el privilegio abogado-cliente.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### **Request No. 02-34:**

Please explain how customer satisfaction may be measured based on the incidence or number of customer complaints. Please provide the data or studies that support your answer.

*Response: Con relación al tema de satisfacción al cliente, nuestro testimonio provee factores a considerar al momento de establecer una métrica sobre el desempeño de la utilidad y no una métrica específica.*

### **Respuesta Suplementaria:**

Nos reafirmamos en la respuesta brindada en el presente interrogatorio. En cuanto a la base de nuestro testimonio, refiérase a nuestra contestación al interrogatorio 01-04 del Primer Pliego de Interrogatorios y Producción de Documentos cursado por LUMA detallando los deberes y responsabilidades que la Lcda. González ejerce a diario como parte de sus funciones en la OIPC.



## GOBIERNO DE PUERTO RICO

OFICINA INDEPENDIENTE DE PROTECCIÓN AL CONSUMIDOR  
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

### CERTIFICATION

It is hereby certified, that the supplemental answers provided to the First and Second Set of Interrogatories and Request for Production of Documents, by the responder are true to the best of his knowledge, information, and belief.

f/Beatriz P. González Álvarez

Beatriz P. González Álvarez

**RESPECTFULLY SUBMITTED.**

In San Juan, Puerto Rico, this 8th of February 2022.

I **HEREBY CERTIFY** that on this date and exact copy of this document has been electronically notified to: Joannely Marrero-Cruz, [jmarrero@diazvaz.law](mailto:jmarrero@diazvaz.law), Katuska Bolaños, [kbolanos@diazvaz.law](mailto:kbolanos@diazvaz.law), Fernando Agrait, [agraitfe@agraitlawpr.com](mailto:agraitfe@agraitlawpr.com), Rhonda Castillo, [rhoncat@nestcape.net](mailto:rhoncat@nestcape.net), [larroyo@airjustice.org](mailto:larroyo@airjustice.org), [rstgo2@gmail.com](mailto:rstgo2@gmail.com), [notificaciones@bufete-emmanueli.com](mailto:notificaciones@bufete-emmanueli.com), Pedro Saade, [pedrosaade5@gmail.com](mailto:pedrosaade5@gmail.com), [jessica@bufete-emmanueli.com](mailto:jessica@bufete-emmanueli.com), [rolando@bufete-emmanueli.com](mailto:rolando@bufete-emmanueli.com), [margarita.mercado@us.dlapiper.com](mailto:margarita.mercado@us.dlapiper.com), [yahaira.delarosa@us.dlapiper.com](mailto:yahaira.delarosa@us.dlapiper.com).

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