

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

NEPR

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IN RE: INVESTIGACIÓN SOBRE
CAMBIO DE PROCESO PARA OBJETAR
FACTURAS DURANTE Y LUEGO DE
HURACÁN FIONA

CASE NO. NEPR-IN-2022-0005

SUBJECT:

Motion in Compliance with Resolution and Order of
October 27, 2022

**MOTION IN COMPLIANCE WITH
RESOLUTION AND ORDER OF OCTOBER 27, 2022**

TO THE PUERTO RICO ENERGY BUREAU:

COME NOW, LUMA ENERGY, LLC as Management Co., and **LUMA ENERGY SERVCO, LLC** (collectively, LUMA), through the respective undersigned legal counsel and respectfully state and submit the following:

1. On October 5, 2022, the Independent Office of Consumer Protection (“ICPO”) filed a *Request for Investigation* before the Puerto Rico Bureau of Energy (“Energy Bureau”). The ICPO petitioned the Energy Bureau to investigate LUMA’s handling of customer bill objections by telephone during the emergency caused by Hurricane Fiona.

2. On October 8, 2022, the ICPO filed an *Urgent Request for Investigation*. The ICPO requested that the Energy Bureau investigate the bill objection process through LUMA’s web portal.

3. On October 13, 2022, the Energy Bureau entered a Resolution and Order initiating an investigation regarding LUMA’s practices for handling invoice objections during the recovery

period from the Hurricane Fiona emergency (“October 13th Order”). It appointed Attorney Gerardo A. Flores to lead the investigation. Further, it ordered LUMA to do the following:

- i. cease and immediately desist from any practice that prevents customers from submitting their objections to invoices through a telephone call or LUMA's cybernetic portal;
- ii. extend the time for customers to submit objections for the same period of days in which LUMA was not receiving objections through telephone calls and/or through the cyber portal LUMA;
- iii. immediately notify customers about the extension of the aforementioned time periods; and
- iv. submit detailed evidence of compliance with the foregoing, on or before ten (10) days from the notification of this Resolution and Order.

4. On October 24, 2022, LUMA filed a *Motion in Compliance with Resolution and Order of October 13, 2022*, which included evidence of compliance with the action items instructed by the Energy Bureau in the October 13th Order.

5. On October 27, 2022, the Energy Bureau issued a Resolution and Order instructing LUMA, among others, to send notifications immediately to customers on the additional time to file bill objections through social media and a press release, to be done on or before November 1, 2022. LUMA shall notify the Energy Bureau of compliance with the order within the same timeframe.

6. In addition to having complied with the Energy Bureau’s October 13 order to extend customers’ deadlines to object to bills and to communicate this extension to customers, which was done on the LUMA website, through this Motion, LUMA has also complied with the

Energy Bureau's October 27th order to issue notice to customers via social media and through a press release. LUMA hereby submits evidence of compliance in Exhibit 1 of this Motion. Therein, LUMA includes screenshots of social media posts and the press release informing customers of the extension of time provided to file objections to bills up to and including November 24, 2022, for any bill received between August 21st and October 7th, 2022.

WHEREFORE, LUMA respectfully requests that the Energy Bureau **take notice** of the aforementioned, **accept** the evidence of compliance with the action items instructed by the Energy Bureau in the October 27th Order as Exhibit 1 to this Motion, and **deem** that LUMA complied with the October 27th Order.

RESPECTFULLY SUBMITTED.

In San Juan, Puerto Rico, this November 1st, 2022.

We hereby certify that we filed this Motion using the electronic filing system of this Energy Bureau. We will send an electronic copy of this Motion to the Office of the Independent Consumer Protection Office, Lcda. Hannia Rivera Diaz, hrivera@jrsp.pr.gov.



DLA Piper (Puerto Rico) LLC
500 Calle de la Tanca, Suite 401
San Juan, PR 00901-1969
Tel. 787-945-9132
Fax 939-697-6102

/s/ Margarita Mercado Echegaray
Margarita Mercado Echegaray
RUA NÚM. 16,195
margarita.mercado@us.dlapiper.com

/s/ Yahaira De la Rosa Algarín
Yahaira De la Rosa Algarín
RUA NÚM. 18,061
yahaira.delarosa@us.dlapiper.com

Exhibit 1

Bill Objections

November 1, 2022, Response in Compliance with Requests from October 27, 2022 Resolution and Order

NEPR-IN-2022-0005

Response: RFI-LUMA-IN-2022-0005-20221101-PREB-01

SUBJECT

Bill Objection Process

REQUEST

LUMA to notify customers of the deadline extension to object bills related to Hurricane Fiona through November 24, 2022 via (1) social media and (2) through a press release. LUMA must prove compliance with the foregoing by November 1, 2022.

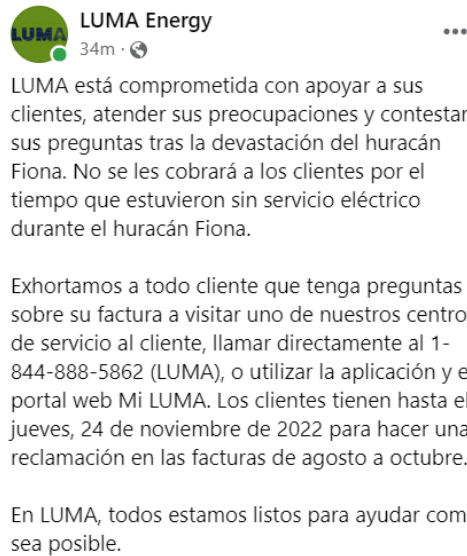
RESPONSE

LUMA Energy takes pride in the ability to serve customers every day and offers customers the ability to initiate bill objections through the following five methods (1) its website, (2) mobile app, (3) in person, (4) over the phone, and (5) through mail.

LUMA has complied with the Puerto Rico Energy Bureau's (PREB) order to extend the deadlines for customers to object bills related to Hurricane Fiona through November 24, 2022 and to communicate this extension to customers. Furthermore, as seen in the images below, LUMA has complied with PREB's requests to issue a notice to customers via social media and through a press release.

Bill Objections

IMAGE ONE: Social Media Post (posted to Twitter, Facebook and Instagram)



The image shows a social media post from LUMA Energy. The post includes the LUMA logo, the name 'LUMA Energy', and a timestamp of '34m'. The main text of the post is in Spanish and discusses the company's commitment to supporting customers during the aftermath of Hurricane Fiona. It states that customers will not be charged for the time they were without electricity and provides information on how to file a claim on their bills.

LUMA Energy 34m · 🌐

LUMA está comprometida con apoyar a sus clientes, atender sus preocupaciones y contestar sus preguntas tras la devastación del huracán Fiona. No se les cobrará a los clientes por el tiempo que estuvieron sin servicio eléctrico durante el huracán Fiona.

Exhortamos a todo cliente que tenga preguntas sobre su factura a visitar uno de nuestros centros de servicio al cliente, llamar directamente al 1-844-888-5862 (LUMA), o utilizar la aplicación y el portal web Mi LUMA. Los clientes tienen hasta el jueves, 24 de noviembre de 2022 para hacer una reclamación en las facturas de agosto a octubre.

En LUMA, todos estamos listos para ayudar como sea posible.



The graphic features a dark blue background with white text and a lightbulb icon. The text is in Spanish and provides information about the company's policy regarding billing for customers affected by Hurricane Fiona. It mentions that customers will not be charged for the time they were without electricity and that the company has extended the deadline for filing claims on bills from August to October until November 24, 2022.

¿LO SABÍAS? 

No se les cobrará a nuestros clientes por el tiempo que estuvieron sin servicio eléctrico durante el huracán Fiona. LUMA se compromete a asegurarse de que los clientes reciban facturas correctas. Hemos extendido el tiempo para hacer una reclamación en las facturas de agosto a octubre hasta el **24 de noviembre de 2022.**

LUMA 

Bill Objections

IMAGE TWO: Press Release Post



FOR IMMEDIATE RELEASE

Contact:

Hugo Sorrentini - (787) 363-3612 - hugo.sorrentini@lumapr.com

Lyane Flores Velázquez - (787) 340-0646 - Lyane.FloresVelazque@Lumapr.com

LUMA ENCOURAGES CUSTOMERS TO CALL WITH QUESTIONS OR CONCERNS REGARDING HURRICANE FIONA BILLING

LUMA'S CUSTOMER COMMITMENT: CUSTOMERS WILL NOT BE CHARGED FOR TIME WITHOUT POWER DUE TO HURRICANE

San Juan, Puerto Rico, November 1, 2022 – Today, LUMA announced key information regarding customer bills following Hurricane Fiona including a commitment to help any customer who has questions or concerns about their bill, and a reminder that customers will not be charged for service impacted by the hurricane, and greater detail on what customers can expect regarding their bills from this period.

"The entire LUMA team is dedicated to supporting our 1.5 million customers after Hurricane Fiona. We want customers to know that they will not be charged for the time when they were without power due to the storm. We are here for our customers and continue to work every day to build a more customer-focused energy future for Puerto Rico," said Noriette Figueroa Melendez, Director, LUMA Voice of the Customer.

As part of LUMA's commitment to its customers, LUMA made clear the following updates regarding any customers' bills following Hurricane Fiona:

1. Customers will not be charged for power that was not used due to Hurricane Fiona.
2. Customers will receive a credit in November to the monthly charge
3. If customers have any questions regarding their bill received from August 21, 2022, and October 7, 2022, LUMA has extended the time to file a formal Act 57 bill objection to Thursday, November 24, 2022.

As part of an effort to address customer concerns, LUMA will be utilizing its customer channels, including social media, to encourage any customer with questions about their bill to visit one of LUMA's 25 customer service centers, call directly at 1-844-888-5862 (LUMA), use the MILUMA app and web portal or contact through the mail at PO Box 9100, San Juan, PR 00908-9100.

About LUMA

LUMA is a Puerto Rican company that, since June 1, 2021, operates and manages the electric power transmission and distribution system in Puerto Rico. LUMA is a company driven by a mission to transform the electrical transmission and distribution system to provide all Puerto

Ricans with the reliable, resilient, cleaner, and affordable electrical grid they deserve. As a customer-centric company, LUMA's entire workforce of more than 3,000 employees is focused on safely delivering an exceptional customer service experience to its 1.5 million customers.

Bill Objections



PARA DIFUSIÓN INMEDIATA

Contacto:

Hugo Sorrentini - (787) 363-3612 - hugo_sorrentini@lumapr.com

Lyane Flores Velázquez - (787) 340-0646 - lyane.floresvelazque@lumapr.com

LUMA EXHORTA A SUS CLIENTES A LLAMAR PARA HACER PREGUNTAS O ACLARAR DUDAS SOBRE LA FACTURACIÓN TRAS EL HURACÁN FIONA

COMPROMISO DE LUMA CON EL CLIENTE: A LOS CLIENTES NO SE LES COBRARÁ EL SERVICIO ELÉCTRICO QUE NO HAYAN CONSUMIDO A CAUSA DEL HURACÁN FIONA

San Juan, Puerto Rico, 1 de noviembre de 2022 - Hoy, LUMA compartió información clave sobre las facturas de los clientes tras el paso del huracán Fiona. Estamos comprometidos con brindarles asistencia a todos los clientes que tengan preguntas o dudas en relación con sus facturas, y les recordamos que no se les cobrará por el servicio eléctrico que no hayan consumido a causa del huracán. Además, compartiremos más detalles sobre lo que los clientes pueden esperar con respecto a sus facturas durante este período.

"Todo el equipo de LUMA está comprometido con brindarles apoyo a sus 1.5 millones de clientes tras el paso del huracán Fiona. Queremos que los clientes sepan que no se les cobrará el servicio eléctrico que no hayan consumido a causa de la tormenta. Estamos a la disposición de nuestros clientes y continuamos trabajando cada día para construir un futuro energético para Puerto Rico que esté más enfocado en el cliente", expresó Noriette Figueroa Meléndez, directora de voz del cliente.

Como parte de nuestro compromiso con los clientes, aclaramos la siguiente información sobre las facturas de los clientes luego del huracán Fiona:

1. No se les cobrará a los clientes por el servicio eléctrico que no utilizaron a causa del huracán Fiona.
2. En noviembre, los clientes recibirán un crédito en su cargo mensual.
3. Si los clientes tienen alguna pregunta sobre la factura que recibieron entre el 21 de agosto de 2022 y el 7 de octubre de 2022, LUMA extendió el período para hacer una reclamación, según establecido en la Ley Núm. 57, hasta el jueves, 24 de noviembre de 2022.

Con el fin de atender las preocupaciones de los clientes, LUMA utilizará sus canales de comunicación, incluyendo las redes sociales, para exhortar a todo cliente que tenga preguntas sobre su factura a visitar uno de sus 25 centros de servicio al cliente, llamar directamente al 1-844-888-5862 (LUMA), utilizar la aplicación y el portal web Mi LUMA, o contactarnos por correo usando la siguiente dirección: PO Box 9100, San Juan, PR 00908-9100.

Acerca de LUMA

LUMA es una empresa puertorriqueña que, desde el 1 de junio de 2021, opera y administra el sistema de transmisión y distribución de energía eléctrica en Puerto Rico. LUMA es una empresa impulsada por la misión de transformar el sistema de transmisión y distribución eléctrico para proporcionar a todos los puertorriqueños la red eléctrica confiable, resistente, limpia y asequible que merecen. Como empresa centrada en el cliente, la fuerza laboral entera de LUMA, de más de 3,000 empleados, está comprometida con proporcionar una experiencia de servicio al cliente excepcional a sus 1.5 millones de clientes.