LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F006

SUBJECT

Call Center - Call Centers utilized

REQUEST

What was the number of call centers utilized? Explain fully.

RESPONSE

During Hurricane Fiona all four of the LUMA contact centers were operational: the Centro International de Mercadeo in Guaynabo, Hormigueros, Isabela and Ponce. LUMA also activated an emergency contract with a third-party company, Activus Connect, that assisted with calls September 29, 2022 through October 24, 2022.