

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

**IN RE: ELECTRIC VEHICLE  
CHARGING INFRASTRUCTURE  
DEPLOYMENT**

**CASE NO. NEPR-MI-2021-0013**

**SUBJECT: Motion to Submit May 2024 Billing  
Integration Report In Compliance with Orders of  
January 13 and February 14, 2023**

<b>NEPR</b>
<b>Received:</b>
<b>May 8, 2024</b>
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**MOTION TO SUBMIT MAY 2024 BILLING INTEGRATION REPORT IN  
COMPLIANCE WITH ORDERS OF JANUARY 13 AND FEBRUARY 14, 2023**

**TO THE HONORABLE PUERTO RICO ENERGY BUREAU:**

COMES now **LUMA Energy ServCo, LLC** (“LUMA”), through the undersigned legal counsel, and respectfully states, submits and requests the following:

**I. Billing Integration Report Overview**

LUMA respectfully presents this motion along with the Interim EV Time of Use (“EV TOU”) Billing Integration Report for May 2024, in accordance with the directives outlined in the January 13, 2023, February 14, 2023, and subsequent Resolution and Orders issued by the Energy Bureau. The EV TOU rate program was successfully launched. With this motion, LUMA also requests for the release of submitting this monthly report, which LUMA has diligently fulfilled since March 2023, providing consistent updates to the Energy Bureau. Its purpose was to update the Energy Bureau on the progress to commence the EV Interim Time of Use Rate and integrate telematics into the billing system. This goal has been accomplished.

In the May Billing Integration Report, LUMA highlights the successful completion of various tasks, including the final end-to-end billing Integration User Acceptance Test (UAT) and Customer Outreach and Enrollment Implementation. This encompasses website updates,

infographic finalization, training sessions, and media interviews to promote the EV Time of Use Rate.

Additionally, the May Billing Integration Report outlines the efforts to communicate the details of the EV TOU rate program, an optional program that provides a special pricing plan for EV owners. This innovative program provides different rates based on the time of day, with opportunities for customers to save money by charging during off-peak times. Moreover, in this report, LUMA describes how it has informed interested customers of the eligibility criteria and enrollment information, including visual aids, such as images of the EV website, to facilitate understanding and participation.

By encouraging energy usage during off-peak hours, the EV TOU rate helps balance the electricity grid's load, reducing strain during peak demand periods and potentially avoiding the need for additional power generation or infrastructure upgrades. This initiative aligns closely with Puerto Rico's energy policy objectives and demonstrates LUMA's dedication to fostering a more efficient electrical grid while providing tangible benefits to the community.

## **II. Relevant Procedural History**

1. On January 13, 2023, the Puerto Rico Energy Bureau of the Public Service Regulatory Board (“Energy Bureau”) issued a Resolution and Order (the “January 13<sup>th</sup> Resolution and Order”) making several determinations regarding the Draft Phase I Electric Vehicle Plan (“Phase I EV Plan”) filed by LUMA on September 2, 2022<sup>1</sup> and the Revised Draft Electric Vehicle Rate Design Proposal filed by LUMA on July 21, 2022 (“EV Rate Design Proposal”)<sup>2</sup>. Among

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<sup>1</sup> See LUMA’s *Motion Submitting Draft Phase I EV Plan and Request to Postpone Compliance Technical Hearing No. 3 and Concomitant Deadline to Submit Revised Phase I EV Plan* filed on September 1, 2022 and LUMA’s *Motion Re-Submitting Exhibit 1 Filed on September 1, 2022 with Technical Repairs and Requesting Substitution of Original Exhibit* filed on September 2, 2022.

<sup>2</sup> See LUMA’s *Motion Submitting Revised EV Rate Design Proposal* filed July 21, 2022.

other matters, the Energy Bureau approved the Interim Electric Vehicle Time of Use Rate (“Interim EV TOU Rate”) in the EV Rate Design Proposal, subject to certain modifications, and ordered LUMA to file a Final Phase I EV Plan by March 30, 2023, file a Project Schedule for the implementation of the Interim EV TOU Rate by February 10, 2023, and complete the development of and launch the Interim EV TOU Rate by September 30, 2023. *See* January 13<sup>th</sup> Resolution and Order on pages 9, 10 and 14. The Energy Bureau also ordered LUMA to submit a report every thirty (30) days on the progress with data collection and billing to integrate the Interim EV TOU Rate (“Billing Integration Report”). *See id.* at page 11. Furthermore, the Energy Bureau ordered LUMA prepare a memorandum on policies and practices to improve public outreach, including improving understanding of low-income customer needs, and submit it to the Energy Bureau within the next six (6) months (“Customer Outreach Memorandum”) and within the next nine (9) months engage in outreach with low-income and disadvantaged communities to determine their transportation electrification priorities (“Customer Outreach Implementation”). The Energy Bureau also directed LUMA to develop a customer outreach plan as specified therein, enroll customers in the order in which they apply and bill them under the new tariff, and develop its customer information about the Interim EV TOU Rate, including the complete tariff sheet (with the information specified by the Energy Bureau), and send it to EV owners before implementing the tariff, to advise them of the rate and invite them to enroll in it. *See id.*

2. On February 14, 2023, the Energy Bureau issued a Resolution and Order (“February 14<sup>th</sup> Order”) ordering LUMA to present the Billing Integration Report commencing on March 13, 2023 and “every 30 days thereafter with progress on data collection and billing to integrate the Interim EV Rate”. *See* February 14<sup>th</sup> Order, page 2.

3. On February 17, 2023<sup>3</sup>, LUMA submitted to the Energy Bureau the Project Schedule addressing the tasks for the development and launch of the Interim EV TOU Rate. *See Motion Submitting Project Schedule in Compliance with Resolution and Order of January 13, 2023, and Requesting Modification of Certain Deadlines Thereunder* of that date (“February 17<sup>th</sup> Motion”). Additionally, LUMA requested, based on the Project Schedule, among others, that the date to begin the billing integrating the Interim EV TOU Rate be extended to the end of November 2023 or sixty (60) days following the date when customer enrollment has reached a minimum threshold number of customers, whichever occurs later; the timeline to submit the Customer Outreach Memorandum be extended to nine (9) months; and the timeframe for Customer Outreach Implementation be extended to the end September 2023. *See id.* at pages 7 and 9.

4. On March 13, 2023, LUMA submitted its first monthly Billing Integration Report. *See Motion to Submit Billing Integration Report and Request to Modify Reporting Frequency* and its Exhibit 1. In this report LUMA informed that it had, among others, developed initial technical requirements for system data integration, reviewed specifications and technical requirements with the existing contractor for the Oracle Customer Care & Billing (“CC&B) System and conducted initial vendor conversations to understand the market and structure to inform the development of a request for proposals (“RFP”) for the third-party telematics vendor. *See id.* Exhibit 1, page 5.

5. On March 29, 2023, the Energy Bureau issued a Resolution and Order (“March 29<sup>th</sup> Resolution and Order”) approving the Project Schedule submitted by LUMA and, among others, modifying the deadline for commencing billing integrating the Interim EV TOU Rate to November

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<sup>3</sup> Following a request for extension to file the Project Schedule until February 17, 2023 submitted by LUMA on February 9, 2023 (*see Motion Requesting Brief Extension to File Project Schedule Required by Resolution and Order of January 13, 2023 and Submitting Progress Report Due By February 13, 2022 and Information on Status of RFP Due by February 15, 2023 under Such Resolution and Order* of that date) and a determination by the Energy Bureau to grant it (*see Energy Bureau Resolution and Order of February 14, 2023*).

30, 2023 or sixty (60) days following the date when customer enrollment has reached a minimum threshold number of customers, whichever occurs later<sup>4</sup>; the deadline to submit the Customer Outreach Memorandum until December 31, 2023 and the deadline to begin Customer Outreach Implementation to September 30, 2023<sup>5</sup>. *See id.* on page 3.

6. On May 1, 2023, LUMA submitted to the Energy Bureau the Final Phase I EV Plan in compliance with the January 13<sup>th</sup> Resolution and Order in the form of the document titled Puerto Rico's Electric Vehicle Adoption Plan ("PR-EVAP"). *See Motion to Submit Final Phase I EV Plan in Compliance with Resolution and Order of January 13, 2023* filed on that date.

7. On May 12, 2023, LUMA submitted its second monthly Billing Integration Report, in which it informed, among others, that it had completed the evaluation of vendor capabilities and cost requirements to determine the certainty of an RFP for the third-party telematics vendor, finalized a Request for Quotations ("RFQ") scope document and published it and was working on the technical requirements for the system integration. *See Motion to Submit May 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, page 4.

8. On June 12, 2023, LUMA submitted its third monthly Billing Integration Report in which it informed, among others, that due to a low bidder response rate and to assure additional bidder participation, LUMA would re-issue the RFQ and would gather proposals from additional third-party telematics vendors that had expressed interest in providing solutions. *See Motion to*

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<sup>4</sup> This latter option would apply if LUMA submitted justification for a threshold level and explained the need for it.

<sup>5</sup> Subsequent Resolutions and Orders from the Energy Bureau addressed these deadlines but these eventually remained unchanged. Specifically, by Resolution and Order of June 6, 2023, the Energy Bureau changed these deadlines but by Resolution and Order of August 11, 2023, it reiterated the applicability of the deadlines established in the March 29<sup>th</sup> Resolution and Order.

*Submit June 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, on page 2.

9. On July 11, 2023, LUMA submitted its fourth monthly Billing Integration Report in which it informed, among others, that it had re-issued the RFQ for additional third-party telematics vendors and that the preparation for the technical kickoff with CC&B and the third-party telematics vendor for the billing system implementation was pending the vendor selection. *See Motion to Submit July 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, on page 2.

10. On August 10, 2023, LUMA filed its fifth monthly Billing Integration Report, in which it informed that the third-party telematics vendor selection process was in compliance review state and that for full compliance with LUMA's procurement standards and processes and the selection of the best solution, steps were underway that would impact the timeline for selection and onboarding of the third-party telematics vendor. *See, Motion to Submit August 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, page 2.

11. On September 11, 2023, LUMA filed its sixth monthly Billing Integration Report in which it informed that the third-party telematics vendor was selected and notified that LUMA was in the process of contracting and onboarding such vendor. *See Motion to Submit September 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, page 2. At the time, LUMA again indicated that the billing system integration process was "dependent on onboarding with 3<sup>rd</sup> party telematics vendor" and that the "[p]rocess for integration [was] estimated [to be] from 3-6 months depending on testing and validation with vendor." *See id.* at page 2. In this report LUMA also explained that "customer

outreach is an iterative effort and an essential element for the successful implementation of the EV TOU Rate”, and LUMA expected the customer outreach process to take approximately three months after the vendor was on board. *See id.*

12. On October 10, 2023, LUMA filed its seventh monthly Billing Integration Report in which it informed that the contract with the third-party telematics vendor had been signed and LUMA was in the onboarding phase of the procurement process with this vendor. *See Motion to Submit October 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, page 2. LUMA explained that the third-party telematics vendor role would be sending aggregated vehicle data to LUMA through secure transmission protocols. This aggregated TOU consumption data would then be used by the CC&B System to generate detailed charges on customer bills. *See id.* LUMA also informed that it had launched the Electric Vehicle Webpage where interested customers could email LUMA representatives and request additional information regarding the Interim EV TOU Rate and receive updates when the Rate is available. *See id.*

13. On November 8, 2023, LUMA filed eighth monthly Billing Integration Report in which it informed that it had completed onboarding of the third-party telematics vendor, that the finalization of the technical requirements for Oracle CC&B was underway, and that the process of building and testing the Oracle CC&B to receive the EV TOU data and the launch of the production process were anticipated to occur in January and February 2024, respectfully. *See Motion to Submit November 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1, page 2. LUMA also informed that customer education and outreach efforts had begun and would continue with the implementation of the customer outreach and Interim EV TOU Rate communications Plan. *See id.*

14. On November 30, 2023, LUMA informed that: the third-party telematics vendor onboarding was completed in October 2023; LUMA was working with this vendor on testing and validation; LUMA had estimated that once the third-party telematics vendor was onboarded, the process for integration was estimated to take from 3-6 months depending on the testing and validation conducted with the vendor; and LUMA estimated that this process would be completed at the earliest in January 2024 but could take until April 2024, given the uncertainties in implementing an innovative methodology and the uncertainties and limitations associated with the existing billing system. *See Motion Informing Status of Billing Integrating Interim EV TOU Rate and Request for Extension of Time to Complete Such Milestone* filed on November 30, 2023 (“November 30<sup>th</sup> Motion”) on page 8. LUMA then requested that this Energy Bureau extend the deadline for commencement of the billing integrating the interim TOU Rate until April 2024. *See id.*

15. On December 8, 2023, LUMA filed its ninth Billing Integration Report in which it informed that billing system integration planning efforts continued with the third-party telematics vendors, that new customer education and outreach efforts had been completed at industry meetings and LUMA would continue with implementation of the customer outreach and Interim EV TOU Rate communications plan. *See Motion to Submit December 2023 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* of that date, Exhibit 1 on page 2. LUMA further informed that “[u]ncertainties on implementing an innovative methodology” had extended the implementation of the EV TOU Rate through April 2024. *See id.*

16. On December 20, 2023, the Energy Bureau issued a Resolution and Order (“December 20<sup>th</sup> Resolution and Order”) in which it indicated that it had reviewed the Billing Integration Reports and the material presented by LUMA in its November 30<sup>th</sup> Motion and found

that “LUMA has improved progress towards implementing the Interim EV TOU Rate, kept the Energy Bureau informed of issues related to the acquisition of the third-party telematics vendor, and took the steps to address those issues and onboard a vendor”. *See* December 20<sup>th</sup> Resolution and Order on page 3. The Energy Bureau then extended the deadline for commencement of the billing integrating the Interim TOU Rate until February 1, 2024, based on a 3-month estimate for testing and validation of the billing system. *See id.*

17. On January 2, 2024, LUMA submitted its Customer Outreach Memorandum. *See Motion to Submit Report on Customer Outreach Memorandum in Compliance with Resolutions and Orders of January 13, 2023, As Modified by Resolutions and Orders of March 29, 2023, June 6, 2023 and August 11, 2023* filed on January 2, 2024 (“January 2 Motion”). In the Customer Outreach Memorandum, LUMA outlined its work with local stakeholders and entities to help support EV adoption in Puerto Rico and described the extensive outreach conducted by LUMA, including customer surveys, in-person meetings and industry and stakeholder collaboration, to determine what customers and stakeholders want and need regarding accessing transportation electrification and LUMA’s development of education tools in its website to inform customers about EVs and the Interim EV TOU Rate for EV drivers. *See* January 2 Motion, Exhibit 1.

18. On January 8, 2024, LUMA filed its tenth Billing Integration Report that in which it informed that “[billing] system integration efforts continue with the 3<sup>rd</sup> party telematics vendor” and LUMA had continued to “work through IT/Cybersecurity protocols to ensure proper design and permissions to mitigate potential implementation challenges” and that the estimated dates for the building and testing of the Oracle CC&B process to receive the EV TOU data and the launch of the production processes and monitoring of steps were March and April 2023, respectively. *See Motion to Submit January 2024 Billing Integration Report in Compliance with Orders of January*

13 and February 14, 2023 filed on January 8, 2023, Exhibit 1 on page 2. LUMA also informed that new features and resources had been included in the LUMA Electric Vehicle website, such as tabs with a brochure for download with valuable information and resources regarding EVs and an EV survey; that the customer outreach and Interim EV TOU Rate communications plan had been developed; and LUMA continued to update the plan in alignment with ongoing billing system integration efforts. *See id.*

19. On January 12, 2024, the Energy Bureau issued a Resolution and Order taking notice of the Customer Outreach Memorandum filed by LUMA on January 2, 2024, and scheduling a Hybrid Technical Conference regarding the Customer Outreach Memorandum for February 1, 2024.

20. On February 1, 2024, the Energy Bureau held the Hybrid Technical Conference.

21. On February 1, 2024, LUMA informed the Energy Bureau that the process to integrate the Interim EV TOU Rate fully and properly into the billing system and commence billing at this rate was anticipated to be completed by April 30, 2023. *See Motion to Update Timeline to Commence Billing Integrating Interim EV TOU Rate* filed on February 1, 2024.

22. On February 1, 2024, LUMA submitted a *Motion to Submit Presentation Offered During Hybrid Technical Conference of February 1, 2024 Regarding LUMA's Customer Outreach Memorandum* ("February 1 Motion"). The presentation submitted ("February 1 Presentation") described the community engagement actions taken by LUMA, including attendance at meetings with stakeholders, outreach with low-income community leaders, including questionnaires used in the outreach, and interviews with community leaders, a J.D. Power Survey conducted, the LUMA EV webpage online survey publication, and the LUMA Voice of Customer feature. *See* February 1 Motion, Exhibit 1. The presentation also described the continued collaboration and support

efforts with entities related to public transportation in Puerto Rico who are actively promoting transportation electrification. *See id.* at page 25.

23. On February 6, 2024, LUMA filed its eleventh Billing Integration Report in which it informed that billing system integration efforts continued with Third-party telematics vendor, that LUMA built and tested the Oracle CC&B process to receive EV Time of Use (TOU) Data, continued work to on IT/Cybersecurity protocols. *See Motion to Submit February 2024 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* filed on February 6, 2024, Exhibit 1 on page 2. Additionally, LUMA informed that it had developed the updated Tariff Sheet for the Interim EV TOU Rate, the terms and conditions of which had been revised to inform customers of the process and requirements; that the updated Tariff Sheet would be filed with the Energy Bureau and sent to interested EV owners to further advise them of the rate and invite them to enroll; and that, as part of its customer outreach efforts, LUMA had met with the OIPC to discuss the Updated Tariff Sheet. *See id.*

24. On February 12, 2024, the Energy Bureau issued a Resolution and Order accepting LUMA's February 1 Presentation and indicating it was "encouraged by LUMA's efforts to collaborate with and obtain learnings from its customers, low-income community leaders, and a public transportation company, and industry representatives as part of its efforts to support electric vehicle adoption". The Energy Bureau then ordered LUMA to provide information on the subject in the PR-EVAP Semi-Annual Report and consider proposing changes to the PR-EVAP based on the findings of the Customer Outreach Memorandum.

25. On February 29, 2024, LUMA submitted the Semi-Annual Report in which it informed, among others, that LUMA: had made significant efforts to educate and engage with different stakeholders including low-income community leaders to share useful information about

EVs and the Interim EV TOU Rate; that had developed a suite of general and program specific educational resources to provide information on EVs, including charging technology, the benefits of EVs, and EV program offerings, such as the Interim EV TOU Rate; had launched the EV focused webpage in October 2023 and EV-specific educational information for customers; had met with various stakeholders and attended stakeholder events; had interviewed low income community leaders; had conducted a JD Power Survey; and would be developing additional content for its webpage. *See Motion to Submit Semi-Annual Report in Compliance with Order of January 13, 2023*, filed on February 9, 2024, Exhibit 1. LUMA also described the initiatives to engage the public transportation and fleet sector. *See id.*

26. On March 1, 2024, the Energy Bureau issued a Resolution and Order (“March 1<sup>st</sup> Order”) in which it extended the deadline for commencement of the billing integrating the interim EV TOU Rate until April 30, 2024.

27. On March 7, 2024, LUMA filed its twelfth Billing Integration Report in which it informed that billing system integration efforts continued with Third-party telematics vendor, and that these vendors would send aggregated vehicle data to LUMA in order to generate the details for the charges on customer bills. *See Motion to Submit March 2024 Billing Integration Report in Compliance with Orders of January 13 and February 14, 2023* filed on March 7, 2024, Exhibit 1 on page 2. LUMA also noted that it had commenced an Enrollment Test (soft launch) of the Interim EV TOU Rate on March 5, 2024, and that during this soft launch it would evaluate a focus group before making the program available to all eligible drivers. *See id.*

28. On April 8, 2024, LUMA filed its thirteenth Billing Integration Report and informed that it had prepared the Tariff Sheet for the Interim EV TOU Rate, in Spanish and English, which had been shared with the Independent Consumer Protection Office, copy of which

was submitted to the Energy Bureau; that it will be providing copy of the Tariff Sheet to all customers showing interest in enrolling in the Interim EV TOU Rate via email through LUMA's webpage; that LUMA will refer the customers to its website for the program's detailed terms and conditions; that in this website the customers will also find information about Interim EV TOU Rate, the environmental and financial benefits of acquiring an EV and a map with locations of charging stations that will be updated as new charging stations are installed, among other data that will help customers make informed decisions. *See Motion to Submit April 2024 Billing Integration Report In Compliance with Orders of January 13 and February 14, 2023, and Inform on the Tariff Sheet for the Interim EV TOU Rate and Customer Outreach Progress*, pages 4 and 5. LUMA also informed, among others, that over 100 customers had emailed LUMA regarding the Interim EV TOU Rate; that the internal customer outreach and enrollment plan had been developed in alignment with the January 13<sup>th</sup> Resolution and Order; that LUMA had been implementing it (including the website updates, vehicle charging eligibility infographics, and customer support training) and its implementation tasks would be complete by April 22; and that LUMA's communication efforts had been successful with a significant increase in customer awareness of the program and interest in participation in the rate. *See id.* at page 5 and Exhibit 1, page 2. LUMA further informed that it plans to continue to implement communication strategies that had proven effective and leverage strategic partnerships to increase awareness and adoption of the Interim EV TOU Rate. *See id.* Furthermore, LUMA informed that the enrollment validation process continued as a result of the soft launch which began on March 5, 2024 and that final end-to-end billing Integration User Acceptance Test was scheduled for April 22.

29. On April 23, 2024, the Energy Bureau issued a Resolution and Order ordering LUMA to refile the Semi-Annual Report within thirty (30) days with additional details specified therein.

30. On April 29, 2024, LUMA filed a revised EV TOU Tariff Sheet to include the formula for the EV TOU Rate, instead of the currently calculated rate, so customers do not need to refer to a new tariff every quarter but, instead, can consult the same tariff sheet and the current rates to determine their applicable rate. *See Motion Re-Submitting the Tariff Sheet for the Interim EV TOU Rate filed on April 29, 2024 on page. 2.* LUMA also noted that the calculated rate will be included on LUMA's website where it would be accessible to all customers. *See id.*

31. On April 30, 2024, LUMA informed the Energy Bureau that it completed the development and launch of the Interim EV TOU Rate, including commencing billing integrating the EV TOU Rate, in compliance with the January 13<sup>th</sup> Resolution and Order, as modified by the March 1 Order. *See Informative Motion Regarding Launch of Interim EV TOU Rate and Request for Release from Requirements to File Billing Integration Reports* filed on April 30, 2024, page 5. LUMA also indicated that since the milestone to complete the development and launch of the Interim EV TOU Rate had been achieved, the purpose of the Billing Integration Reports of informing on the progress of the efforts to integrate the Interim EV TOU Rate had been fulfilled. *See id.* Therefore, LUMA requested the Energy Bureau to release LUMA from the requirement to file further Billing Integration Reports and consider the May Billing Integration Report, scheduled to be filed for May 8, 2024, as the last report to be made in compliance with the January 13<sup>th</sup> Resolution and Order. *See id.*

### **III. Submittal of Billing Integration Report**

32. In compliance with the January 13<sup>th</sup> Resolution and Order and the February 14<sup>th</sup> Order, LUMA herein submits the Billing Integration Report for May 2024. *See Exhibit 1*. As informed in the attached report, the final end-to-end billing integration User Acceptance Test was successfully executed, all customer outreach and enrollment implementation tasks have been completed (including the updating of the EV program website, the vehicle and charging eligibility infographics, the customer support training, the submittal of the Tariff Sheet to customers, and the relaunch of the website with educational materials to inform on how to enroll), and the enrollment validation process was successfully tested and implemented. *See Exhibit 1*, page 2. In addition, the remaining tasks for the integration of the Interim EV TOU Rate into the billing system were completed and the Interim EV TOU Rate has been launched and implemented. *See id.* LUMA remains committed to the successful implementation and continues to monitor and verify production of the rate.

33. In light of the above, LUMA respectfully reiterates this Energy Bureau of its request in the April 30<sup>th</sup> Motion to release LUMA from the requirement to file further Billing Integration Reports. LUMA will continue to provide updates on the implementation of the rate in its Semi-Annual Reports.

**WHEREFORE**, LUMA respectfully requests that the Energy Bureau **take notice** of the aforementioned; **accept *Exhibit 1*** in compliance with the reporting requirement for May 2024 under the Energy Bureau's January 13<sup>th</sup> Resolution and Order and February 14<sup>th</sup> Order with respect to the Billing Integration Reports; and **grant** LUMA's request in its April 30, 2024 motion to release LUMA from filing further Billing Integration Reports.

**RESPECTFULLY SUBMITTED**

In San Juan, Puerto Rico, this 8<sup>th</sup> day of May 2024.

We hereby certify that we filed this motion using the electronic filing system of this Energy Bureau and that we will send an electronic courtesy copy of this motion to PREPA's counsels, Alexis G. Rivera Medina, arivera@gmlex.net, and Mirelis Valle Cancel, mvalle@gmlex.net, and to the Independent Office of Consumer Protection by submittal to Hannia Rivera, hrivera@jrsp.pr.gov. LUMA understands that other participants or stakeholders in this proceeding will be notified as a result of the publicity of the filings in this process. Notwithstanding, LUMA will send a courtesy copy of the filing to the following stakeholders: agalloza@aggpr.com; alberto.cortes@warrendelcaribe.com; aldo@skootel.com; angel.d.rodriguez@outlook.com; antonio@velocicharge.com; apietrantoni@pmalaw.com; azayas@azeng.net; bigwheelcorp@gmail.com; blazquezmalu@gmail.com; brightsunpr@gmail.com; carlosxcdeno@gmail.com; clrivera@caguasexpressway.com; flota@caguasexpressway.com; cnegrette@solrenew.com; CR.Tejera@ddec.pr.gov; dacosta@aggpr.com; daniel.perez@totalenergies.pr; dcordero@group-em.com; direxec@ciapr.org; divine.energy@hotmail.com; ecruz@pmalaw.com; eduardo.pinera@toyota.com; Edwin.Acevedo@ddec.pr.gov; emelyies.torres@toyota.com; epenegypr@gmail.com; erica.cosme@gsonnell.com; Fberrios@peritoselectricistas.org; francisco.berrios@hotmail.com; franciscojrullan@yahoo.com; gerard.berlinski@toyota.com; gerardo\_cosme@solartekpr.net; gperez@solrenew.com; hamely@motorambar.net; ialcina@plazalasalasamericas.com; idiaz@glenninternational.com; info@carlosmatta.com; jack@pantekpartners.com; jameauxl@aim.com; jan.rodriguez@toyota.com; javrua@sesapr.org; jbouza@caguasexpressway.com; jcardona@aggpr.com; jmartinez@pmalaw.com; jorrodriguez@motorambar.net; jortiz@caguasexpressway.com; jose.maeso@crowley.com; jpibernus@motorambar.com; JSantana@motorambar.com; jtosado@motorambar.net; juan.diaz.galarza@guidehouse.com; jvazquez905@gmail.com; kenan.d.davila@sargentlundy.com; kkoeh@tesla.com; l.marciano@aconer.org; lsundeen@tesla.com; luisgmoreno@gmail.com; Marangelly.Cruz@toyota.com; marilyn.maldonado@toyota.com; mlandron@plazaad.com; mpietrantoni@pmalaw.com; nannette.berrios@solpetroleum.com; nmontes@ccmpr.com; nrodriguez@senado.pr.gov; Ochavez@Padigm.com; odette@grupofernandezpr.com; omundo@plazalasalasamericas.com; patlopez00@gmail.com; dany.oliva@toyota.com; pjcleanenergy@gmail.com; rdiaz@glenninternational.com; repagan@burnsmcd.com; rry@tcm.law; Ruben.Gonzalez@pumaenergy.com; rvega@guidehouse.com; salvadorlopez5@hotmail.com; shehaly.rosado@ddec.pr.gov; Veronica@pantekpartners.com; Victor.Aponte@toyota.com; victor.martinez@totalenergies.pr; wilfredsonllc@gmail.com; zlopez@efonalledas.com; mara.cruz@toyota.com; lizette.cotto@toyota.com.



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**Exhibit 1**

*Monthly Billing Integration Report*



# Billing Integration Report: Data Collection and Billing for the Integrated Interim EV Time of Use (TOU) Rate

NEPR-MI-2021-0013  
MAY 8, 2024

# EV Billing Integration Status Update

G On target  
 Y Caution  
 R Off plan  
 C Complete

## Key Activity Summary

- The Final end-to-end billing Integration User Acceptance Test (UAT) was successfully executed.
- All Customer Outreach and Enrollment Implementation tasks have been completed:
  - EV Program website has been updated and information harmonized across various portals.
  - Vehicle and Charging Eligibility Infographics have been finalized.
  - Customer Support Training has been successfully conducted.
  - A reviewed tariff sheet was sent to clients via email before integration of the interim rate. This was to inform interested customers that were reached out through the LUMA EV email.
  - Website was re-launched with educational material to inform customers how to enroll and provide guidance through the enrollment journey.
  - Media Interviews were conducted to educate about the benefits of the EV-Time use rate.
- Enrollment validation process was successfully tested and implemented.

Key Milestones	Date	Status
Enrollment Test (Soft Launch)	March	C
Validated Manual Enrollment Process	March	C
Secured File Transfer Procedure	March	C
Printed Customer Invoice Design	March	C
Finance Integration to CC&B	March	C
Build and Test Oracle CC&B Process for EV TOU Data	March - April	C
Enrollment Website Launch and Email Campaign Completed	April	C
Deploy Production-Ready Processes and Systems	April	C
EV- Time of Use rate launched and implemented	April 30 <sup>th</sup>	C

## Monitoring Implementation

- LUMA is committed to the successful implementation and continues monitoring and verifying the production of the rate.
- LUMA will continue to support the implementation with education efforts.



## EV TOU Rate – Facts

- The EV Time of Use Rate is a special pricing plan for people who own EVs.
- EV owners' participation in the program is optional and customers who choose to enroll can pay less for charging their EVs.
- The program provides different rates depending on the time of day: high rates during on-peak times, medium rates during shoulder peak times, and low rates during off-peak times.
- Customers who charge their EVs during off-peak times will save money.
- Customers benefit from participating in the program even if they do not charge at the cheapest hours because the rate does not have an extra fee like the FCA rider.
- Using telematics, LUMA can tell when customers are charging their EVs. This technology enables companies to gather information remotely.



# Images from the EV Website



## Ahorro significativo de costes para los clientes

Los clientes pueden ahorrar en las facturas de electricidad evitando las horas punta al cargar sus vehículos.



## Capacite a los clientes para que gestionen el consumo de energía de los vehículos eléctricos

Al conocer sus necesidades de carga, los clientes tendrán más control sobre cuánto quieren gastar.



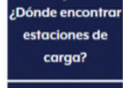
## Aumentar la confiabilidad de la red eléctrica de Puerto Rico

Al cargar fuera de las horas pico, también estarás contribuyendo a reducir la presión en la red eléctrica de Puerto Rico.



## Proporciona información sobre las necesidades de carga de vehículos eléctricos de los clientes

Ayuda a LUMA a crear programas y tarifas que sirvan mejor a nuestros clientes.



### Tarifa residencial por tiempo de uso (TOU) de vehículos eléctricos de LUMA

¡Próximamente!

Como parte de los esfuerzos de LUMA para responder al creciente número de vehículos eléctricos que circulan en Puerto Rico, LUMA se está preparando para lanzar el Programa Piloto de Tarifas TOU de vehículos eléctricos para clientes residenciales con vehículos y cargadores elegibles.

Con la tarifa residencial EV TOU, el costo de la electricidad necesaria para cargar tu vehículo eléctrico varía según la hora del día. A continuación, conozca cómo funciona esta tarifa y los beneficios de la tarifa residencial EV TOU.

#### ¿Cómo funciona la tarifa TOU de EV?

La tarifa residencial EV TOU permite a los clientes de LUMA elegir cómo administrar sus necesidades de carga y les permite ahorrar dinero al pagar una tarifa menos costosa según la hora del día en que decidan cargar sus vehículos eléctricos.

■ Horas más económicas para cargar EV ■ Horas más costosas para cargar EV



El gráfico muestra cómo varía el costo de cargar tu vehículo eléctrico a lo largo del día cuando se inscribe en la tarifa residencial LUMA EV TOU. Una vez inscrito, se le cobrará al cliente según el consumo de electricidad de carga de vehículos eléctricos registrado a través de los vehículos y cargadores elegibles del cliente.



¡Ahorre con cada carga!

## Créditos mensuales en la factura de consumo energético para los conductores de vehículos eléctricos.

Inscríbese al programa de la tarifa por tiempo de uso (TOU) de LUMA para optimizar la carga residencial, reducir los costos de luz y acceder a los beneficios exclusivos para vehículos eléctricos.

SERVICE AND METER INFORMATION									
Service Address: [REDACTED]						Premises ID: [REDACTED]			
Rate: General Residential Service						Period: Jan-13-2024 to Feb-13-2024			
Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant		
					kWh	Days			
243186	13-Feb	491.50 A	13-Jan	429.00	625.00	31	10		
CURRENT CHARGES DETAIL									
DESCRIPTION	TARIFF	CHARGE							
<b>Service Charges</b>									
Customer Charge		\$4.00							
Consumption Charge	425 kWh x \$0.04944	\$21.01							
Additional Consumption Charge	100 kWh x \$0.05564	\$5.56							
<b>Sub-Total</b>		<b>\$30.57</b>							
<b>EV TOU Charges</b>									
On Peak	50 kWh x \$0.129865	\$6.49							
Shoulder Peak	30 kWh x \$0.110912	\$3.33							
Off Peak	20 kWh x \$0.064932	\$1.30							
<b>Sub-Total</b>		<b>\$11.12</b>							
<b>Reconciliation Clauses</b>									
Rider FCA-Fuel Charge Adj	525 kWh x \$0.110912	\$58.23							
Rider PPCA-Purchased Power Charge Adj	625 kWh x \$0.039406	\$24.63							
Rider CILTA-Municipalities Adj	625 kWh x \$0.007049	\$4.41							
Rider SUBA-Subsidies, Public Light & other Subv HH	625 kWh x \$0.013717	\$8.57							
Rider SUBA-Subsidies, Public Light & other Subv NH	625 kWh x \$0.001042	\$0.65							
Rider EE-Energy Efficiency Charge	625 kWh x \$0.00	\$0.00							
<b>Sub-Total</b>		<b>\$96.49</b>							
<b>Total</b>		<b>\$138.18</b>							



## Media Interviews – Educational Efforts



### Comienza programa piloto de incentivos para la carga de vehículos eléctricos

Con el fin de evitar que en un futuro se sobre...

[www.elvocero.com](http://www.elvocero.com)



### Carga de carros eléctricos en condominios: ¿aplica la nueva tarifa de...

Te explicamos cómo funcionaría el programa...

[www.elnuevodia.com](http://www.elnuevodia.com)

### Print and TV Coverage

Juan Patiño, Manager of Energy Efficiency and Demand Response at LUMA Energy, confirmed this during a conference organized by the United Automobile Importers Group (GUIA).

"At this moment, precisely today (yesterday), we are launching an internal test on how the implementation of time-of-use (TOU) tariff is going to work," said Patiño.

5/8/2024



# Who is eligible?

## • Number of accounts

- LUMA allows one (1) account for **either** the vehicle **or** the charger, and one premise (service address) per account.
- Scenarios for two (2) different vehicles on the same premise are as follows:
  - Vehicles of the same eligible brand can enroll with a single account.
  - Vehicles from different brands can enroll in the same account as long as they enroll with an eligible charger.
- The evPulse website has a **waitlist** if the maximum number of pilot participants is reached, or your vehicle/charger is not eligible at this point.

C Charger   
 T Tesla   
 K Kia   
 H Hyundai

