

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

IN RE: REQUEST FOR CERTIFICATION
ENFIN ENERGY CORP.

CASE NO.: NEPR-CT-2025-0002

SUBJECT: Filing of Model Customer Bill.

RESOLUTION AND ORDER

I. Introduction

On June 3, 2025, the Energy Bureau of the Puerto Rico Public Service Regulatory Board ("Energy Bureau") issued a Resolution and Order ("June 3 Resolution") granting EnFin Energy Corp. ("EnFin") fifteen (15) days from the date of the Resolution and Order to indicate if it intends to perform electric power billing operations as defined in Regulation 8863¹. If that is the case, it must submit to the Energy Bureau for review and approval a model customer bill reflecting the required elements, along with a model outlining the procedure for customer objections, to demonstrate compliance with the applicable requirements of Regulation 8863.

On June 25, 2025, EnFin filed a document titled *Request for Extension of Time to File Model Customer Bill* ("June 25 Motion") reporting that it will be performing billing activities as established under Regulation 8863 and requesting three (3) months to submit the model customer bill for the following reason:

EnFin is currently undertaking conversations with its team to compile pertinent information necessary for ensuring billing transparency, drafting of the model customer bill, and development of its customer service program. These efforts are expected to require up to three (3) months of planning and staffing.

Notwithstanding, on July 1, 2025, EnFin filed a document titled *Motion Filing Model Customer Bill* ("July 1 Motion") including its proposed electric service bills as Attachment 1 (Spanish version) and Attachment 2 (English version).

On July 22, 2025, EnFin filed a document titled *Informative Motion* ("July 22 Motion") accompanied by the following:

1. Redacted and Unredacted version of the July 22 Motion, including redacted and unredacted Business Plan as Attachment 1 and Organizational Structure as Attachment 2.²

In the July 22 Motion Enfin submitted information to "clarify, supplement and update" its Request of Certification. The information included changes in its corporate structure and ownership of assets and power purchase agreements.

EnFin requested confidential treatment of the July 22 Motion and the documents attached to it. EnFin submitted unredacted version of July 22 Motion and its Attachments in compliance with: (i) Section 6.15 of Act 57-2014³; (ii) Section 1.15 of Regulation 8701⁴; and (iii) *In Re:*

¹ *Regulation on the Procedure for Bill Review and Suspension of Electric Service Due to Failure to Pay* (CEPR-MI-2016-0002), known as "Regulation 8863".

² The redacted version of the July 22 Motion omits Attachment 1 and Attachment 2 for reason of confidentiality.

³ Known as the *Puerto Rico Energy Transformation and RELIEF Act*, ("Act 57-2014, as amended").

⁴ *Amendment to Regulation No. 8618, on Certifications, Annual Fees and Operational Plans of Electric Service Providers in Puerto Rico*, February 17, 2016 ("Regulation 8701"), as amended by Regulation No. 9182, *Amendment to Regulation No. 8701, on Certifications, Annual Fees and Operational Plans of Electric Service Providers in Puerto Rico*, June 24, 2020 ("Regulation 9182").

Policy on Management of Confidential Information in Procedures before the Commission, Case No.: CEPR-MI-2016-0009, Resolution and Order issued on August 31, 2016 ("Confidential Treatment Resolution").

II. Applicable Laws and Regulations

Section 1.08 of Regulation 8863 defines the terms of the principal requirements that electric service companies in the business of providing retail electric power service must establish for their customers:

- 8) "Electric Power Service Bill" or "Electric Bill" or "Bill" refers to the document sent periodically by the Electric Service Company to Customers or Consumers wherein all the components, charges, or rates that make up the final consumption cost each Customer or Consumer must pay are listed. Bills may be sent by regular mail, email, or accessed by the Customer through a website.
- 13) "Informal Administrative Procedure" or "Informal Procedure" refers to the rules established in Article 6.27 of Law 57-2014, as amended, and in this Regulation. Said Informal Procedure shall include the process to be followed by persons and Customers in relation to objections to electric bills and the procedure for the suspension of service before Electric Service Companies.

Regulation 8863 details the format and content of electric bills, and they must include a reference of how to access or obtain the complete informal administrative procedure established by the company. The electric bill also must include a summary or overview of the principal requirements of the informal administrative procedure as described in Regulation 8863.

The Informal Administrative Procedure must include the different steps⁵ for the customer's objection request, including: process before the energy company, ruling, reconsideration and final decision; the review before the Energy Bureau of the company determination; and judicial review of the Energy Bureau final decision.

Under Section 2.01(D) of Regulation 8701 changes in the personal information of electric service companies requires notification to the Energy Bureau in ten (10) days with updated information. The Energy Bureau has established the *Personal Information Electric Power Companies* (Form NEPR-B01), as the official document to be completed, to provide the information required by Section 2.01 of Regulation 8701.

Section 2.02 of Regulation requires that electric service companies must submit an operational report corresponding to the type of service to offer to their customers and to submit evidence of payment of its filing fee. The Energy Bureau has established the *Operational Report for Electric Power Companies* (Form NEPR-B03) to submit its current information.

III. Conclusion

Upon reviewing the June 25 Motion, the Energy Bureau **TAKES NOTICE** of the information presented by EnFin reporting that it will be performing billing activities as established under Regulation 8863. The Energy Bureau **GRANTS** EnFin **forty-five (45) calendar days** from the notification of this Resolution and Order to file the model customer bill with the corrections described below and to **COMPLY** with the Regulation 8863 requirement of an Informal Administrative Procedure to be submitted for review and approval of the Energy Bureau.

The Energy Bureau **TAKES NOTICE** of the electric service bill models filed by EnFin as Exhibit A (Spanish version) and Exhibit B (English version) of the July 1 Motion. After reviewing the

⁵ Including terms, consequences, warnings, notifications, among other requirements of Regulation 8863.

electric service bills, the Energy Bureau **DETERMINES** that the submitted documents **DID NOT COMPLY** with Regulation 8863 and, **among other things**, the following deficiencies must be addressed by EnFin:

Section	Requirement	Compliance
§ 3.01	Bill must be in clear and plain language.	General information must be separated from the Regulation 8863 requirements, especially those about electric service bill model and Informal Administrative Procedure dispositions. Content must be clarified and in better order.
§ 3.02(1)	Bill date must be included in the electric bill.	Included
§ 3.02(1)	Bill due date, according to mode of notification to the customer.	Included
§ 3.02(2)	Bill must contain notice of right of objection.	Included
§ 3.02(3), § 4.05, § 4.06	Requirement of corresponding payment in order to object to the bill.	Included
§ 3.02(4), § 4.07	Means to file the objection.	Included
§ 3.02(5)	Contact information of service office where any objection or claim related to the Bill may be addressed.	Included
§ 3.02	Bill must contain information on how to access the informal administrative procedure established by the company.	Not included
§ 3.02(6)	Contact information of NEPR and OIPC.	Included (spelling and punctuation errors must be corrected in the Spanish version)
§ 4.04, § 4.08, §4.10	Three distinct means available for filing an objection, the contact information for each one and the forms to be used.	Fax is referred to, but its number is not provided.

Upon reviewing the July 22 Motion, the Energy Bureau **TAKES NOTICE** of the information presented. The Energy Bureau **ORDERS** EnFin to, within **fifteen (15) days**, inform: (i) if the reported changes require an updated *Personal Information Electric Power Companies* (Form NEPR-B01) and, in that case, **SHALL** submit Form NEPR-B01 together with evidence of the corresponding filing fee; and (ii) if the reported changes require an updated *Operational Report for Electric Power Companies* (Form NEPR-B03) and, in that case, **SHALL** submit Form NEPR-B03 and evidence of the corresponding filing fee.

The Energy Bureau **GRANTS** confidential designation and treatment to the July 22 Motion and its attachments, pursuant to Act 57-2014 and Regulation 8701.

The Energy Bureau **WARNS** EnFin that, in accordance with Art. 6.36 of Act 57-2014, non-compliance with this Resolution and Order will carry the imposition of fines.




Be it notified and published.



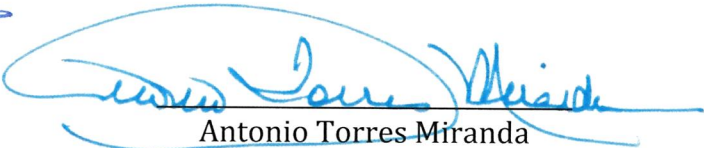
Edison Avilés Deliz
Chairman



Lillian Mateo Santos
Associate Commissioner



Ferdinand A. Ramos Soegaard
Associate Commissioner



Antonio Torres Miranda
Associate Commissioner

CERTIFICATION

I certify that the majority of the members of the Puerto Rico Energy Bureau agreed on August 7, 2025. Associate Commissioner Sylvia B. Ugarte Araujo did not intervene. I also certify that on August 7, 2025 a copy of this Resolution was notified by electronic mail to agraitfe@agraitlawpr.com; jpouroman@outlook.com and enfinlicensingmanagement@enfin.com. I also certify that on August 7 2025, I proceeded with the filing of the Resolution issued by the Puerto Rico Energy Bureau.

I sign this in San Juan, Puerto Rico, on August 7, 2025.



Sonia Seda Gaztambide
Clerk

