

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

IN RE: REQUEST FOR CERTIFICATION
SOL ECOLUTION PUERTO RICO LLC

CASE NO.: NEPR-CT-2024-0013

SUBJECT: Request for Certification as an
Electric Service Company.

RESOLUTION AND ORDER

I. Introduction

On March 17, 2025, Sol Ecolution Puerto Rico LLC ("Sol Ecolution") filed before the Energy Bureau of the Puerto Rico Public Service Regulatory Board ("Energy Bureau") a Motion ("March 17 Motion") with certain information and documents including its *Operational Report for Electric Service Companies* (Form NEPR-B03). Sol Ecolution did not submit evidence of payment of the filing fee for Form NEPR-B03.

On March 18, 2025, the Energy Bureau issued a Resolution and Order ("March 18 Resolution") granting Sol Ecolution thirty (30) days to submit the remaining documents required for their certification and to describe if/how is Sol Ecolution billing customers associated with the installations reported in the Certification Request.¹

On March 21, and April 22, 2025, Sol Ecolution filed a series of documents to comply with the March 18 Resolution.

On May 9, 2025, the Energy Bureau issued a Resolution and Order ("May 9 Resolution") granting Sol Ecolution its Request for Certification and ordering, within fifteen (15) days, to comply with the March 18 Resolution request pertaining to the billing procedure. In the May 9 Resolution, Sol Ecolution was required to include: (i) the format and content of electric bill, (ii) the informal procedure for objecting to electric bill and; (iii) the procedure for suspension of service, as established in Regulation 8863.

On May 23, 2025, Sol Ecolution filed a document titled *Motion in Compliance with Resolution and Order Granting Certification* ("May 23 Motion") including a model invoice of electric service to customers as Exhibit A. In the May 23 Motion Sol Ecolution indicated:

In addition to its invoices, the publication of the Informal Administrative Procedure for Objecting to Electric Bills is also made available to SEPR's customers at its offices at City View Plaza I, #48 Carr. 165 Suite 215, Guaynabo, PR 00968.
for

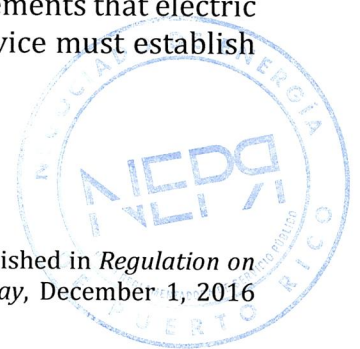
On June 17, 2025, Sol Ecolution filed its *Gross Revenue and Financial Statements Report Electric Power Companies* (Form NEPR B05), required by Section 4.02 of Regulation 8701.

II. Applicable Laws and Regulations

A. Regulation 8863 Requirements for Electric Bill and Informal Administrative Procedure for Objection and Suspension of Service

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:

¹ The requirements and procedures for billing by electric service companies are established in *Regulation on the Procedure for Bill Review and Suspension of Electric Service Due to Failure to Pay*, December 1, 2016 ("Regulation 8863").



....

- 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 Act 57-2014,² 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.

....

Sections 3.01 and 3.02 of Regulation 8863 details the format and content of electric bills. Regarding the publication of the informal administrative procedure for objecting to electric bills, Section 2.01 states the following:

All Electric Service Companies must publish the Informal Administrative Procedure for Objecting to Electric Bills established in this Regulation, including the procedure for requesting reconsideration and review before the Commission, on their website, together with the information requirements that the Customer must file and the forms related to it within a period of fifteen (15) days, beginning on the effective date of this Regulation. The referred websites must include a direct link from their homepage to the place where the Informal Procedure and related forms are stored, for the purposes of ease of access. Furthermore, Electric Service Companies must publish the Informal Procedure in a place that is easily accessible by the public in each one of their regional and commercial offices where Customer service is provided.

B. Gross Revenue Report

The Energy Bureau has established the *Gross Revenue and Financial Statements Report Electric Power Companies* (Form NEPR B05) as the official document to be completed, to provide the financial information of an electric service company to the Energy Bureau. Specifically, Section 4.02(A) and (B) of Regulation 8701, as amended, establishes that electric services companies must inform their Annual Gross Revenue within sixty (60) days after the end of the Natural Year.

III. Conclusion

Sol Ecolution did not submit evidence of payment of the filing fee for its *Operational Report for Electric Service Companies* (Form NEPR-B03). The Energy Bureau **ORDERS** Sol Ecolution to, within **fifteen (15) days** from the notification of this Resolution and Order, submit evidence of payment of the applicable filing fee according to the type of electric service to be provided.

The Energy Bureau **DETERMINES** Sol Ecolution **DID NOT COMPLY** with the minimum contents of the bill, as established in Section 3.02 of Regulation 8863. The following deficiencies must be addressed:

² Known as the *Puerto Rico Energy Transformation and RELIEF Act*, as amended (“Act 57-2014”).



Section	Requirement	Compliance
§ 3.01	Bill must be in clear and plain language.	Bill contains multiple information fields unrelated to electric service billing.
§ 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.	Not included
§ 3.02(2)	Bill must contain notice of right to object.	Included
§ 3.02(3), § 4.05, § 4.06	Requirement of corresponding payment 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
§ 2.01	Publication of the Informal Administrative Procedure for Objecting to Electric Bills.	Not included
§ 3.02(6)	Contact information of NEPR and OIPC.	Included
§ 4.04, § 4.08, §4.10	Three means available for filing an objection, the contact information for each one and the forms to be used.	Included

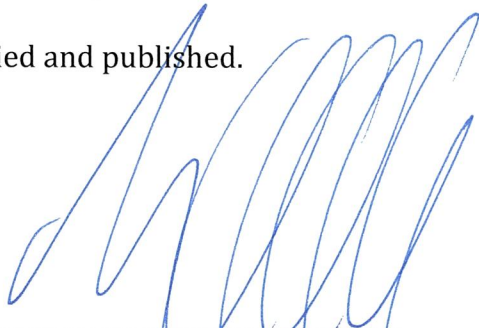
The Energy Bureau **ORDERS** Sol Ecolution to submit a version of the electric service bill, with the abovementioned corrections and in compliance with the requirements of Regulation 8863, within **fifteen (15) days** from the notification of this Resolution and Order.

Sol Ecolution did not provide evidence of the publication of the informal procedure for objecting to electric bills, in accordance with Section 2.01 of Regulation 8863. As such, the Energy Bureau **ORDERS** Sol Ecolution to, within **fifteen (15) days** from the notification of this Resolution and Order, comply with the criteria detailed in the referenced section.

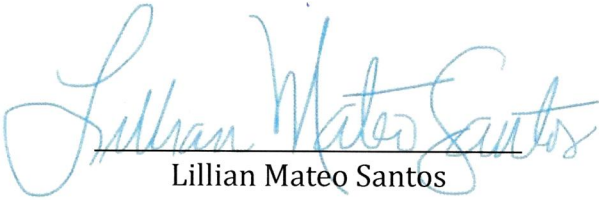
Upon reviewing the *Gross Revenue and Financial Statements Report Electric Power Companies* (Form NEPR-B05) filed by Sol Ecolution, the Energy Bureau **DETERMINES** Sol Ecolution **COMPLIED** with Section 4.02 of Regulation 8701 by submitting Form NEPR-B05 for 2024.

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

Be notified and published.



Edison Avilés Deliz
Chairman



Lillian Mateo Santos
Associate Commissioner



Sylvia B. Ugarte Araujo
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 29, 2025. Associate Commissioner Ferdinand A. Ramos Soegaard did not intervene. I also certify that on August 29, 2025, a copy of this Resolution was notified by electronic mail to info@solecolution.com; abner.hiraldo@solpetroleum.com; nannette.berrios@solpetroleum.com, and I have proceeded with the filing of the Resolution issued by the Puerto Rico Energy Bureau.

I sign this in San Juan, Puerto Rico, on August 29, 2025.



Sonia Seda Gaztambide
Clerk

