

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

IN RE: REQUEST FOR CERTIFICATION
SUNSTRONG MANAGEMENT LLC.

CASE NO.: NEPR-CT-2025-0012

SUBJECT: Resolution and Order regarding
*Motion in Compliance with January 15, 2026
Resolution, Request for Extension, and
Request for Guidance* filed by SunStrong
Management, LLC.

RESOLUTION AND ORDER

On January 20, 2026, SunStrong Management, LLC (“SunStrong”) filed before the Energy Bureau of the Puerto Rico Public Service Regulatory Board (“Energy Bureau”) a document titled *Motion in Compliance with January 15, 2026 Resolution, Request for Extension, and Request for Guidance* (“January 20 Motion”). In the January 20 Motion, SunStrong reported that it was in the process of implementing certain enhancements to its customer complaint procedure under Section 6.03 of Regulation 9246¹; in compliance with the December 3, 2025, and January 15, 2026, Resolutions issued by the Energy Bureau requesting additional detail and clarity. SunStrong stated that the enhancements are intended to provide additional transparency, structure, and clarity to customers while maintaining full consistency with the regulatory framework already in place. SunStrong requested a sixty (60) day extension to finalize and publish the updated complaint procedure and informed that it will continue to operate under the previous complaint procedure in place while developing the necessary new elements.

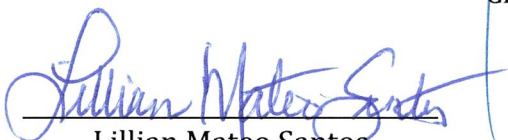
The Energy Bureau **GRANTS** SunStrong **thirty (30) days**, from the notification of this Resolution, to submit its consumer complaint procedure as well as evidence of its publication.

The Energy Bureau **WARNS** SunStrong that failure to comply with this Resolution and Order will result in the imposition of fines in accordance with Section 6.36 of Act 57-2014.²

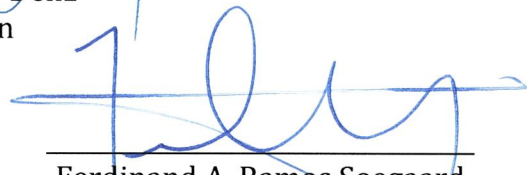
Be it notified and published.



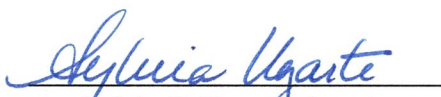
Edison Avilés Deliz
Chairman



Lillian Mateo Santos
Associate Commissioner



Ferdinand A. Ramos Soegaard
Associate Commissioner



Sylvia B. Ugarte Araujo
Associate Commissioner



Antonio Torres Miranda
Associate Commissioner

¹ Regulation for Demand Response, December 21, 2020 (“Regulation 9246”).

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



CERTIFICATION

I hereby certify that the majority of the members of the Puerto Rico Energy Bureau have agreed on January 29 2026. I also certify that on January 30 2026 a copy of this Resolution and Order was notified by electronic mail: apc@mcvpr.com, and I have proceeded with the filing of the Resolution and Order issued by Puerto Rico Energy Bureau.

I sign this in San Juan, Puerto Rico, January 30 2026.



Wanda I. Cordero Morales
Interim Clerk

