



NEPR
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Virtual Peaker, Inc. Customer Complaint Procedure for the LUMA Customer Battery Energy Sharing (CBES) Program

This Customer Complaint Procedure is established by Virtual Peaker, Inc. ("Virtual Peaker" or "DR Program Provider") to comply with Section 6.03 of Regulation No. 9246, "Regulation for Demand Response," issued by the Puerto Rico Energy Bureau (the "Energy Bureau"). This procedure outlines the process for customers enrolled in the [LUMA Customer Battery Energy Sharing \(CBES\) Program](#) to submit and resolve complaints or grievances related to the DR services or compensation provided by Virtual Peaker.

1. Scope and Purpose

This procedure applies to all customers of Virtual Peaker participating in the LUMA CBES Program in Puerto Rico. The purpose is to ensure a fair, transparent, and timely process for addressing customer complaints or grievances, as required by the Energy Bureau's regulations.

2. Complaint Submission and Filing Process (Section 6.03(A))

Before enrolling customers in the LUMA CBES Program, Virtual Peaker will develop and publish this procedure.

A. How to File a Complaint with Virtual Peaker

A Customer may file a complaint or grievance with Virtual Peaker using any of the following methods:

Method	Contact Information
<i>Email</i>	luma@virtual-peaker.com
<i>Mail</i>	Virtual Peaker, Inc. (Attn: Customer Support - LUMA CBES), PO Box 4081, Louisville, KY USA 40204

B. Information to Include in the Complaint

To facilitate a prompt and thorough investigation, the Customer should include the following information, if available:

- Customer's Full Name and Address (as enrolled in the program).
- Customer's contact information (phone number and email address).
- LUMA Account Number.
- Date the issue first occurred.
- A detailed description of the complaint or grievance, including:
 - The specific DR service or compensation issue.
 - Any relevant dates, times, or previous communication with Virtual Peaker.
 - The desired resolution.

C. Timeline for Resolution

Virtual Peaker will adhere to the following time periods for addressing complaints:

1. **Acknowledgement:** Within **five (5) business days** of receiving a complaint, Virtual Peaker will send an acknowledgement of receipt to the Customer, which may include the assigned complaint number and the name of the assigned contact person.
2. **Investigation and Determination:** Virtual Peaker will investigate the complaint and provide the Customer with a determination, resolution, or status update within **fifteen (15) business days** of receiving the complaint.
3. **Complex Cases:** If a complaint requires an extended investigation (e.g., due to complexity, need for external data, or technical issues), Virtual Peaker will notify the Customer within the initial 15-day period, explaining the reason for the delay and providing an estimated timeframe for a final determination.

3. Complaint Procedure for Protection of Private or Proprietary Information (Section 6.03(B))

This procedure specifically includes a process for the investigation and resolution of complaints by a Customer whose private or proprietary information may have been sold by Virtual Peaker or disclosed by Virtual Peaker to market services or product offerings in violation of Article 6 of Regulation 9246.

A. Reporting a Privacy or Data Security Complaint

Customers should follow the general complaint filing process outlined in Section 2.A, explicitly stating that the complaint relates to the misuse or unauthorized disclosure of their private or proprietary information.

B. Investigation and Resolution of Privacy Complaints

- 1.
2. **Compliance with Policy:** The investigation will be conducted in accordance with Virtual Peaker's existing **Incident Response Policy**, which governs how Virtual Peaker handles security incidents, including the potential disclosure of customer information. **Determination:** Virtual Peaker will determine if a violation of its Privacy Policy, Regulation 9246, or other applicable law has occurred.
3. **Remedial Action:** If a violation is confirmed, Virtual Peaker will promptly take all necessary remedial actions, which may include:
 - Stopping the unauthorized activity.
 - Notifying affected customers and the Energy Bureau, as required by law.
 - Implementing additional security safeguards.
4. **Customer Notification:** Virtual Peaker will provide the Customer with a determination regarding the complaint, including a summary of the findings and any remedial actions taken, within the timelines specified in Section 2.C.

4. Contact Information for the Independent Consumer Protection Office (Section 6.03(A)(2))

If a Customer has questions or needs to file a complaint regarding an Electric Power Company, including a DR Aggregator like Virtual Peaker, they may also contact the [Independent Consumer Protection Office \(OIPC\)](#).

Entity	Contact Information
Independent Consumer Protection Office (OIPC)	Tel. 787-523-6262
	Email: consumidorelectricidad@oipc.pr.gov
	Physical Address: World Plaza Building, 268 Muñoz Rivera Ave., Suite 202 (Plaza Level), Hato Rey, PR 00918

5. Right to File a Complaint with the Energy Bureau (Section 6.03(C))

Any Customer dissatisfied with a final determination made by Virtual Peaker in relation to a complaint or grievance made under this Section may file a complaint with the Energy Bureau for review of such determination.

Such complaint shall be filed under the "Regulation on Adjudicative Proceedings and Review of the Decisions of the Public Service Regulatory Board" (Regulation 8543). Customers should consult the [Energy Bureau's website](#) or [Regulation 8543](#) for the correct procedure for filing such a complaint.

LUMA CBES Program Reference: For general program information, please refer to:

1. <https://lumapr.com/battery-demand-response/?lang=en>
2. <https://luma.virtualpeaker.io/CBES/overview/>