



NEPR
Received:
 Mar 11 2026
 NEPR-CT-2024-0010
 5:02 PM

Fortress Power Request for Certification

Puerto Rico Energy Bureau

<p>CASE NO: NEPR-CT-2024-0010</p> <p>Regulation 8701</p>	<p>SUBJECT: Fortress Power Response to DR Aggregator Certification Renewal</p> <p>March 11, 2026</p>
---	---

IN RE: Application of Fortress Power LLC for Certification as a Demand Response Service Provider
Case No.: NEPR-CT-2024-0010
Subject: DR Aggregator Certification Renewal

MOTION IN COMPLIANCE WITH RESOLUTION AND ORDER

TO THE HONORABLE PUERTO RICO ENERGY BUREAU:

Fortress Power LLC (“Fortress Power” or “Company”), respectfully submits this Motion in Compliance with the Resolution and Order issued in the above-captioned proceeding, and states as follows:

I. BACKGROUND

- On March 5, 2026, the Puerto Rico Energy Bureau (“Energy Bureau” or “Bureau”) issued a Resolution and Order in Case No. CT-2024-0010 concerning Fortress Power’s application for certification as a Demand Response service provider.
- In the Resolution and Order, the Bureau determined that Fortress Power must revise its Customer Complaint Procedure to ensure full compliance with Section 6.03 of Regulation 9246 Puerto Rico Demand Response Regulation.
- Specifically, the Bureau directed Fortress Power to update its written complaint procedure to:
 - a. Establish clear deadlines for each step of the informal complaint resolution process before the Company;
 - b. Inform customers of their right to request formal review before the Energy Bureau if they disagree with the Company’s final determination;

- c. Establish the deadline within which a customer may request formal review before the Energy Bureau; and
- d. Provide contact information for the Energy Bureau and the Independent Consumer Protection Office.

II. COMPLIANCE WITH THE BUREAU'S ORDER

- Fortress Power respectfully informs the Bureau that it has reviewed and revised its Customer Complaint Procedure to fully address each of the items identified in the Resolution and Order.
- The updated procedure now expressly:
 - a. Establishes specific deadlines for acknowledgment, investigation, and final determination of customer complaints;
 - b. Describes the informal complaint resolution process before Fortress Power;
 - c. Clearly informs customers of their right to request formal review before the Energy Bureau if they disagree with the Company's final determination;
 - d. Establishes a thirty (30) day deadline for a customer to request formal review before the Energy Bureau after receiving the Company's final determination; and
 - e. Provides complete contact information for both the Energy Bureau and the Independent Consumer Protection Office.
- The revised Customer Complaint Procedure, adopted pursuant to Section 6.03 of Regulation 9246, is attached hereto as Exhibit A and is posted on our website.
- Fortress Power respectfully submits that the revised procedure fully complies with the requirements set forth in the Resolution and Order and satisfies the applicable provisions of Regulation 9246 governing Demand Response service providers.

Exhibit A – Fortress Power Customer Complaint Procedure (Revised) can be found posted on the Fortress Power Website: [Fortress Power Demand Response Program Complaints](#)

III. REQUEST FOR ACCEPTANCE OF COMPLIANCE

- Fortress Power respectfully requests that the Energy Bureau:
 - a. Accept this Motion in Compliance and the revised Customer Complaint Procedure submitted as Exhibit A;



NEPR-CT-2024-0010

- b. Determine that Fortress Power has fully complied with the directives of the Resolution and Order regarding the Customer Complaint Procedure; and
 - c. Grant any additional relief deemed just and proper.
-

WHEREFORE

Fortress Power LLC respectfully requests that the Puerto Rico Energy Bureau acknowledge the Company's compliance with the Resolution and Order issued in this proceeding and accept the revised Customer Complaint Procedure submitted herewith.

Respectfully submitted.

FORTRESS POWER LLC

By: 

Caroline Poroski
Customer Experience Manager
Date: March 11, 2026

Address:
Fortress Power LLC
2010 Cabot Blvd West
Suite L
Langhorne, PA 19047

Email: carolinep@fortresspower.com
Phone: 215-896-4001



Exhibit A:

Fortress Power LLC

Customer Complaint Procedure

Demand Response (DR) Program
(Adopted pursuant to Section 6.03 of Regulation 9246)

1. Purpose

This Customer Complaint Procedure establishes the process through which customers enrolled in Demand Response (DR) programs administered by Fortress Power LLC (“Fortress Power” or “Company”) may submit complaints regarding Demand Response services, program administration, or compensation.

1.1 Regulatory Compliance

This Customer Complaint Procedure has been adopted in compliance with the requirements of Section 6.03 of Regulation 9246, issued by the Puerto Rico Energy Bureau.

The procedure establishes an informal complaint resolution process before Fortress Power and informs customers of their right to seek formal review before the Energy Bureau if the customer is not satisfied with the Company's final determination.

2. Scope

This procedure applies to all customers participating in a Demand Response program administered by Fortress Power in Puerto Rico.

Complaints may relate to, including but not limited to:

- Demand Response program services
- Demand Response event participation
- Program compensation or payments
- Program administration or communications
- Privacy, confidentiality, or handling of customer information

Jurisdiction

- Demand Response programs administered by Fortress Power within Puerto Rico are subject to the regulatory jurisdiction of the Puerto Rico Energy Bureau.
- Nothing in this procedure limits or restricts the authority of the Energy Bureau to review customer complaints or to take any action authorized under applicable law or regulations.

3. Submission of Customer Complaints

Customers may submit complaints to Fortress Power through the following channels:

Email

Energybroker@fortresspower.com

Mail

Fortress Power LLC
Attn: VPP Program – Customer Complaints
2010 Cabot Blvd West
Suite L
Langhorne, PA 19047

To facilitate prompt review, complaints should include:

- Customer name and contact information
- Description of the complaint or grievance
- Relevant dates and supporting documentation, if available

Customers may submit complaints at any time during their participation in the DR program or within thirty (30) days of the event giving rise to the complaint.

Submission of a complaint shall not affect the customer's eligibility to participate in the DR program.

The informal complaint resolution process described in this procedure must be completed before the customer may request formal review before the Puerto Rico Energy Bureau.

4. Informal Complaint Resolution Procedure Before Fortress Power

4.1 Acknowledgment of Complaint

Fortress Power shall acknowledge receipt of the complaint **within fifteen (15) business days** after receipt.

The acknowledgment may be provided by email or written correspondence.

4.2 Investigation

Fortress Power will investigate the complaint, which may include:

- Review of program records
- Analysis of event participation data
- Review of compensation calculations
- Consultation with program operators or system providers

If additional information is required, Fortress Power may request supporting documentation from the customer.

Customers should provide requested information **within ten (10) business days**, when reasonably possible.

4.3 Final Determination

Fortress Power shall issue a written final determination regarding the complaint **within thirty (30) calendar days** after the complaint is received.

The written determination will include:

- A summary of the complaint
- The findings of the investigation
- The Company's determination and any corrective action taken

Notice of Right to Formal Review

- If the customer disagrees with Fortress Power's final determination of the complaint, the customer has the right to request a formal review before the Puerto Rico Energy Bureau.
- Any request for formal review must be filed with the Energy Bureau within **thirty (30) days** from the date the customer receives the Company's final determination.

- The customer may also request orientation or assistance from the Independent Consumer Protection Office in connection with the formal complaint process before the Energy Bureau.

If additional time is required due to the complexity of the investigation, Fortress Power will notify the customer in writing and provide an updated timeline for resolution.

5. Complaints Regarding Customer Information

If a complaint alleges that a customer's private or proprietary information has been improperly sold, or disclosed for marketing services or product offerings

Fortress Power will:

- Conduct a prompt investigation
- Implement corrective measures if a violation is identified
- Provide the customer with written notice of the investigation results

6. Right to Request Formal Review Before the Energy Bureau

If a customer is dissatisfied with Fortress Power's final determination, the customer has the right to request formal review before the Puerto Rico Energy Bureau.

The request for formal review must be filed **within thirty (30) days** from the date the customer receives Fortress Power's final determination.

The formal review process is conducted in accordance with the procedures established by the Energy Bureau.

7. Assistance from the Independent Consumer Protection Office

Customers have the right to contact the Independent Consumer Protection Office for orientation, assistance, or intervention on their behalf during the formal complaint process before the Energy Bureau.

8. Regulatory Contact Information



NEPR-CT-2024-0010

Puerto Rico Energy Bureau

Phone: (787) 523-6464

Website: <https://energia.pr.gov>

Independent Consumer Protection Office (OIPC)

Phone: (787) 523-6400

Website: <https://oipc.pr.gov>

9. Publication and Availability

In accordance with Section 6.03 of Regulation 9246, this Customer Complaint Procedure shall:

- Be published and made available to customers prior to enrollment in the Demand Response program
 - Be provided to customers upon request
 - Be maintained as part of Fortress Power's Demand Response program documentation
-

10. Recordkeeping

Fortress Power shall maintain records of all customer complaints and their resolution for a period consistent with applicable regulatory requirements and may provide such records to the Puerto Rico Energy Bureau upon request.