

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

**IN RE:** REQUEST FOR CERTIFICATION  
FLIP ENERGY, INC.

**CASE NO.:** NEPR-CT-2024-0005

**SUBJECT:** Resolution and Order regarding  
*Motion in Compliance with Resolution and  
Order issued on February 17, 2026.*

**RESOLUTION AND ORDER**

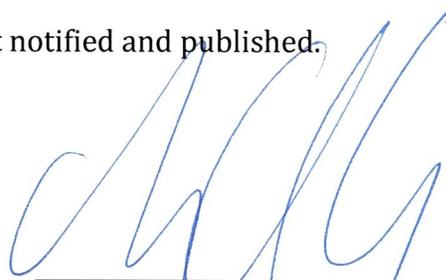
On February 17, 2026, the Energy Bureau of the Puerto Rico Public Service Regulatory Board (“Energy Bureau”) issued<sup>1</sup> a Resolution and Order (“February 17 Resolution”) granting Flip Energy, Inc. (“Flip Energy”) thirty (30) days to: (i) submit its consumer complaint procedure and (ii) update its consumer data privacy and protection policy, as required by Regulation 9246<sup>2</sup>.

On March 16, 2026, Flip Energy filed a document titled *Motion in Compliance with Resolution and Order issued on February 17, 2026* (“March 16 Motion”) through which it submitted its updated consumer data privacy and protection policy and its complaint procedure.

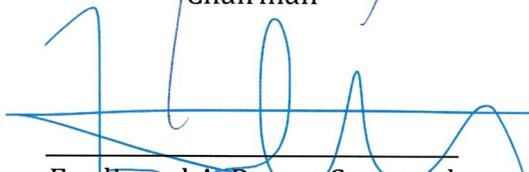
After reviewing the information filed with its March 16 Motion, the Energy Bureau **TAKES NOTICE** of the information provided and **DETERMINES** that Flip Energy complied with Section 6.03 of Regulation 9246, submitting its consumer complaint procedure; and with Section 6.01(D)(3) and (4) of Regulation 9246, submitting the upgraded consumer data privacy and protection policy. Nonetheless, Flip Energy did not provide evidence of the publication of its complaint procedure. Hence, the Energy Bureau **GRANTS** Flip Energy ten **(10) days** to submit such proof.

The Energy Bureau **WARNS** Flip Energy that noncompliance with this Resolution and Order may result in the imposition of fines under Art. 6.36 of Act 57-2014.<sup>3</sup>

Be it notified and published.

  
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Edison Avilés Deliz  
Chairman

  
\_\_\_\_\_  
Lillian Mateo Santos  
Associate Commissioner

  
\_\_\_\_\_  
Ferdinand A. Ramos Soegaard  
Associate Commissioner

  
\_\_\_\_\_  
Antonio Torres Miranda  
Associate Commissioner

<sup>1</sup> Notified on February 18, 2026.

<sup>2</sup> *Regulation for Demand Response*, December 21, 2020 (“Regulation 9246”).

<sup>3</sup> Known as the *Puerto Rico Energy Transformation and RELIEF Act*, as amended (“Act 57-2014”).



**CERTIFICATION**

I certify that the majority of the members of the Puerto Rico Energy Bureau agreed on March 26, 2026. Associate Commissioner Sylvia B. Ugarte Araujo did not intervene. Also certify that on March 26, 2026. I have proceeded with the filing of this Resolution and Order and was notified by email to: Antonio.collazo@oneillborges.com.

I sign this in San Juan, Puerto Rico, today March 26, 2026.



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Sonia Seda Gaztambide  
Clerk

