

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

NEPR

Received:

Apr 9, 2026

11:47 AM

IN RE: REQUEST FOR CERTIFICATION OF
TESLA PUERTO RICO, LLC

CASE NO.: NEPR-CT-2023-0007

SUBJECT: Resolution and Order regarding
Tesla's Customer Complaint Procedure; and
Data Privacy and Protection Policy

MOTION IN COMPLIANCE WITH RESOLUTION AND ORDER

TO THE HONORABLE PUERTO RICO ENERGY BUREAU:

COMES NOW TESLA PUERTO RICO, LLC ("Tesla"), through the undersigned counsel, and respectfully states and requests as follows:

1. On March 20, 2026, the Puerto Rico Energy Bureau issued its Resolution and Order in the above-captioned case directing Tesla, within twenty (20) days, to submit: "(i) its data privacy and protection policy, specifically for customers under its Demand Response program, as required by Section 6.01 of Regulation 9246; and (ii) its written customer complaint procedure and proof of its publication, as required by Section 6.03 of Regulation 9246."
2. Tesla respectfully files this Motion in Compliance to inform the Bureau that it is hereby submitting the documents requested in the Resolution and Order, to satisfy the requirements identified therein, and to complete the record in this certification proceeding.
3. In compliance with the Bureau's directive, Tesla attaches the following documents:
 - a. **Exhibit A – Customer Privacy Notice**, applicable to customers enrolled, or seeking to enroll, in Tesla's Demand Response program in Puerto Rico. To this end, the Customer Privacy Notice states "[a]dditionally, from Powerwall to Solar

Roof, your Energy Products are designed to protect your privacy. Tesla aims to collect a minimum amount of personal data necessary for displaying your in-app energy experience, providing services to you, and for improving your energy products. We are also committed to only share your personal data when needed to operate or service your product, or we will ask for your permission”.

- b. **Exhibit B – Demand Response Customer Complaint Procedure**, setting forth the process for the submission, investigation, handling, and resolution of customer complaints related to Demand Response services or compensation.
4. Tesla’s Demand Response Customer Complaint Procedure is published online and can be accessed at the following link: <https://www.tesla.com/support/energy/virtual-power-plant/puerto-rico>.
5. Tesla’s Customer Privacy Notice is published online and can be accessed at the following link <https://www.tesla.com/legal/privacy>.
6. Tesla respectfully represents that the Customer Privacy Notice submitted as Exhibit A applies to the Demand Response program customers in Puerto Rico, consistent with the Bureau’s Resolution and Order. The Bureau noted in its Order that the privacy materials previously in the record referred to vehicle information and not to Demand Response Aggregator customers; this filing is intended to address and clarify that distinction as evidenced by the language contained in paragraph 3(a) above.

WHEREFORE, Tesla Puerto Rico, LLC respectfully requests that the Puerto Rico Energy Bureau deem this Motion in Compliance and its accompanying exhibits as fulfilling the directives set forth in the Resolution and Order issued in this case, and grant any further relief deemed just and proper.

RESPECTFULLY SUBMITTED.

In Guaynabo, Puerto Rico, on April 9, 2026.

ARROYO & RIOS LAW OFFICES, P.S.C.

PMB 688

1353 Ave. Luis Vigoreaux

Guaynabo, P.R. 00966

Tel.: (787) 522-8080

Fax: (787) 523-5696

E-mail: mrios@arroyorioslaw.com

s/ Moraima S. Ríos Robles

Moraima S. Ríos Robles

TSPR RUA - 17077

EXHIBIT A

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Customer Privacy Notice

Your privacy is and will always be enormously important to us. Our Privacy Notice is designed to provide transparency into our data practices in a format that is easy to read and navigate. Please read the sections below to understand how we collect, use, share, and safeguard your information in order to offer you the most seamless vehicle and energy experience imaginable.

Privacy From Day One

Your Tesla generates vehicle, diagnostic, infotainment system, and AI data. To protect your privacy from the moment you take delivery, Tesla does not associate the vehicle data generated by your driving with your identity or account by default. As a result, no one but you would have knowledge of your activities, location or a history of where you've been. Your in-vehicle experiences are also protected. From features such as voice commands, to surfing the web on your touchscreen, your information is kept private and secure, ensuring the infotainment data collected is not linked to your identity or account.

Tesla vehicles are equipped with a camera suite designed from the ground up to protect your privacy while providing advanced features such as Traffic-Aware Cruise Control (TACC), Summon, and Autopark. To recognize things like lane lines, street signs and traffic light positions, AI data from the camera suite is processed directly without leaving your vehicle by default. In order for camera recordings for fleet learning to be shared with Tesla, your consent for Data Sharing is required and can be controlled through the vehicle's touchscreen at any time. Even if you choose to opt-in, unless we receive the data as a result of a safety event (a vehicle collision or airbag deployment) — camera recordings remain anonymous and are not linked to you or your vehicle.

Additionally, from Powerwall to Solar Roof, your Energy products are designed to protect your privacy. Tesla aims to collect a minimum amount of personal data necessary for displaying your in-app energy experience, providing services to you, and for improving your energy products. We are also committed to only share your personal data when needed to operate or service your product, or we will ask for your permission.

[Information We May Collect](#)

[How We May Use Your Information](#)

[Sharing Your Information](#)

[Choice and Transparency](#)

[Privacy Questions](#)

Information We May Collect

We may collect three main types of information related to you or your use of our products and services:

- Information from or about you
- Information from or about your Tesla vehicle
- Information from or about your Tesla energy products

Depending on the Tesla products and services you request, own, or use, not all of these types of information may be applicable to you.

[Show more](#)

How We May Use Your Information

We may use the information we collect to:

- Communicate with you
- Fulfill our products and services
- Improve and enhance development of our products and services

This includes contacting you to advise you of important safety-related information, to notify first responders in the event of an accident involving your vehicle, present products and offers tailored to you, or to respond to your inquiries and fulfill your requests for product information, Tesla Updates, and other events.

[Show more](#)

Sharing Your Information

We may share information with:

- Our service providers, business partners and affiliates

- Third parties you authorize
- Other third parties as required by law

We limit how, and with who, we share your personal data. Examples of when we may share your information include, payment processing, order fulfillment, product installation, customer service, marketing, financing, service or repair, and other similar services.

[Show more](#)

Choice and Transparency

We enable you to obtain access and control the data that we collect, use, and share. Through device permissions, in-app settings, communication preferences, your Tesla Account, and in-vehicle data sharing controls — you are in the driver's seat, even when it comes to your data.

[Show more](#)

Privacy Questions

For privacy questions or comments, to opt out from certain services, or to submit a data privacy request, please

[contact us.](#)

Updated February 2026

EXHIBIT B

Tesla Demand Response Customer Complaint Procedure

Customers should submit their initial questions or concerns about Tesla's VPP Program via email at: VPPSupport@tesla.com. Tesla Support will acknowledge the email, open a customer case, and provide a case number within 5 business days of its receipt of the email. Tesla's review and response will be completed within 15 business days ("Initial Review") of your email.

If the Initial Review is not timely provided or is unsatisfactory, you may escalate your case by filing a complaint. You may file your complaint by emailing VPPSupport@tesla.com with the subject line "Complaint:" and a brief description of the issue (e.g. "Settlement Dispute," "Unenrollment," etc.) ("Customer Escalation"). Within the body of the email, you must provide (1) a summary of the issue, (2) reference the case number for the unsatisfactory concern being escalated, and (3) the cause of disagreement or dissatisfaction.

The Customer Escalation will be acknowledged by email within 5 business days of your submission of the Customer Escalation email. Tesla's review and response of the Customer Escalation will be completed within 15 days from receipt of the Customer Escalation email, or up to 30 days if the case requires additional action by Tesla (e.g. receiving a mailed check for customer VPP incentives).

Complaints Regarding Disclosure of Confidential Information

Upon enrollment into a Tesla VPP program, you agree to its terms and conditions ("VPP T&Cs"), including the conditions under which and them whom Tesla may share your Confidential Information (as defined in VPP T&Cs). For reference, the VPP T&Cs are located at <https://www.tesla.com/support/energy/virtual-power-plant/puerto-rico>.

If you have a complaint concerning the potential sale of your Confidential Information or unauthorized disclosure of your Confidential information, please email VPPSupport@tesla.com with the subject line "Confidentiality Complaint". Tesla will investigate and resolve such complaint within Customer Escalation time frame set forth above.

Regulatory Contacts

Customers may contact the following agencies for assistance:

Independent Consumer Protection Office (OIPC)

The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico.

- Phone: (787) 523-6962
- Email: info@oipc.pr.gov
- Address: World Plaza Building, 268 Avenida Munoz Rivera, San Juan, PR 00918
- Website: www.oipc.pr.gov

Puerto Rico Energy Bureau (PREB)

- Phone: (787) 523-6262
- Email: nepr@jrsp.pr.gov
- Address: World Plaza Building, 268 Munoz Rivera Ave., San Juan, PR 00918
- Website: www.energia.pr.gov

Right to File a Complaint with the Energy Bureau

If you are dissatisfied with Tesla's final determination regarding your complaint or grievance, you may file a complaint with the Puerto Rico Energy Bureau for review of such determination pursuant to Regulation 8543, known as the Regulation on Adjudicative, Notice of Noncompliance, Rate Review and Investigation Procedures. Regulation 8543 is available at <https://energia.pr.gov/wp-content/uploads/sites/7/2015/09/RE-8543-EN1.pdf> (English) or <https://energia.pr.gov/wp-content/uploads/sites/7/2015/09/RE-8543-ES.pdf> (Spanish).