

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

NEPR
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IN RE: Request for certification of EnFin, Corp.

CASE NO. NEPR-CT-2025-0002

SUBJECT: Data Privacy Policy and Demand Response Customer Complaint Procedure

MOTION IN COMPLIANCE WITH THE MARCH 20 RESOLUTION AND ORDER

TO THE HONORABLE ENERGY BUREAU:

COMES NOW EnFin, Corp. (“EnFin”), through the undersigned counsel, and respectfully states and informs as follows:

On March 20, 2026, the Puerto Rico Energy Bureau (the “Bureau”) issued a Resolution and Order (the “Resolution”) in the above-captioned case, directing EnFin to submit (i) a Data Privacy and Protection Policy in accordance with Section 6.01 of Regulation 9246, and (ii) a written Customer Complaint Procedure, together with proof of its publication, pursuant to Section 6.03 of said regulation.

I. Submissions

In compliance with the Resolution, EnFin hereby submits its Data Privacy and Protection Policy (**Attachment 1**), which describes the measures adopted to store, safeguard, and limit the disclosure of customer information, consistent with the requirements set forth in Regulation 9246. EnFin represents that such policy complies with the applicable regulatory framework governing the protection of private and proprietary customer information.

With respect to the Customer Complaint Procedure, EnFin respectfully informs the Bureau that it maintains an existing complaint procedure titled “Informal Process for Bill Disputes,” which was previously submitted to and approved by the Bureau on October

9, 2025. *See* Resolution and Order of October 9, 2025. Pursuant to Section 6.03(A)(1) of Regulation 9246, EnFin hereby requests that the Bureau accept the updated version of its existing complaint procedure, which is substantially similar to the version previously approved by the Bureau.

EnFin further submits a copy of said updated procedure for the Bureau's consideration and represents that it is both applicable to customer complaints arising in the context of its demand response services and bill disputes. *See* **Attachment 2**.

EnFin respectfully submits that the foregoing satisfies in full the requirements set forth in the Resolution and reiterates its commitment to full compliance with all applicable regulatory obligations.

Lastly, EnFin provides a copy of its internal Customer Complaint Policy (**Attachment 3**) approved in 2023, which outlines how EnFin addresses customer complaints at an internal level. This information is provided for informational purposes to supplement the record regarding EnFin's operational practices.

II. Request for Confidential Treatment

The information provided in Attachments 1-3 to this Motion contains confidential information of EnFin. Article 6.15 of Act 57-2014 provides that "any person who is required to submit information to the Energy [Bureau] believes that the information to be submitted has any confidentiality privilege, such person may request the Commission to treat such information as such." The Bureau adopted its *Policy on Management of Confidential Information Procedures Before the [Bureau]* under Case No. CEPR-MI-2016-0009, which in its pertinent part establishes:

Any document designated by the [Bureau] as Validated Confidential Information on the grounds that it is a trade secret pursuant to Act 80-2011 may only be accessed by the Producing Party and the [Bureau], unless otherwise set forth by the [Bureau] or any competent court.

Act 80-2011, the *Industrial and Trade Secret Protection Act of Puerto Rico*, deems industrial or trade secrets as any information "(a) that has a present or a potential

independent financial value or that provides a business advantage, insofar as such information is not common knowledge or readily accessible through proper means by persons who could make a monetary profit from the use or disclosure of such information, and (b) for which reasonable security measures have been taken, as circumstances dictate, to maintain its confidentiality.” 10 LPRA § 4131. Protected trade secrets include financial and commercial information, third-party proprietary data, processes, methods, mechanisms, and others. The statute’s definition of trade secret information is not limited to strict categories.

Attachment 1 contains information regarding EnFin’s commercial practices, particularly in connection with the protection of third-party data privacy. As such, this information holds independent economic value, as it reflects proprietary aspects of how EnFin conducts its commercial operations and manages sensitive customer information. Accordingly, EnFin respectfully requests that Attachment 1 be afforded confidential treatment.

Attachment 2 is a document intended to be publicly available upon approval by the PREB. Therefore, the submitted version reflects preliminary compliance efforts and contains non-public information regarding EnFin’s internal processes and commercial approach to regulatory compliance. Disclosure of this information at this stage would place EnFin at a competitive disadvantage and may create confusion as to the final form of its regulatory obligations. Accordingly, EnFin respectfully requests that Attachment 2 be afforded confidential treatment until such time as the Bureau issues a determination regarding its approval or requires its public disclosure.

Attachment 3 contains proprietary information regarding EnFin’s internal processes and commercial practices, which are not publicly available and derive independent economic value from their confidentiality. Accordingly, EnFin respectfully requests that Attachment 3 be afforded confidential treatment.

WHEREFORE, EnFin respectfully requests that the Energy Bureau find that EnFin has complied with the Resolution and Order issued on March 20, 2026; accept EnFin’s Data Privacy and Protection Policy as filed; accept EnFin’s existing “Informal Process for

Bill Disputes” as its Customer Complaint Procedure in its capacity as a Demand Response Aggregator; grant confidential treatment to **Attachments 1, 2, and 3**; and grant any other relief deemed just and proper.

RESPECTFULLY SUBMITTED.

In San Juan, Puerto Rico, on April 9, 2026.

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Attachments Filed under Seal