

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

IN RE: PUERTO RICO ELECTRIC POWER
AUTHORITY'S EMERGENCY RESPONSE
PLAN

CASE NO.: NEPR-MI-2019-0006

SUBJECT: Interactive Review of 2026
Emergency Response Plans ("ERPs").

RESOLUTION AND ORDER

I. Introduction

On May 29, 2025, the Puerto Rico Electric Power Authority ("PREPA") filed before the Energy Bureau of the Puerto Rico Public Service Regulatory Board ("Energy Bureau") a document titled *Motion to Submit PREPA's 2025 Emergency Response Plan and Request for Confidential Treatment of its Functional Annex A* ("PREPA May 29 Motion"), through which, PREPA submitted its 2025 Emergency Response Plan as required by Section 6(m) of Act No. 83, May 12, 1941¹, as amended ("Act 83").

On May 30, 2025, Genera PR, LLC ("Genera") filed a document titled *Motion to Submit Genera's Annual Emergency Response Plan in Compliance with Section 6(m) of Act 83 of 1941, as amended* ("Genera May 30 Motion"), through which, Genera submitted its 2025 Annual Report as required by Section 6(m) of Act No. 83.

On May 30, 2025, LUMA ENERGY, LLC as ManagementCo, and LUMA ENERGY SERVCO, LLC as ServCo (collectively, "LUMA") filed a document titled *Motion Submitting LUMA's Annual Report Under Section 6(m) of Act 83 of May 12, 1941, as Amended* ("LUMA May 30 Motion"), through which, LUMA submitted its 2025 Annual Report as required by Section 6(m) of Act No. 83.

On June 20, 2025, the Energy Bureau issued a Resolution and Order ("June 20 Resolution"), through which, the Energy Bureau reviewed the Emergency Response Plans (ERPs) that LUMA, Genera and PREPA submitted for 2025, made findings and issued orders and directives for the 2026 and subsequent ERPs. The Energy Bureau found that the ERPs that LUMA, Genera and PREPA filed, complied with the requirements established by Section 6(m) of Act 83.

On October 1, 2025, Genera filed a document titled, *Motion in Compliance with Resolution and Order Issued June 20, 2025* (October 1 Motion), through which, Genera requested that the Energy Bureau vacate its directive requiring Genera to demonstrate that every baseload unit it operates and maintains is equipped with black start resources capable of directly starting the thermoelectric units.

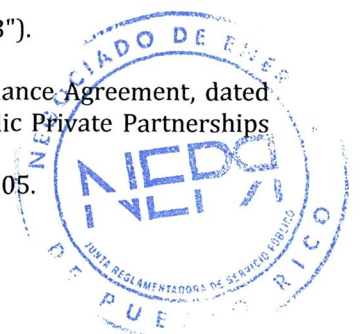
Genera contended that the directive was outside the Energy Bureau's scope of ERP review. Genera asserted that the Energy Bureau abruptly changed the interactive ERP review process to a "binding, deadline driven investment mandate." Genera further asserted that neither the Generation OMA² nor statute conveyed authority to the Energy Bureau to mandate systemwide hardware retrofits for its baseload units.

Genera also directed the Energy Bureau's attention to Case No. NEPR-MI-2022-0005³ which specifically addressed emergency restoration and black start generation procurement.

¹ Puerto Rico Electric Power Authority Enabling Act, May 12, 1941, as amended ("Act 83").

² Pursuant to the Puerto Rico Thermal Generation Facilities Operation and Maintenance Agreement, dated January 24, 2023 executed by and among PREPA, Genera, and the Puerto Rico Public Private Partnerships Authority, ("Generation OMA").

³ In re: 10-Year Plan Federally Funded Competitive Process, Case No., NEPR-MI-2022-0005.



Genera stated that in that proceeding, it submits status reports on black start initiatives and procurement. Genera asserted that the Certified Fiscal Plan represents the “controlling blueprint, financially and operationally, for how black-start capabilities will be obtained, deployed, and funded in coming years.”

On December 15, 2025, LUMA filed a document titled *LUMA’s Motion in Compliance with Resolution and Order of June 20, 2025* (“LUMA December 15 Motion”), through which it submitted a working draft version of the LUMA’s 2026 ERP and stated that it intended the draft to serve as the foundation for the collaborative process and that it implemented the changes the Energy Bureau required for the 2026 ERP and made other revisions.

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On December 15, 2025, Genera filed a document titled *Motion to Submit Genera’s Draft 2026 Emergency Response Plan in Compliance with Resolution and Order of June 20, 2025 and Memorandum of Law in Support of Confidential Treatment of Genera’s Draft Emergency Response Plan* (“Genera December 15 Motion”), through which submitted its Draft 2026 ERP under the June 20 Resolution. Genera confirmed that it addressed in its Draft 2026 ERP, the Energy Bureau directives in its June 20 Resolution, including emergency related coordination efforts with the T&D operator and updating, where applicable, its fuel supply during emergency situations.

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On December 15, 2025, PREPA filed a document titled *Motion in Compliance with June 20th 2025 Resolution and Order with Memorandum of Law in Support of Request for Confidential Treatment* (“PREPA December 15 Motion”), through which, PREPA submitted its 2026 Draft ERP under the June 20 Resolution.

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On April 30, 2026, LUMA filed a document titled *Motion to Submit LUMA-Genera-PREPA Meetings Quarterly Report for the Third Quarter of Fiscal Year 2026, Request for Modification to Reporting Cadence, and Request for Confidentiality and Supporting Memorandum of Law* (“LUMA April 30 Motion”), through which, LUMA submitted the ERP Coordination Meetings Report for the third quarter of Fiscal Year 2026, on behalf of LUMA, Genera and PREPA. LUMA requested that the Energy Bureau modify the coordination-meeting reporting cadence from quarterly to biannual.

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On May 1, 2026, May 12, 2026, and May 13, 2026, the Energy Bureau consultants conducted interactive ERP review meetings with LUMA, Genera, and PREPA, respectively. These meetings were conducted as a part of the interactive review process for the 2026 ERPs.

On May 29, 2026, LUMA, Genera, and PREPA submitted their 2026 Annual Reports as required by Section 6(m) of Act No. 83.

On June 1, 2026, PREPA filed a document titled *Second Motion in Compliance with June 20th , 2025 Resolution and Order with Memorandum of Law in Support of Request for Confidential Treatment* (“June 1 Motion”), through which, PREPA explained its progress in complying with Energy Bureau directives, including review of the AES and EcoEléctrica ERPs, and filing of an updated COOP, for which PREPA sought a fifteen-day extension of time.

On June 16, 2026, PREPA filed a document titled, *Motion to Submit PREPA’s COOP Plan Plan* (“June 16 Motion”), through which, PREPA provided its updated COOP under the Energy Bureau’s requirement in the June 20 Resolution.



II. Discussion

LUMA and Genera, as operators of the T&D system and the Legacy Generation facilities, respectively, on behalf of PREPA, and under the T&D OMA⁴ and Generation OMA, must prepare and submit ERPs to the Energy Bureau. PREPA continues to be responsible for preparing and submitting ERPs for hydroelectric generating facilities, and the utility corporate structure. The ERPs must comply with Act 83 and effectively provide for maintenance of safe and reliable electric service in emergency situations.

Section 6(m) of Act 83 provides:

Section 6. Duties and Responsibilities:

(m) To submit a report to the Governor, the Bureau, and both Houses of the Legislative Assembly, not later than May 31 of every year, stating the measures taken during the preceding calendar year to address the emergencies that may arise regarding the upcoming hurricane season and other atmospheric disturbances, including floods that may affect the electrical system of the Island. The said report shall present the adopted plans or protocols to be followed if fires in facilities occur and establishments of the Authority. It shall also include any preventive measure identified for the conservation of the powerlines if an earthquake occurs. The report should include, but not be limited to, the following information:

- i. Improvements to the Electric Power Authority's Revised Operating Plan for Emergencies due to Atmospheric Disturbances;
- ii. Development of an emergency plan to face a possible earthquake;
- iii. Adopted plans or protocols to be followed if fire in the authority's facilities and establishments occurs;
- iv. Status of the tree trimming program to protect power transmission lines, while protecting our trees and preventing them from being damaged;
- v. Decision-making protocol to enforce the shutting down of the electrical system;
- vi. Trainings offered to the Authority's essential personnel to qualify it on the procedure to be followed if emergencies occur arising from atmospheric disturbances, fire in the Authority's facilities or establishments, or earthquakes, and a certification attesting that all the personnel performing supervisory functions in the operating areas has been duly advised on the norms of the operating emergency plan in effect; and
- vii. Contingency plans to address the situation after a storm, a hurricane, a fire in the Authority's facilities or establishments, or an earthquake, directed to normalizing or reestablishing the electrical system as soon as possible.

The Energy Bureau acknowledges the Puerto Rico Emergency Management Bureau ("PREMB") is the administrative agency tasked with approving ERPs. PREMB's statutory mandate to develop and maintain a comprehensive Commonwealth Emergency Plan, and to coordinate actions of government entities to provide essential services and swift restoration.⁵ The Energy Bureau's mandate focuses on ensuring that electric company ERPs

⁴ See Section 4 2(g) of the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement dated as of June 22 2020 by and among PREPA, P 3 Authority and LUMA (T&D OMA).



provide for reliable system operations even amidst crises. Therefore, the Energy Bureau evaluates the particularities of robust energy operations when contingencies arise.

The Energy Bureau established, beginning with the 2024 ERP,⁶ an interactive process for ERP review that included several informal meetings between Energy Bureau consultants and LUMA, Genera, and PREPA.⁷ Through the interactive process, Energy Bureau consultants meet with LUMA, Genera, and PREPA to collaboratively improve their ERPs. Topics of discussion included recommendations for improving the ERPs and the Energy Bureau's required short and longer-term modifications. The interactive process enables Energy Bureau staff and consultants to meet with entities responsible for developing ERPs both before and after initial filing to develop ERPs for submission to Energy Bureau for review and determination. The interactive process reinforces, rather than supplants, LUMA's, Genera's, and PREPA's responsibilities to continually and appropriately improve and update their ERPs.

The ERPs filed by LUMA, Genera, and PREPA comply with the requirements established by Section 6(m) of Act 83. The Energy Bureau review elaborates upon that framework and ensures that the ERPs as dynamic documents are continually improving utility practices in response to emergency events.

LUMA, Genera and PREPA filed their draft 2026 ERPs December 15, 2025, in compliance with the Energy Bureau's June 20 Resolution.

LUMA

Effective coordination between LUMA, Genera, and PREPA is imperative. The Energy Bureau notes the monthly coordination meetings that LUMA references and the quarterly progress reports LUMA provides to the Energy Bureau. The Energy Bureau notes these positive steps and urges LUMA to continue to improve its coordination with Genera and PREPA.

A. ETRs:

The Energy Bureau expects LUMA to continue to refine its treatment of Estimate Time of Restoration ("ETRs") and requires LUMA to continue to improve Tables 15 and 16 by shortening the timeframes within which increasingly specific ETRs are developed and disseminated to stakeholders and consumers.⁸

LUMA states in its December 15 Motion⁹ that it continues to refine its ETRs by working on "people, process, and technology," LUMA's 2026 ERP does not reflect shortening of the timeframes within which increasingly specific ETRs are developed and disseminated to stakeholders and consumers.

This topic was addressed during the interactive review process. LUMA related that the unavailability of funding at the start of the fiscal year delayed its improvement in this area. LUMA explained that it improved its damage assessment process, which will enable LUMA to improve ETR projections. With the increased funding the Energy Bureau approved, LUMA

⁶ Resolution and Order, *In re Puerto Rico Electric Power Authority Emergency Response Plan*, Case No. NEPR-MI-2019-0006 August 16, 2024 (August 16 Resolution) p. 26.

⁷ Through these meetings Energy Bureau consultants worked with LUMA, Genera, and PREPA to strengthen their ERPs and enabled LUMA, Genera, and PREPA to provide input regarding the ERPs.

⁸ Resolution and Order, *In re: Puerto Rico Electric Power Authority's Emergency Response Plan*, Case No.: NEPR-MI-2019-0006, June 20, 2025 ("June 20 Resolution"), p. 3.

⁹ LUMA December 15 Motion, p. 2.



expects that IT improvements will further improve ETR development in the upcoming fiscal year.

LUMA states that it is continuing to move forward with the Advanced Meter Infrastructure project, which it expects to be completed for implementation in December 2029, and that this will enable LUMA to provide enhanced individual ETRs upon completion of implementation.¹⁰

The Energy Bureau finds LUMA's explanation of the status of this requirement and the expectation for future improvement to be adequate. The Energy Bureau expects improvement of the Damage Assessment process to improve ETRs and continued work on the AMI project to further reduce ETR time and enable increased specificity. The Energy Bureau expects improvements in this area to be evident in the 2027 ERP.

Im The Energy Bureau **ORDERS** LUMA to continue to refine its treatment of ETRs and requires LUMA to update Tables 15 and 16 in the 2027 ERP by shortening the timeframes within which increasingly specific ETRs are developed and disseminated to the regulator, stakeholders and customers.

JB A related area was discussed during the interactive review process. LUMA stated that it implements the notification provisions of Tables 15 and 16 for Type 1, 2 and 3 events, but not for Type 4 and 5 events. LUMA explained that for certain conditions in the T&D system, it establishes an Incident Management Team which follows the ICS structure without activating the LUMA Emergency Operations Center ("LEOC") . LUMA explained that Type 4 and 5 events may lead to Type 3 events and that if it leads to a Type 3 Event, it is helpful for the process to already have been initiated. LUMA also related that among its considerations in determining the correct classification of an event, is compliance with provisions of the T&D OMA.

am The classification process as implemented can lead to confusion regarding the extent to which LUMA must notify the Energy Bureau and implement other provisions of Tables 15 and 16, depending on whether an event is a Type 1, 2 or 3 which requires full reporting or a Type 4 or 5 for which LUMA does not currently implement full reporting. This process must be clarified in the 2027 ERP so the Energy Bureau will know which events will require no further reporting.

The Energy Bureau **ORDERS** LUMA to differentiate between its handling of Type 1, 2 and 3 events from Type 4 and 5 events in LUMA's outage event notifications to the Energy Bureau in the LUMA's 2027 ERP due by December 15, 2026,

B. OMS testing;

During the upcoming interactive review cycle, the Energy Bureau will require LUMA to keep strengthening its OMS testing-consistent with prior Bureau directives and to document that improved process more thoroughly in the 2026 ERP.¹¹

LUMA's 2026 ERP Preparedness Report¹² documented and described two additional OMS stress tests under high volumes of simulated activity carried out in FY 2026. LUMA explained that the stress tests measured processing times for customer calls and emergency event tickets. LUMA reported that the tests demonstrated "consistent stability and resilience under sustained high volume event conditions...confirming its ability to support larger-scale

¹⁰ *Id.*, p. 2.

¹¹ June 20 Resolution p. 3.



outage and customer impact simulations without performance degradation.” LUMA stated that it “is evaluating an Outage Management System (“OMS”) upgrade that enables the segregation of customers without service and events prior to a Major Outage Event, providing more accurate status during the Restoration Stage.”¹³

LUMA described additional testing of the OMS in its December 15, 2025, Motion.¹⁴ The Energy Bureau notes LUMA’s explanation of the positive results of the OMS testing and the continued operability of the OMS in higher stress conditions this demonstrated. This reflects positive steps in testing the OMS to ensure that it will remain operational in high stress emergency events.

LUMA addressed the OMS in section 4.2.13 of Annex A – Major Outage Restoration. The section is identical to the section that LUMA included in the 2025 ERP, including LUMA’s explanation of OMS Technology Improvements and a test of the OMS and its results. This does not comply with the Energy Bureau’s directive regarding strengthening OMS testing and documenting that improved process throughout the ERP.

LUMA related during the interactive review process that additional testing was implemented and that a component of the OMS testing was the capability of the OMS to determine which outages were in effect before the outage event and which outages were a result.

The Energy Bureau **ORDERS** LUMA to continue to strengthen its OMS testing-consistent with prior Bureau directives and to document that improved process more thoroughly in the 2027 ERP.

C. After Action Reports:

*The Energy Bureau finds that LUMA has complied with its directive and requires LUMA to continue improving the After-Action Report process and to fully incorporate that process into its 2026 ERP.*¹⁵

LUMA explains that the After-Action Review Board has been implemented in WebEOC for all activations and exercises and that this is explained in the ERP Base Plan¹⁶. Section 12.5¹⁷ reflects an upgrade of the extent to which the After-Action Review is addressed in LUMA’s ERP. The section more thoroughly explains process and sets forth time frames as compared with prior versions of LUMA’s ERP.

LUMA’s improved After-Action process as reflected in the ERP satisfactorily addresses the Energy Bureau’s directive. LUMA should continue to improve this process.

D. Municipal Coordination:

*The Energy Bureau expects LUMA to continue to refine its timing, content, and process for municipal conference calls, as it gains experience and to address changing circumstances.*¹⁸

¹³ *Id.*, p. 13.

¹⁴ LUMA December 15 Motion, p. 2.

¹⁵ June 20 Resolution, p. 4.

¹⁶ *In re: Puerto Rico Electric Power Authority’s Emergency Response Plan*, Case No.: NEPR-MI-2019-0006, *Motion Submitting LUMA’s Annual Report Under Section 6(m) of Act 83 of May 12, 1941, as amended*, Exhibit 2, Emergency Response Plan, Base Plan filed by LUMA on May 29, 2026 (“ERP Base Plan”).

¹⁷ ERP Base Plan, Section 12.5, p. 62.

¹⁸ June 20 Resolution, p. 4.



The Energy Bureau also addressed the need for improved municipal coordination and refining the process by which municipalities assist emergency efforts by clearing vegetation after an emergency event. LUMA addresses this coordination in the 2025 ERP and should continue to expand this coordination. LUMA should also continue to work towards ensuring that municipalities do not perform unauthorized electrical work after an emergency event¹⁹

LUMA explains that it invited the 78 Mayors and their emergency management directors to the LEOC- to discuss ERP updates and requested them to provide feedback on Appendix C – Critical [Facilities].²⁰ LUMA referenced two additional discussions with the Mayors of San Juan regarding LUMA’s damage to the Municipality and Aibonito to discuss interagency agreement for vegetation management.²¹

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Annex A, Appendix A: Major Outage Event Metrics²² addresses municipal conference calls and coordination. Review of LUMA’s ERP reveals that the Municipal Coordination Unit Leader position was deleted with the responsibilities allocated to the Key Accounts Team Lead. No justification or support is provided for this change. Other than the discussion with Aibonito Mayor referenced above, for which results are not elaborated upon. LUMA does not demonstrate that it has refined the process by which municipalities assist emergency efforts by clearing vegetation after an emergency event or ensure that municipalities do not perform unauthorized electrical work after an emergency event.

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In the interactive review, LUMA stated that certain components of its interaction with municipalities were impacted by recently enacted municipal law. LUMA advised that the timeframe for municipalities to contact LUMA relative to work they intended to perform after an emergency event was reduced to one day, and LUMA’s recourse was through police reporting or obtaining a Cease-and-Desist Order. LUMA explained this impacts LUMA’s vegetation clearing coordination with municipalities and LUMA’s ability to mitigate unauthorized electrical work. These issues must be more fully addressed in the 2027 ERP with a comprehensive discussion of the procedures LUMA will follow.

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The Energy Bureau **ORDERS** LUMA to update its FY 2027 ERP with a comprehensive discussion of the procedures it will follow to coordinate municipal vegetation management and to mitigate unauthorized electrical work, considering the municipal law it references.²³

E. Life Preservation Equipment Customers²⁴:

To ensure that customers who rely on life preserving equipment, Life Preservation Equipment (“LPE”) customers, receive timely assistance, the Bureau required LUMA to incorporate the following into the 2026 revision of its ERP:

- i. Explore secure data-sharing with emergency agencies. LUMA must assess-and, where feasible, implement-methods to provide qualified first-responder agencies with an up-to-date LPE customer list, consistent with all privacy requirements.*

¹⁹ *Id.*, p. 4.

²⁰ Cited incorrectly as Appendix C – Critical Infrastructure in December 12 Motion.

²¹ LUMA December 15 Motion, pp. 3–4.

²² ERP Base Plan, Appendix A, Annex A – Major Outage Restoration.

²⁴ June 20 Resolution, p. 5.



- ii. *Verbal confirmation before any removal. Before an LPE customer is taken off the list, LUMA must make live contact (e.g., a phone call) with the customer or designated caregiver to verify that removal is appropriate.*
- iii. *Document and track each decision. Every contact attempt, outcome, and supporting evidence must be recorded so the Energy Bureau can audit the process.*
- iv. *Report progress regularly. LUMA's periodic compliance filings must detail (i) the status of data-sharing efforts, and (ii) additions, confirmations, and removals from the LPE list.*

Jim LUMA modified its ERP to specify a monthly review of the LPE customer database to timely notify beneficiaries of upcoming lapses in documentation required for their eligibility. This is a positive step but does not state that LUMA will contact customers verbally before removal. LUMA does not address data sharing with government agencies, nor does it develop a process to ensure that it cross matches LPE customers identified on municipalities' list and implements outreach to add eligible customers.

Jim In the interactive review process, LUMA related that it makes three attempts to contact LPE Customers during an emergency event and after that, municipalities are requested to follow up. LUMA is training employees from other LUMA departments to assist with calling LPE customers during an emergency event. LUMA reviews LPE lists monthly so it will know resources needed for calls during an emergency event.

Jim LUMA does not make calls to LPE customers before their removal from the LPE list and does not coordinate with municipalities to cross reference LPE lists. LUMA must rectify these issues. LUMA states that LPE customers must re-certify annually, however, all the accounts retain the designation regardless of the recertification results.²⁵ While this provides some safety to prevent LPE customers from being improperly removed from the list, it also serves to artificially maintain a larger list than may be justified by retaining customers who should no longer have the LPE designation and, un-necessary expenditure of LUMA resources on those customers. This may jeopardize qualified customers. LUMA should also cross reference its list with municipalities' lists and take measures to include all customers who should qualify for LPE treatment.

Jim LUMA has implemented a Standard Operating Procedure to guide calls to LPE customers before an emergency event. LUMA also includes a section addressing documentation and tracking of LPE customer communication procedures within the WebEOC board created to serve as a centralized platform for recording and monitoring each decision, contact attempt, outcome and supporting evidence and to enable the Energy Bureau to monitor the process and to support LUMA's compliance filings. It is noteworthy that LUMA makes weekly sweeps of LPE customer lists to ensure complete and up to date information for emergencies.

The Energy Bureau notes LUMA's improvement in developing and implementing procedures to ensure treatment of LPE customers.

The Energy Bureau **ORDERS** LUMA, to address in the 2027 ERP, verbal communication with LPE customers before removal from the LPE list, improvement of data sharing procedures with qualified first responder agencies and the inclusion into LUMA's list as may be appropriate, of qualified LPE customers identified on municipalities' lists.

²⁵ ERP Base Plan, Section 10.2.2, p. 52.



F. Vegetation Management

*It is important for LUMA to continue to develop its coordination with municipalities to facilitate their assistance with vegetation management and clearing, which will free up LUMA's trained personnel to devote their efforts to electrical restoration efforts, regarding energized lines.*²⁶

*The Energy Bureau requires LUMA to strengthen its coordination of vegetation management with municipalities during emergency events and to reflect that enhanced coordination in the 2026 revision of its ERP.*²⁷

LUMA explains that it established a committee to develop improved agreements with municipalities to enable them to perform vegetation management and streetlight work while ensuring compliance with FEMA and PREPA requirements. The Committee defined legal, safety, and operational parameters. LUMA relates that it developed a draft intergovernmental agreement, but its progress was delayed due to budget constraints and FEMA project reprioritization. LUMA states that its goal continues to be to provide mayors with "actionable, compliant, and funded agreements."²⁸

LUMA's efforts in strengthening its coordination with municipalities through development of a committee to develop agreements with municipalities is encouraging, however, LUMA presents no actual results nor reflect enhanced coordination in the 2026 revision of the ERP.

The Energy Bureau expects LUMA to strengthen its coordination of vegetation management with municipalities during emergency events and to reflect that enhanced coordination in the 2027 revision of its ERP as discussed elsewhere in this Resolution and Order.

G. Alternative Communication Methods

*The Energy Bureau finds that LUMA has significantly improved its treatment of this issue and requires LUMA to continue enhancing its communication practices-and alternative communication methods-within its ERP.*²⁹

LUMA reports it is continuing to update information technology ("IT") equipment to comply with cybersecurity standards in the primary and proposed alternate LEOC and the Regional Operation Command Centers ("ROCCs"). LUMA also states that it maintains a regular testing and validation schedule for contingency communication systems, including VHF Mini-CRD testing to ensure continued reliability and operational readiness across all critical communication channels.³⁰

The Energy Bureau **ORDERS** LUMA to update its 2027 ERP to reflect enhanced communication practices and alternative communication methods.

²⁶ June 20 Resolution, p. 6.

²⁷ *Id.*

²⁸ LUMA December 15 Motion, pp. 4 – 5.

²⁹ *Id.*

³⁰ LUMA December 15 Motion, p. 5.



H. Damage Assessment

*LUMA addresses damage assessment throughout its 2025 ERP, however, detailed damage assessment protocols are not included or referenced. This is true for other protocols mentioned throughout the ERP as well.*³¹

*The Energy Bureau requires LUMA to clearly and comprehensively establish a protocol for damage assessment and to include the protocol in the 2026 ERP. The Energy Bureau requires LUMA to include for reference in the 2026 ERP, all protocols it cites in the 2026 ERP.*³²

Im LUMA's 2026 ERP reflects significant improvement in the Damage Assessment process. Damage Assessment is comprehensively addressed in Annex A and Appendix B to Annex A-Major Outage Restoration. Damage Assessment was extensively discussed in the interactive review process. The ERP introduces strike teams and additional support as needed, and their coordination with other relevant sections within LUMA, to determine resource and equipment needs to make necessary repairs and restore services. LUMA related that its use of helicopters will further expedite the damage assessment process.

JB LUMA explained that it is implementing a process through which Damage Assessment will be brought in-house and will no longer rely primarily on pre-positioned contracts. The new process adds 40 to 50 employees from other departments in LUMA to serve as damage assessors. They will be trained and provided with the tools they need to implement the process. This improvement will facilitate LUMA's efforts to refine the speed and granularity of its ETR development and notification.

ABN LUMA related that it is working with the National Laboratory to create a more effective weather prediction model to plot the path of a weather event across Puerto Rico, considering factors such as topography. This will provide a more rapid and accurate forecast, enabling LUMA to more quickly determine the damage that can be expected and resources that will be required. The tool is funded by the DOE.

am LUMA has demonstrated significant improvement in its development of Damage Assessment. Improved Damage Assessment procedures will have a beneficial cascading effect on LUMA's emergency response. The Energy Bureau urges LUMA to continue this comprehensive improvement.

I. Call Center

LUMA describes the implementation of a contingency process for the Call Center. LUMA relates that in an emergency in which there is a surge of customer calls, the Customer Experience and Key Account Specialist will activate the internal contingency process, through which, Voice of the Customer, and Revenue Protection Teams will provide additional support in handling customer calls. This will add 55 to 60 additional employees for this process, all of whom will have available to them the platforms to enable efficient communication, visibility, reporting, and management of the emergency. Due to the volume of calls, a pre-positioned contract to augment the workforce will be activated.³³

The Energy Bureau views this as a positive step in ensuring that the call center can handle high volumes of calls in an emergency.

³¹ June 20 Resolution, p. 7.

³² *Id.*



The Energy Bureau expects LUMA to continue its development of processes and technologies to ensure that the volume of calls that may be encountered in an emergency will be accommodated.

J. Contingency Plans

*The Energy Bureau requires LUMA to expand its consideration and inclusion of contingency measures in the 2026 ERP.*³⁴

LUMA's addition of an alternate LEOC is a major step forward in developing contingency emergency measures. LUMA also describes a tabletop exercise to test the Supervisory Control and Data Acquisition (SCADA) contingency plan to discuss alternate procedures should primary protocols prove ineffective, followed by a functional exercise to assess and validate refinements.³⁵

The Energy Bureau **ORDERS** LUMA to update the 2027 ERP to reflect improvements that resulted from the testing to continue to refine its contingency plans.

K. Restoration Safety

*The Energy Bureau commends LUMA on its robust treatment of safety and urges it to continue to enhance this area of its ERP.*³⁶

LUMA related that it enhanced the WebEOC platform and implemented drills to train personnel. LUMA relates that it created a new board in WebEOC, the Safety Event Reporting board.³⁷ LUMA discusses the Safety Event Reporting board in the T&D Emergency Preparedness Report, however, LUMA does not include the Safety Event Preparedness board or its function or procedures in the ERP.

The Energy Bureau **ORDERS** LUMA to address the Safety Event preparedness Board and its functions in the 2027 ERP.

L. Training and Exercises

*The Energy Bureau commends LUMA's handling of training and exercises in the ERP and encourages ongoing updates and improvements.*³⁸

LUMA extensively explains the exercises that the Multi Year Training Plan (MYTEP) addresses. LUMA relates that it updated MYTEP in the ERP to list specific training planned for the next three years, provided a projected schedule and included the subject of the training, the recipients of the training, delivery method and frequency.³⁹

This is a positive step, however, the MYTEP, LUMA referenced in the ERP, is not included. The Energy Bureau **ORDERS** LUMA to provide the updated MYTEP in the 2027 ERP.

M. Pre-Positioned Contracts

³⁴ June 20 Resolution, p. 8.

³⁶ June 20 Resolution, p. 8

³⁷ *Id.*, p. 6.

³⁸ June 20 Resolution, p. 9.



The Energy Bureau finds LUMA's increasing use of pre-positioned contracts to be beneficial and is interested in how LUMA's expanded use of pre-positioned contracts advances LUMA's emergency response capabilities.⁴⁰

LUMA explains its expanded use of pre-positioned contracts. These include contracts for the emergency outsource call center, helicopter rental additional damage assessment contract to enable LUMA to engage additional personnel and materials for Type 1, 2, and 3 events to mitigate, repair, or restore the system during emergencies. LUMA also retains access to mutual aid agreements for Type 1 and 2 Events if support beyond the pre-positioned contracts is needed. These include the Edison Electric Institute, and the American Public Power Association through PREPA.⁴¹

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GENERA

- JA*
- A. *Demonstrate, by October 1, 2025, that every baseload unit Genera operates and maintains is equipped with dedicated blackstart resources capable of directly starting the thermoelectric units.⁴²*

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In the 2026 ERP, Genera provided the status of black start capabilities at its plants and explains how the plants will be re-started after emergency events. The Energy Bureau finds this is an adequate measure. The Energy Bureau vacates its directive presented in the June 20 Resolution requiring Genera to demonstrate that every baseload unit it operates and maintains is equipped with black start resources capable of directly starting the thermoelectric units.

- SA*
- B. *Continue to refine and update fuel-supply processes as experience grows and incorporate those improvements into the 2026 ERP revision.⁴³*

The Energy Bureau found Genera's fuel supply provisions in the 2025 ERP adequate and directed Genera to continue to refine the fuel supply process and reflect the refinements in the 2026 ERP. The 2026 ERP is not updated in response to the Energy Bureau directive. Appendix Q is substantially unchanged from prior versions of the ERP.

The Energy Bureau **ORDERS** Genera to continue to improve and update the fuel supply process and reflect that improvement in the 2027 ERP.

- SA*
- C. *Continue to refine emergency response coordination among LUMA, Genera and PREPA, and reflect that coordination in the ERP.⁴⁴*

Genera added in its 2026 ERP, a five level EOC Activation framework with key activities listed for each level and Genera aligns its event types with those of LUMA, PREMB and FEMA. Genera's increased coordination with LUMA is reflected in its enumeration of LUMA Activation Levels, its alignment of Emergency Operations Center ("EOC") Activation Levels and event/incident type between Genera, LUMA, and the Puerto Rico Emergency

⁴⁰ June 20 Resolution, p. 9.

⁴² Resolution and Order, *In re: Puerto Rico Electric Power Authority's Emergency Response Plan*, Case No.: NEPR-MI-2019-0006, June 20, 2025 ("June 20 Resolution"), p. 10.

⁴⁴ June 20 Resolution, at p. 3.



Management Bureau (“PREMB”) and integration of Genera event types with corresponding LUMA, PREMB and FEMA Event/Incident Types reflects Genera’s recognition of the importance of coordination. Genera also specifies that emergency communications as stated in the Agreed operating procedures with LUMA for each generating facility are to be utilized in all emergency situations.

The Energy Bureau finds this coordination appropriate and expects Genera to continue to improve the level of coordination with LUMA and PREPA and reflect that coordination in the ERP.

PREPA

PREPA’s 2026 ERP⁴⁵ is significantly improved over the 2025 ERP. The hazard specific annexes increased from the two that were present in the 2025 ERP to six in the 2026 ERP.⁴⁶ PREPA addressed specific Energy Bureau directives and reviewed the ERPs of AES and EcoEléctrica. The interactive review process addressed enhanced coordination with LUMA and Genera and PREPA must further reflect improvement in this area in the 2027 ERP. Additional direction is below and in Appendix C.

- A. *The Energy Bureau required PREPA to refine coordination among LUMA, Genera and PREPA in emergency response activities, with the coordination reflected in the ERPs.*⁴⁷

PREPA’s 2026 ERP references coordination but does not specifically address periodic meetings nor specific coordination.

The Energy Bureau **ORDERS** PREPA to enhance coordination with LUMA and Genera and reflect enhanced coordination in the 2027 ERP.

- B. *Continue improvement of the HoldCo Continuity of Operations Plan (“COOP”) by integrating updated knowledge, experience, best practices and changing conditions into the 2026 ERP revision.*⁴⁸

PREPA explained that the COOP was updated and undergoing internal review. PREPA stated that it has strengthened the COOP to ensure that it reflects current operational requirements, best practices, continuity procedures and emergency response protocols that are essential to PREPA’s functions. PREPA provided its updated COOP on June 16, 2026.⁴⁹ The COOP has been improved over prior versions.

The Energy Bureau **ORDERS** PREPA to continue to improve the COOP and to demonstrate such improvement in the COOP with the 2027 ERP.

- C. *Within ten (10) days of notification, file a single LUMA-coordinated response addressing (i) whether LUMA prefers PREPA to request APPA mutual aid on its behalf*

⁴⁵ In re: Puerto Rico Electric Power Authority’s emergency Response Plan, Case No.: NEPR-MI-2019-0006, Second Motion in Compliance with June 20th, 2025, Resolution and Order with Memorandum of Law in Support of Request for Confidential Treatment, 1 filed by PREPA on June 1, 2026 (“June 1 Motion”). Exhibit 1, (“PREPA’s 2026 ERP”).

⁴⁶ PREPA 2026 ERP, hazard-specific annexes.

⁴⁷ June 20 Resolution, pp. 2–3.

⁴⁸ June 20 Resolution, p. 12.



or to do so directly, and (ii) which process is the most efficient to expeditiously obtain mutual aid.⁵⁰

PREPA and LUMA addressed this requirement. Both LUMA and PREPA prefer continuation of the current process, through which, requests for American Public Power Association (“APPA”) mutual aid are processed through PREPA. Both assert that the current process is effective and should not be changed.⁵¹

D. *Within ten (10) days of notification, file the status of AES’ and EcoEléctrica’s compliance with PREPA’s input regarding their 2025 ERPs; and obtain, review, and provide input to AES and EcoEléctrica regarding the 2026 revision of their ERPs.*⁵²

PREPA addressed this requirement in the interactive review process and in its June 1 Motion. PREPA reported that AES and EcoElectrica provided PREPA with their 2026 ERPs. PREPA indicates that it “understands” that EcoElectrica’s ERP incorporates the recommendations previously communicated by PREPA and the elements expected in an emergency response plan, and PREPA has no additional recommendations. PREPA notes, however, that the final determination regarding ERP adequacy rests with the Energy Bureau.⁵³

PREPA reiterates the recommendations it previously made to AES regarding its ERP but does not explain the status of those recommendations.⁵⁴

The Energy Bureau finds this requirement has not been adequately addressed. The Energy Bureau notes, however, that PREPA had limited resources with which to address its ERP and the required review of AES and EcoEléctrica, as it related in the recently concluded rate review. With the increased funding that the Energy Bureau approved for PREPA’s emergency response responsibilities, the Energy Bureau expects significantly improved results in the 2027 ERP.

E. *Work collaboratively with PREB to develop guidelines and best practices for ERPs in the renewable IPP space.*⁵⁵

This process will be initiated by the Energy Bureau for PREPA’s FY 2027 ERP.

F. *Provide ERPs or specific ERP information for PREPA’s hydroelectric facilities at the time of the December 15 draft 2026 ERP filing (cure of the 2025 deficiency).*⁵⁶

PREPA provided thirteen site specific Dam Emergency Action Plans (PAEs).⁵⁷ The PAEs address emergency procedures at the thirteen covered facilities and explain the FERC Engineering Guidelines that PREPA followed in developing the PAEs and include evacuation routes for specific hydroelectric facilities.

The Energy Bureau finds that PREPA adequately addressed this requirement and expects PREPA to continue to update and refine the PAEs.

⁵³ June 1 Motion, p. 2.

⁵⁷ PREPA 2026 ERP, Dam Emergency Action Plans (Planes de Acción ante Emergencias) for the hydroelectric facilities.



G. Other ERP Areas

PREPA modified and improved its ERP in areas other than those directed by the Energy Bureau, for example, PREPA updated contact information in the ERP and expanded its hazard specific annexes.

PREPA still, however, notes that its Terrorism Annex is in progress, as PREPA has noted since 2024.

The Energy Bureau **ORDERS** PREPA to complete the Terrorism Annex to include in the 2027 ERP.

III. Conclusion

The ERPs provided by LUMA, Genera, and PREPA are each significantly improved over prior versions. ERPs are living, dynamic documents meant to evolve continuously and LUMA, Genera, and PREPA should continue to improve their ERPs. The modifications required in this Resolution and Order should not be viewed as the final resolution of any issue.

The Energy Bureau **APPROVES** LUMA's, Genera's, and PREPA's 2026 ERPs as submitted under Section 6(m) of Act 83.

The Energy Bureau **ORDERS** LUMA, Genera, and PREPA to provide draft 2027 ERPs by December 15, 2026 for commencement of the interactive review process by the Energy Bureau.

The Energy Bureau includes, as Appendix A, Additional Comments on LUMA's 2026 ERP. The Energy Bureau **ORDERS** LUMA to address these comments in the 2027 ERP that the Energy Bureau requires LUMA to submit by December 15, 2026 for interactive process review. LUMA **SHALL** explain the disposition of each comment and where it is addressed in the draft 2027 ERP. For any comments or directives that LUMA does not address in the 2027 ERP, LUMA **SHALL** explain why it is not addressed.

The Energy Bureau includes, as Appendix B, Additional Comments on PREPA's 2026 ERP. The Energy Bureau **ORDERS** PREPA address these comments in the 2027 ERP that the Energy Bureau requires PREPA to submit by December 15, 2026 for interactive process review. PREPA **SHALL** explain the disposition of each comment and where it is addressed in the draft 2027 ERP. For any comment or directives that PREPA does not address in the 2027 ERP, PREPA **SHALL** explain why it is not addressed.

The Energy Bureau includes Appendix C Additional Comments on Genera's 2026 ERP. The Energy Bureau **ORDERS** Genera to address these comments in the 2027 ERP that the Energy Bureau requires Genera to submit by December 15, 2026 for interactive process review. Genera **SHALL** explain the disposition of each comment and where it is addressed in the draft 2027 ERP. For any comments or directives that Genera does not address in the 2027 ERP, Genera **SHALL** explain why it is not addressed.

The Energy Bureau **REMINDS** AES and EcoEléctrica of their responsibilities regarding development and updating of their ERPs and **ORDERS** AES and EcoEléctrica to provide their ERPs to PREPA and to cooperate as may be required to enable PREPA to fulfill its responsibilities regarding their review.

All existing ERP requirements **REMAIN** in full force and effect including as directed by the Energy Bureau and the requirements of Section 6(m) of Act 83 of May 12, 1941, as Amended.



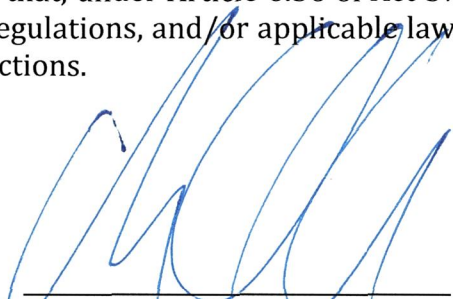
The Energy Bureau **REMINDS** LUMA, Genera and PREPA of the Energy Bureau requirement that a redacted document be filed with any document for which confidential treatment is requested.

LUMA, Genera, and PREPA **SHALL** file a redline working draft version of its 2027 ERP by December 15, 2026. The Energy Bureau will establish the interactive review process schedule to go over the draft 2027 ERPs.

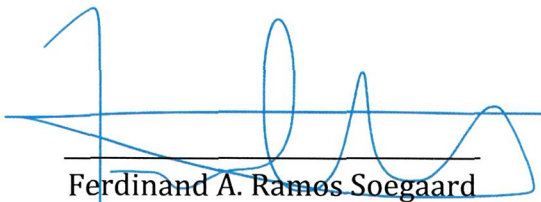
The Energy Bureau **GRANTS** LUMA’s request to reduce the coordination-meeting reporting cadence from quarterly to biannual.

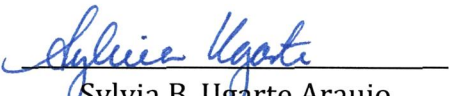
The Energy Bureau **WARNS** that, under Article 6.36 of Act 57-2014,⁵⁸ noncompliance with this Resolution and Order, regulations, and/or applicable laws may carry the imposition of fines and administrative sanctions.

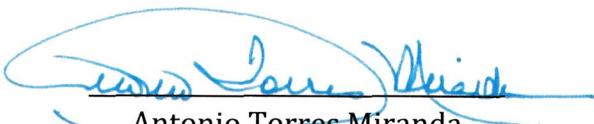
Be notified and published.


Edison Avilés Deliz
Chairman


Lillian Mateo Santos
Associate Commissioner


Ferdinand A. Ramos Soegaard
Associate Commissioner


Sylvia B. Ugarte Araujo
Associate Commissioner

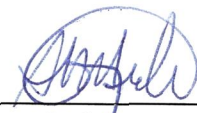

Antonio Torres Miranda
Associate Commissioner

CERTIFICATION

I certify that the majority of the members of the Puerto Rico Energy Bureau agreed on July 15, 2026. Also certify that on July 15, 2026, I have proceeded with the filing of this Resolution and Order and was notified by email to elias.sostre@aes.com; carlos.reyes@ecoelectrica.com; jfernandez@ecija.com; jdiaz@ecija.com; eramos@ecija.com; gcastrodad@ecija.com; legal@genera-pr.com; regulatory@genera-pr.com; alexis.rivera@prepa.pr.gov; rcruzfranqui@gmlex.net; nzayas@gmlex.net; mvalle@gmlex.net; RegulatoryPREBOrders@lumapr.com; margarita.mercado@us.dlapiper.com; laura.rozas@us.dlapiper.com; Yahaira.delarosa@us.dlapiper.com.

I sign this in San Juan, Puerto Rico, today July 15, 2026.




Sonia Seda Gaztambide
Clerk

⁵⁸ Known as the Puerto Rico Energy Transformation and RELIEF Act, as amended (“Act 57-2014”).

Appendix A

Comments on LUMA's 2026 Emergency Response Plan (ERP)

1. LUMA should continue to add additional strategies in its Corporate Preparedness Strategy and throughout the ERP, for example: Operational & Infrastructure Enhancements, Organizational & Training, Communication & Stakeholder Engagement, Sustainability & Long-Term Recovery, and Cyber & Data Resilience.
2. Figures 3 (page 14), 8 (page 26), and 9 (page 44) are unclear and need higher resolution.
3. Page 17 related to the Primary LEOC location; LUMA recommendation is to evaluate moving the Primary LEOC to Monacillos Dispatch Center which has the PR transmission and distribution electrical line maps data in real time. The alternative LEOC location recommendation can be in Santurce (NEOS or Luchetti Buildings). Indicate the exact location (address) of both Primary and Alternative LEOCs.
4. Page 13 item 1.0 Purpose; it is important to emphasize in this section the integration (communication channels) of LUMA's ERP with the others electric sector stakeholder's ERPs (PREPA and Genera) including private generation facilities ERPs (AES and Ecoeléctrica, and the utility scales renewable generation facilities).
5. Page 18 needs to emphasize coordination and integration with the other energy sector stakeholders EOCs (PREPA, Genera, AES, Ecoeléctrica and the utility scale renewable generation facilities).
6. In Page 21; Table 2 titled Hazards Ranked by Vulnerability, Consequence, and Probability from a Utility Perspective, LUMA must consider changing the windstorm vulnerability and probability ranking to high, as applies to Puerto Rico.
7. In Page 24 related to the fuel dependent backup generators that are essential for temporary power generation restoration, the annual 500 hours limitation of operation is granted by their Puerto Rico Environmental and Natural Resources Department air permits (not related to the maintenance hours of each generator, which depends on each manufacturer's recommendations). For extended operation during emergencies the PRENRD should be consulted for the extended emergency operation.
8. In Page 31 item 5.2.8 related to the water systems it is recommended to have a table provided by PRASA of all the available backup generators for pumping and lift stations with their up-to-date maintenance records.
9. In Page 51 item 10.0 Communications reference to be made for LUMA's Public Information Officer (PIO) attachment that must include the name and the telephone number of the PIO and the other operators and agencies (state and federal) PIOs. It is recommended to have a Joint Information Center related to the energy sector only so the information related to the energy sector can be unified through a single point of contact.
10. In Page 55 item 10.3.3 related to Meetings and Government of Puerto Rico officials; discuss the Puerto Rico Emergency Management Bureau (PREMB) emergency activation falling under the leadership of the DDEC and the involvement of the Puerto Rico Department of Public Safety, which supervises the PREMB.



Appendix B

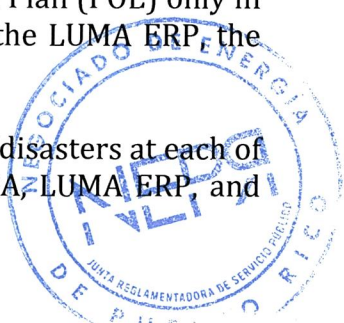
Comments on the PREPA ERP & Action Plan

1. Pages 5 and 6; The maps are not clear; even though the maps are included in the plan, PREPA should reference these maps with a link where anyone who accesses the plan can see the details.
2. Page 17, Article C [Logistics], Item 2: Has PREPA entered any memorandum of understanding, mutual aid agreement, or contract with private entities, municipalities, local agencies, or corporations that include provisions to freeze the costs of services, materials, and equipment procurement?
3. Page 7, Item G titled Planning Presumptions number 8 indicated that PREPA will maintain communications with the private operators (LUMA and Genera) through the interagency coordinators. Is PREPA considering adding coordinated tabletop exercises and drills between PREPA and operators to exercise the jointly unified ICS command?
4. Page 8, Item III A titled General Dispositions number 9 indicated that each directorate (HoldCo and HydroCo) will execute two (2) exercises per year. The exercises are not well described as tabletop exercises or drills, and it is not clear whether they include participation by operators and local and federal agencies.
5. Page 9, Item 3 titled Recovery indicated that the specific emergency procedures and protocols of both HoldCo and HydroCo will be executed for prompt recovery. How are these SOPs integrated within PREPA and synergistically integrated with LUMA and Genera ERPs?
6. Page 12, Item B titled Responsibilities Assignment in the last paragraph, specified the training courses to be held by all emergency response personnel. The courses mentioned lack a basic description and there will be responsibilities associated with management tasks for some top ICS positions (command staff) that need additional training courses (ICS 300 – Intermediate ICS for Expanding Incidents; and ICS 400 – Advanced ICS for Command and General Staff).
7. Page 23, Item B titled telephone directory indicates line telephone numbers and does not appear to include satellite telephone capabilities. During an emergency, what will be the communication lifeline if all telephone lines are unavailable?

Comments on the PREPA's Emergency Plan – COOP

Offices 7th and 8th floors of the NEOS Building

1. The Emergency Relocation Group (ERG) Chart should include a cell-phone number for every listed staff member.
2. Discuss assigning satellite phones to several ERG members so they can communicate if cellular microwave signals go down (a lesson learned during Hurricane María).
3. Identify, by position, the personnel to whom a vacant director's duties will be delegated during the vacancy.
4. The COOP-PREPA Plan refers to PREPA's Emergency Operational Plan (POE) only in general terms. Provide specific citations or cross-references to the LUMA ERP, the Genera ERP, or the PREPA POE itself.
5. Provide a color-coded table describing the types of emergencies/disasters at each of the three (3) severity levels, cross-referenced to the POE-PREPA, LUMA ERP, and Genera ERP.



6. Page 5 states that building evacuation is executed by the operating agent, LUMA. The plan should identify by name and position the LUMA coordinator responsible for the orderly evacuation of the NEOS building.
7. The COOP-AEE plan should state the total number of employees on each floor.
8. The COOP-AEE Plan should reference the Incident Command System (ICS) or the four basic ICS courses required for ERG members (ICS-100, ICS-200, ICS-700, and ICS-800).
9. Annex G ("Order of Succession") is administrative in nature (a line-of-authority chart) and does not match the order of succession set out in the COOP-PREPA Plan, which designates the Program Manager of the Office of Emergency and Disaster Management and the head of PREPA's Corporate Security Division as the responsible parties. This should be clarified.



Appendix C

Comments on Genera Appendix P – Black Start Procedures

1. To avoid any confusion about the purpose of the portable generators, Genera must clarify in the first sentence of the second paragraph that these generators are intended to provide electric power to critical ancillary equipment. This equipment is essential for maintaining the security and integrity of power plant components, as explained by Genera during previous meetings.
2. Page 122, Procedure, 7.2, Item 3: something is missing. There is no defined action.
3. Page 124, in the Costa Sur Power Plant (Procedure), second point, Genera must be more specific and identify at least the transmission lines to be used; for example: During emergency restoration scenarios, Costa Sur may be energized from Aguirre (Line 50300, 230 kV), Mayagüez (Line 50400, 230 kV), or Cambalache (Line 51200, 230 kV).

