

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

IN RE: REVIEW OF LUMA'S MODEL BILL

CASE NO.: NEPR-MI-2021-0008

SUBJECT: Resolution and Order on Customer Charges for Consumption Over 425 kWh

RESOLUTION AND ORDER

On November 16, 2021, the Energy Bureau of the Puerto Rico Public Service Regulatory Board ("Energy Bureau") issued a Resolution and Order ("November 16 Resolution") approving LUMA's Model Bill ("Model Bill"). The Energy Bureau ordered LUMA Energy, LLC y LUMA Energy ServCo, LLC (jointly "LUMA") to submit any proposed future change to said Model Bill before the Energy Bureau for evaluation and approval before its implementation.

In the Final Resolution and Order on Electricity Rates issued on April 15, 2026¹, the Energy Bureau established the new applicable charge for energy consumption. Beginning in Fiscal Year 2027, the increasing block pricing was eliminated. Therefore, there is no distinction between consumption tiers, and the Model Bill must be updated to reflect this structure in a clear, transparent, and easily understandable manner.

To improve customer comprehension and ensure consistency with public policy requirements, the terminology used in the Model Bill should also be adjusted. Instead of referring to these amounts as "Service Charges," the use of clearer and more descriptive language—such as "Base Charge"—would help customers distinguish the fixed components of their bill from reconciliation mechanisms and other adjustment clauses. Also, the consumption history graph on the last page of the Model Bill should be removed or renamed to ensure that its title clearly states that the cost displayed is relative to the customer's monthly consumption. Updating the Model Bill accordingly will promote transparency, reduce confusion, and allow customers to better understand what they are paying for and how each charge is determined. The purpose of a standardized Model Bill is to comply with the requirements of Section 6(i) of Act 83-1941², which mandates that electric bills provide clear, detailed, and transparent information on all charges and credits. By ensuring that customers can easily understand how their total charges are calculated, the Model Bill promotes the transparency, clarity, and accountability required by law.

The Energy Bureau **ORDERS** LUMA, within **fifteen (15) days** submit a proposed updated Model Bill that reflects the single tier energy charge structure applicable since the beginning of Fiscal Year 2027. The proposed Model Bill shall eliminate the prior distinction between consumption at or below 425 kWh and consumption above 425 kWh, ensuring that the bill clearly and accurately represents the single applicable rate. The updated Model Bill shall incorporate terminology that promotes clarity and transparency for customers. The Energy Bureau **ORDERS** LUMA to replace the term "Service Charges" with clearer and more descriptive terminology—such as "Base Charge"—to ensure customers can easily distinguish between the base consumption components of their bill and reconciliation mechanisms or other adjustment clauses. The Energy Bureau **ORDERS** LUMA to rename the customer consumption graph to ensure that its title clearly states that the cost displayed is relative to the customer's monthly consumption (e.g. "Your relative cost per kWh" or "Tu costo relativo por kWh", in spanish).

¹ In Re: Puerto Rico Electric Power Authority Rate Review. Case No. NEPR-AP-2023-0003, Final Resolution and Order on Electricity Rates, April 15, 2026.

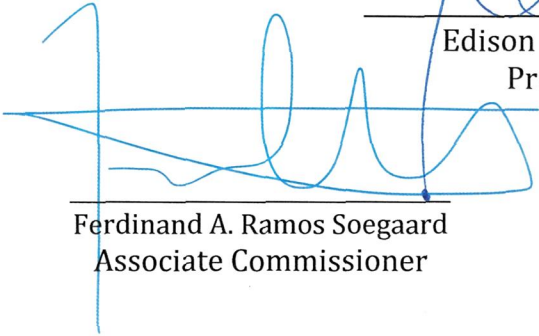
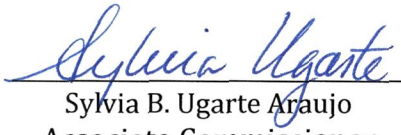
² Puerto Rico Electric Power Authority Act, Act No. 83 of May 2, 1941, as amended, 22 L.P.R.A. § 196.



The Energy Bureau remains open to considering additional proposals from LUMA that may further advance the goal of ensuring that the electric bill is transparent, clear, and easy for customers to understand.

The Energy Bureau **WARNS** that under Article 6.36 of Act 57-2014³ noncompliance with this Resolution and Order, applicable regulations, or laws may carry the imposition of fines and administrative sanctions.

Notify and publish.

 _____ Edison Avilés Deliz President	
 _____ Ferdinand A. Ramos Soegaard Associate Commissioner	 _____ Sylvia B. Ugarte Araujo Associate Commissioner
 _____ Antonio Torres Miranda Associate Commissioner	 _____ Omar M. Rodríguez González Associate Commissioner

CERTIFICATION

I hereby certify that the majority of the members of the Puerto Rico Energy Bureau has so agreed on October 29, 2026. I also certify that on October 29, 2026 I have proceeded with the filing of the Resolution and Order and a copy of this Resolution and Order was notified by electronic mail to RegulatoryPREBorders@lumapr.com; laura.rozas@us.dlapiper.com; margarita.mercado@us.dlapiper.com; katiuska.bolanos-lugo@us.dlapiper.com; contratistas@jrsp.pr.gov; kmercado@jrsp.pr.gov; wvera@jrsp.pr.gov; mvalle@gmlex.net, alexis.rivera@prepa.pr.gov.

For the record, I sign this in San Juan, Puerto Rico, today October 29, 2026.

	 _____ Sonia Seda Gaztambide Clerk
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³ Puerto Rico Energy Transformation and RELIEF Act. Act 57-2014, as amended, 22 L.P.R.A § 1054jj.