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Received:

Nov 13, 2026

11:34 AM

COMMONWEALTH OF 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:** LUMA's Motion in Compliance with Resolution and Order of October 29, 2026

MOTION IN COMPLIANCE WITH RESOLUTION AND ORDER OF OCTOBER 29, 2026 AND SUBMITTING PROPOSED REVISIONS TO MODEL BILL

TO THE HONORABLE PUERTO RICO ENERGY BUREAU:

COME NOW LUMA Energy, LLC and LUMA Energy ServCo, LLC (jointly, "LUMA"), through the undersigned counsel, and respectfully state and request the following:

I. INTRODUCTION

1. On October 29, 2026, this Honorable Puerto Rico Energy Bureau ("Energy Bureau") issued a Resolution and Order with the subject *Resolution and Order on Customer Charges for Consumption Over 425 kWh* ("October 29 Order"), ordering LUMA to submit, within fifteen (15) days, a proposed updated Model Bill that (i) reflects the single-tier energy charge structure applicable since the beginning of Fiscal Year 2027 and eliminates the prior distinction between consumption at or below 425 kWh and consumption above 425 kWh; (ii) replaces the term "Service Charges" with clearer and more descriptive terminology, such as "Base Charge"; and (iii) renames the customer consumption graph so that its title clearly states that the cost displayed is relative to the customer's monthly consumption. *See* October 29 Order at 1.

2. In compliance with the October 29 Order, LUMA hereby submits, as Exhibit 1, a proposed updated Model Bill, in both Spanish and English, that incorporates each of the revisions directed by the Energy Bureau into the Model Bill approved on June 4, 2026. LUMA respectfully

requests that the Energy Bureau accept Exhibit 1, approve the proposed updated Model Bill, and deem LUMA in compliance with the October 29 Order.

II. PROCEDURAL BACKGROUND

3. On November 16, 2021, the Energy Bureau issued and notified a Resolution and Order ("Model Bill Order") approving LUMA's bilingual Model Bill. The Energy Bureau determined that the proposed format satisfied the transparency requirements set forth in the *Puerto Rico Public Power Authority Act*, Act 83-1941, P.R. Laws Ann. Tit. 22 §§ 191 - 240a (2025), 22 L.P.R.A. §§ 191 - 240a (2025); the *Puerto Rico Energy Transformation and RELIEF Act*, Act 57-2014, P.R. Laws Ann. Tit. 22 §§ 1051 - 1056 (2025), 22 L.P.R.A. §§ 1051 - 1056 (2025); the *Puerto Rico Energy Public Policy Act*, Act 17-2019, P.R. Laws Ann. Tit. 22 §§ 1141 – 1141r (2025), 22 L.P.R.A. §§ 1141 – 1141r (2025); and the *Regulation on the Procedure for Bill Review and Suspension of Electric Service Due to Failure to Pay,* No. 8863. The Model Bill Order requires that any proposed change to the Model Bill be submitted to the Energy Bureau for evaluation and approval before its implementation.

4. On July 31, 2025, the Energy Bureau approved two provisional riders in the Rate Review Docket, a provisional rate rider and a pension payments rider, and, on September 3, 2025, approved the nomenclature for both riders in the Model Bill. Thereafter, on December 9, 2025, LUMA requested approval to amend the Model Bill to recover pension costs through a fixed customer charge. On December 29, 2025, the Energy Bureau took notice of that request but deferred any adjustment of the Model Bill applicable to pension costs until the issuance of a final order on permanent rates.

5. On April 15, 2026, the Energy Bureau issued its Final Resolution and Order on Electricity Rates in *In re: Puerto Rico Electric Power Authority Rate Review*, Case No. NEPR-

AP-2023-0003 (P.R. Energy Bureau Apr. 15, 2026) ("Final Rate Order"), which established the new applicable charge for energy consumption. Beginning in Fiscal Year 2027, the increasing block pricing was eliminated and, therefore, there is no longer a distinction between consumption tiers. *See* October 29 Order at 1.

6. To implement the Final Rate Order, on May 28, 2026, LUMA requested leave to amend the Model Bill to eliminate the Pension Payments rider and the Provisional Adjustment rider from the "Detalle de los Cargos Corrientes" | "Current Charges Detail" section and to revise the language applicable to the LRS and RH3 rate classes to reflect the removal of those categories from the subsidies component ("May 28 Request"). On June 4, 2026, the Energy Bureau determined that LUMA complied with the necessary adjustments and ordered LUMA to issue bills starting July 1, 2026, using the Model Bill as presented in the May 28 Request ("June 4 Order"). LUMA has issued customer bills in that format since July 1, 2026 (the "Current Model Bill"). The Current Model Bill is the baseline for the revisions proposed herein.

7. On October 29, 2026, the Energy Bureau issued the October 29 Order, determining that the Model Bill must be updated to reflect the single-tier structure in a clear, transparent, and easily understandable manner, and that the terminology used in the Model Bill should be adjusted to improve customer comprehension. *See* October 29 Order at 1. The Energy Bureau noted that the purpose of a standardized Model Bill is to comply with Section 6(i) of Act 83-1941, which mandates that electric bills provide clear, detailed, and transparent information on all charges and credits. *Id.*

8. Accordingly, the Energy Bureau ordered LUMA to submit, within fifteen (15) days, a proposed updated Model Bill that reflects the single-tier energy charge structure and eliminates the prior distinction between consumption at or below 425 kWh and consumption above 425 kWh.

Id. The Energy Bureau further ordered 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, and to rename the customer consumption graph so 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"). *Id.*

9. The Energy Bureau also stated that it 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. October 29 Order at 2.

III. LEGAL STANDARD

10. The electricity bill issued to customers is the primary instrument for communicating the charges associated with electric service. Pursuant to Regulation No. 8863, bills must be drafted in plain language and include specific content to ensure transparency and consumer protection. Required elements include, *inter alia*, the billing date, due date, notice of the right to object, and contact information for the utility and the Energy Bureau. Regulation No. 8863, § 3.02.

11. The legal framework governing bill content is established in Article 6.27 of Act 57-2014, which mandates that the Energy Bureau adopt regulations governing bill review and service suspension procedures. 22 L.P.R.A. § 1054x (2025). Additionally, Section 6(i) of Act 83-1941, as amended, requires that electricity bills itemize all charges and credits, including fuel adjustments, transition charges, and base rate components, so that customers receive clear, detailed, and transparent information on all charges and credits. 22 L.P.R.A. § 196(i) (2025). These provisions collectively define the minimum standards for bill transparency and regulatory compliance.

IV. COMPLIANCE WITH THE OCTOBER 29 ORDER

12. Single tier energy charge. In compliance with the first directive of the October 29 Order, the proposed updated Model Bill eliminates, in the "Detalle de los Cargos Corrientes" | "Current Charges Detail" section, the prior distinction between residential consumption at or below 425 kWh and consumption above 425 kWh. The residential energy charge is presented as a single line item that reflects the flat energy charge adopted for the General Residential Service rate class in the Final Rate Order for Fiscal Year 2027. *See* Exhibit 1 at 3-4, Figs. 1-1, 1-2.

13. Base Charge terminology. In compliance with the second directive, the proposed updated Model Bill replaces the term "Cargos por Servicio" | "Service Charges" in the "Detalle de los Cargos Corrientes" | "Current Charges Detail" section with "Cargo Base" | "Base Charge," so that customers may readily distinguish the base consumption components of their bill from reconciliation mechanisms and other adjustment clauses. *See* Exhibit 1 at 2-4, Fig. 1-2.

14. Consumption graph. In compliance with the third directive, and consistent with the Energy Bureau's stated openness to additional proposals that advance bill transparency, the proposed updated Model Bill retains the currently approved bar graph format and overall graph title on the fourth logical page of the bill and adds the title "Historical Average Billed Cost ($/kWh)" directly above the line graph displayed below the consumption bars. Because the line graph expresses the customer's billed cost per kilowatt-hour of monthly consumption, this title clearly states that the cost displayed is relative to the customer's monthly consumption, as the October 29 Order requires, while preserving the clarity of the currently approved consumption graph. *See* Exhibit 1 at 4-6, Figs. 1-3, 1-4.

15. The charges reflected in Exhibit 1 are provided for illustrative purposes only and will be calculated and displayed in accordance with the applicable rates, riders, and billing determinants established in the Final Rate Order.

16. LUMA further requests that the Energy Bureau allow an implementation period of approximately six (6) weeks following authorization of the proposed changes, which is necessary to complete the required system programming, validation, and testing activities, to finalize the customer-facing bill format, and to ensure full compliance with the October 29 Order. LUMA estimates that the external consulting services required to implement these changes will cost approximately $73,000.00. Because these changes were neither contemplated during the rate review proceeding nor addressed in the Final Rate Order, no funds were allocated for their implementation. *See* Exhibit 1 at 7.

WHEREFORE, LUMA respectfully requests that this Honorable Energy Bureau: (i) take notice of the foregoing; (ii) accept Exhibit 1 submitted herewith and deem LUMA in compliance with the October 29 Order; (iii) approve the proposed updated Model Bill; and (iv) authorize LUMA to implement it within approximately six (6) weeks following such authorization, as described herein and in Exhibit 1.

RESPECTFULLY SUBMITTED.

In Guaynabo, Puerto Rico, on the 13th day of November 2026.

DLA Piper (Puerto Rico) LLC
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/s/ Katiuska Bolaños Lugo
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CERTIFICATE OF SERVICE

I hereby certify that on the 13th day of November 2026, I filed the foregoing motion with the Clerk of the Puerto Rico Energy Bureau through the Energy Bureau's electronic filing system. I further certify that on the same date I will send an electronic copy of this motion to:

Independent Consumer Protection Office, through
contratistas@jrsp.pr.gov

Puerto Rico Electric Power Authority, through
Alexis.Rivera@prepa.pr.gov
mvalle@gmlex.net

In Guaynabo, Puerto Rico, on the 13th day of November 2026.

/s/ Katiuska Bolaños Lugo
Katiuska Bolaños Lugo

Exhibit 1