GOBIERNO DE PUERTO RICO
Junta Reglamentadora de Servicio Público
Negociado de Energía de Puerto Rico

NEPR
Received:
Apr 22, 2026
9:46 AM

Sarahi Rodriguez Perez
QUERELLANTE

vs.

SUNRUN
QUERELLADO

CASO NÚM.: _____

ASUNTO: Querella relacionada a núm. de cuenta: 128836552822D2

QUERELLA

Instrucciones:

- Al cumplimentar este formulario, examine las disposiciones del Reglamento Núm. 8543, Reglamento de Procedimiento Adjudicativos, Avisos de Incumplimiento, revisio4n de Tarifas e Investigaciones, y asegúrese de ofrecer la información requerida.
- Complete todos los encasillados e indique N/A donde no aplique.
- De necesitar espacio adicional para sus respuestas, utilice la Hoja Complementaria (NEPR-Z01).
- Incluya los documentos requeridos conforme al Reglamento Núm. 8543 para cada una de las partes de este Formulario o de su Hoja Complementaria.

A. Información General del Querellante

1. Nombre completo: Sarahi Rodriguez Perez
2. Dirección física: 1775 Calle Santa Brigida San Juan PR 00926
3. Dirección postal: 1775 Calle Santa Brigida San Juan PR 00926
4. Teléfono: 3054504989
5. Correo electrónico: Bluesrp4@gmail.com
6. Representación legal:
7. Número de RUA:
8. Dirección postal:
9. Correo electrónico:
10. Teléfono:

B. Información General del Querellado ☐ Individuo x☐ Compañía de Servicio Eléctrico

1. Nombre completo: SUNRUN
2. Dirección física: 270 Muñoz Rivera Avenue, San Juan, Puerto Rico 00918

3. Dirección postal: PO Box 364225, San Juan, Puerto Rico 00936-4225
4. Teléfono: 1-855-478-6786
5. Correo electrónico:

C. Querella

Relación sucinta de hechos:
Mi sistema de energía solar (SUNRUN) con número de cuenta 128836552822D2, el cual ha estado operando de manera estable por tres años, dejó de funcionar totalmente el 21 de marzo de 2026. Tras agotar los reinicios básicos, procedí a realizar una queja formal vía telefónica con Sunrun el 6 de abril de 2026. El 7 de abril de 2026, recibí una comunicación de la señora Shantal Zapata confirmando el recibo de la querella y asegurando que personal de Bright Planet Solar me contactaría para una inspección técnica en un periodo de siete días laborables. Ante la ausencia de dicha comunicación, el 13 de abril de 2026 escribí a la señora Zapata informando el incumplimiento de la llamada técnica. Dos días después, el 15 de abril de 2026, Sunrun me notificó mediante correo electrónico el cierre arbitrario de mi caso, alegando que el problema se debía a fluctuaciones de voltaje de LUMA Energy y no a su equipo. Ese mismo día contacté a servicio al cliente, donde una agente confirmó de forma somera que era un problema de interconexión y que Sunrun no tomaría acción adicional, delegando toda responsabilidad en LUMA.

Ante esta negativa, el mismo 15 de abril de 2026 solicité formalmente por escrito los registros de error del inversor en formato PDF para tener evidencia técnica que presentar ante LUMA, además de pedir la configuración del sistema en modo de autoconsumo para que el sistema pudiese cargar mis baterías y energizar mi hogar sin depender de la red. Esta comunicación no recibió respuesta, al igual que un seguimiento enviado el 19 de abril de 2026. El 20 de abril de 2026, contacté directamente a la manejadora del caso solicitando la misma información técnica y el reembolso de la mensualidad por el servicio no prestado. La respuesta recibida fue contradictoria, indicando que el problema era de bajo voltaje pero instruyéndome a reportar un problema de alto voltaje a la utilidad. En lugar de los documentos solicitados, se me envió una captura de pantalla informal de su plataforma interna que carece de validez técnica.

Tras reiterar mi insatisfacción el 21 de abril de 2026, la representante respondió que no podía asistirme más. A pesar de haber radicado ya la querella correspondiente ante LUMA y estar en espera de su personal técnico, me encuentro en un estado de indefensión profesional y económica. Actualmente estoy pagando la factura completa de consumo a LUMA y la mensualidad de servicio a Sunrun por un sistema que lleva inoperante un mes, sin que la empresa proveedora acceda a habilitar funciones técnicas que harían el equipo útil o a proveer los datos necesarios para resolver la situación con la red eléctrica.

Disposiciones legales aplicables:

Remedio solicitado:

1. Reapertura del caso y asignación de un técnico especializado que provea una solución real en lugar de respuestas genéricas claramente redactadas con inteligencia artificial.
2. Que Sunrun realice la configuración técnica de "Zero-Export" (Autoconsumo), permitiéndome utilizar la energía producida y almacenada en mis baterías de forma independiente a la red eléctrica. De eso no ser una posibilidad, que me brinden una explicación concreta.
3. Entrega de registros técnicos (Error Logs) del inversor en formato oficial (PDF) para trámite con LUMA.
4. Reembolso o crédito de la mensualidad pagada a Sunrun desde el 21 de marzo de 2026 hasta que el sistema esté 100% operativo.
5. Que Sunrun certifique que el sistema está completamente operativo tras la resolución de los problemas de voltaje con LUMA.

Es inaceptable continuar pagando por un equipo que no provee servicio debido a la negativa de la empresa de ofrecer alternativas técnicas o soporte adecuado.

¿Solicita daños? _____ Sí ___x_____ No Valorización de los daños: _____
Si solicita más de un remedio favor de indicar si lo solicita en la alternativa o "en sustitución":

_____
_____
_____

Anejos: (Incluya toda la evidencia que entienda pertinente para sostener su reclamación).

☐ Hoja Complementaria (NEPR-Z01).
x☐ Otros: _____

Yo Sarahi Rodriguez Perez hoy 22 de abril de 2026, en San Juan, Puerto Rico, certifico que la información presentada en este formulario es correcta y está completa.

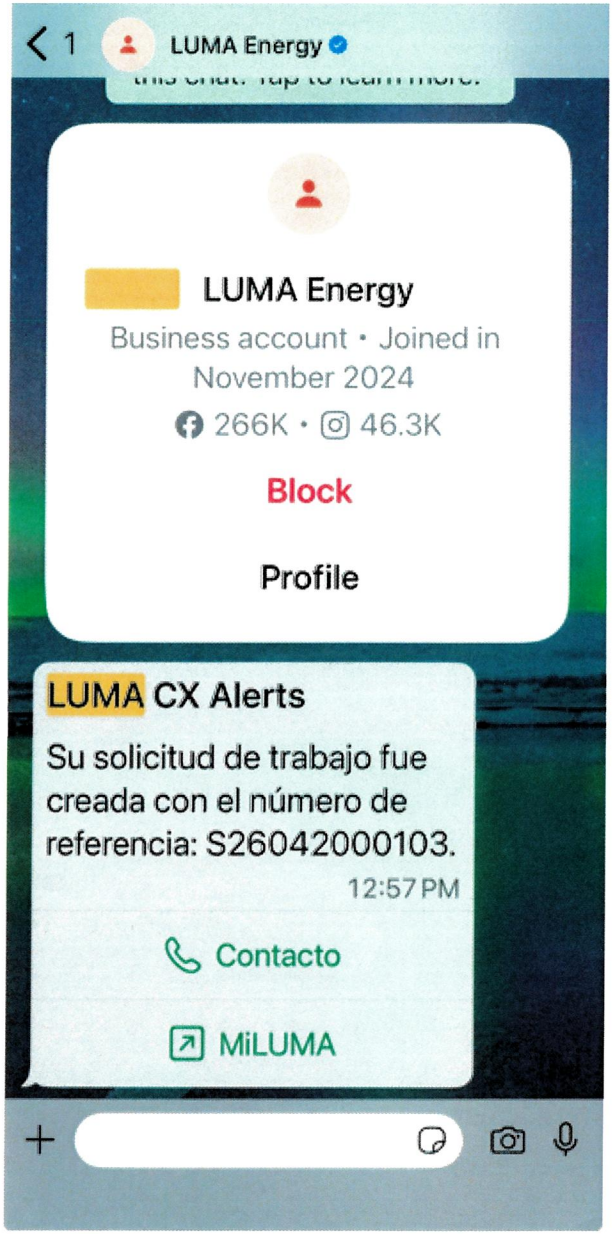
Sarahi Rodriguez Perez		4/22/2026
Nombre	Firma	Fecha

NEPR

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9:46 AM



SUNRUN

Account Number	Due Date	Billing Period
128836552822D2	04/27/2026	Feb 28 - Mar 27

NEPR
Received:
Apr 22, 2026
9:46 AM

Hi Sarahi.
This is your solar bill.

AUTOPAY IS ON

LAST MONTH

Balance	$165.29
Payment	($165.29)
Previous Balance	$0.00

THIS MONTH

Monthly Charge	$165.29

128836552822

Solar Production Start Reading	17,761 kWh
Solar Production End Reading	17,986 kWh
Electricity Produced in February	225 kWh
KWH Rate	$0.2496 per kWh

SYSTEM PERFORMANCE

Track how much energy you are producing at my.sunrun.com.

INCREASE YOUR IMPACT

As more people take control of their costs and power their homes with clean solar energy, you multiply your positive impact. Refer friends and family by calling 1.844.312.7054

PERFORMANCE GUARANTEE

If your Sunrun contract has a performance guarantee, and your system did not produce the guaranteed cumulative output, a credit will be issued.

CONTACT

For questions, contact Sunrun Customer Care at 855-478-6786, x2.
Hours: Monday through Friday 7:00am-8:00pm
Saturday 8:00am-5:00pm

Total Due 04/27/2026 $165.29

SUNRUN
Sunrun Inc.
600 California St. Suite 1800
San Francisco, CA 94108

Total Due
04/27/2026
$165.29

SARAHI RODRIGUEZ
URB SAGRADO CORAZON 1775 CALLE SANTA BRIGIDA
SAN JUAN, PR 00926

AUTOPAY IS ON

Your payment will process one business day before your due date.

128836552822D2500000165294

Gmail

Sarahi Rodriguez <bluesrp4@gmail.com>

NEPR
Received:
Apr 22, 2026
9:46 AM

Sunrun Service Visit Follow-Up [thread::yV0YHycReZaBdfGeidz5igM::]

4 messages

Case Management <casemanagement@sunrun.com> Wed, Apr 15, 2026 at 5:39 PM
To: "bluesrp4@gmail.com" <bluesrp4@gmail.com>



RE: URB Sagrado Corazon 1775 Calle Santa Brigida, San Juan, PR, 00926

Hi Sarahi Rodriguez,

I am writing to provide an update regarding your Sunrun Solar system. Your case with Sunrun has been officially closed as the underlying issue stems from LUMA and is not directly related to solar operations. Please contact LUMA so they can correct the voltage your home is receiving. Should you have any questions or require further assistance, please do not hesitate to contact Sunrun at 855-478-6786.

Le escribo para proporcionarle una actualización sobre su sistema Sunrun Solar. Su caso con Sunrun se cerró oficialmente ya que el problema subyacente proviene de LUMA y no está directamente relacionado con las operaciones solares. Comuníquese con LUMA para que puedan corregir el voltaje que recibe su hogar. Si tiene alguna pregunta o necesita más ayuda, no dude en comunicarse con Sunrun al 855-478-6786.

Sincerely,
Sunrun

Sunrun Customer Engagement Hours
Monday - Friday: 5AM - 7PM PT
Saturday: 6AM - 4PM PT
Sunday: Closed

thread::yV0YHycReZaBdfGeidz5igM::

Sarahi Rodriguez <bluesrp4@gmail.com> Wed, Apr 15, 2026 at 6:27 PM

To: Management Case <casemanagement@sunrun.com>

Saludos,

LUMA no tiene nada que ver con que el sistema no esté generando energía solar. Estoy pagando un financiamiento por un sistema que no funciona más factura de luma quien me está proveyendo actualmente toda la energía del hogar. Puede volver a abrir el caso y enviar a su contratista de Bright solar panel para que verifiquen el sistema. De no recibir el servicio adecuado me estaré comunicando con DACO y con Better Business Bureau. Espero su contestación con urgencia en las próximas 24 horas.

Gracias
Sent from my iPhone

> On Apr 15, 2026, at 5:39 PM, Case Management <casemanagement@sunrun.com> wrote:
>
> [Quoted text hidden]

Sarahi Rodriguez <bluesrp4@gmail.com> Wed, Apr 15, 2026 at 7:13 PM
To: Management Case <casemanagement@sunrun.com>

URGENT: System Inactivation and Request for Zero-Export Configuration

To the Support and Interconnection Team,

I am writing regarding my solar power system, which is currently non-functional. I have been informed that the system is not active due to pending actions from the local utility company (LUMA).

While I understand that the final interconnection and Permission to Operate (PTO) depend on the utility provider, I am paying for a system that is currently providing zero value.

I would like to request the following immediately:

• Zero-Export/Self-Consumption Mode: If my hardware supports it, I would like a technician to configure the system to "Zero-Export" mode. This would allow me to utilize the power generated for my own home and battery storage without sending electricity back to the grid while we wait for the final meter swap.

• Case Status Update: Please provide the LUMA Case Number associated with my account and the specific status shown in the portal (e.g., Pending Field Assessment, Document Review).

• Voltage Verification: If the system is off due to grid instability, please provide the specific error logs from the inverter so that I can file a formal voltage complaint with the utility company.

Please let me know when a technician can address the configuration change or provide the requested documentation.

Regards,

Sarahi Rodriguez Perez

Sent from my iPhone

> On Apr 15, 2026, at 6:27 PM, Sarahi Rodriguez <bluesrp4@gmail.com> wrote:
>
> Saludos,
> [Quoted text hidden]

Sarahi Rodriguez <bluesrp4@gmail.com> Sun, Apr 19, 2026 at 4:21 PM
To: Management Case <casemanagement@sunrun.com>

Subject: FOLLOW-UP: System Inactivation / Service Request - 1775 Calle Santa Brigida San Juan PR 00926
To the Support Team,

I am following up on my previous email sent on April 15, to which I have not yet received a response.
As previously mentioned, my solar system remains completely offline, and I am eager to resolve this so I can begin utilizing my investment.

Given the lack of power generation, I would like an update on the following items by the end of the day:
- LUMA Interconnection Status. Please provide my current LUMA Case Number and the last recorded update from their portal.
- Technical Solution: Has a technician reviewed my request to enable Zero-Export/Self-Consumption mode? This is a priority so that I can power my home and charge my batteries while we wait for the utility company's final approval.
- Site Visit: If this cannot be handled remotely via the inverter's software, please provide a scheduled date and time for a technician to visit my property.

I value our partnership, but the continued lack of communication and system downtime is a significant concern. I look forward to your prompt reply.

Regards,
Sarahi Rodriguez
3054504989

Sent from my iPhone

> On Apr 15, 2026, at 7:13 PM, Sarahi Rodriguez <bluesrp4@gmail.com> wrote:
>
> [Quoted text hidden]

Gmail

Sarahi Rodriguez <bluesrp4@gmail.com>

NEPR
Received:
Apr 22, 2026
9:46 AM

Sunrun | Case Manager Intro | Case: 19324542 [thread::yV0YHycReZaBdfGeidz5igM::]

6 messages

Case Management <casemanagement@sunrun.com> Tue, Apr 7, 2026 at 4:28 PM
To: "bluesrp4@gmail.com" <bluesrp4@gmail.com>

RE: URB Sagrado Corazon 1775 Calle Santa Brigida
San Juan, PR 00926

Hello Sarahi ,

My name is Shantal Zapata, and I am a Case Manager with Sunrun's Customer Experience team. I am reaching out regarding the case that was recently opened for servicing your system, and I will be your main point of contact moving forward. From this point on, I will partner with you and advocate on your behalf within Sunrun.
I will work diligently to keep you proactively updated. **If you have any questions or need to reach me, please feel free to email me at shantal.zapata@sunrun.com or call me directly at 385-212-3997. Sunrun now supports text messaging, which is the best way to contact me.** If it is more convenient for you, please feel free to text me at the number above. While I manage your service case, if you have any additional questions or concerns, I can help direct you to the appropriate team. My usual work hours are Monday through Friday 9am-5:30pm (EST).
We have dispatched Bright Planet Solar for system servicing. Bright Planet Solar has 7 business days from today to contact you to schedule an appointment to investigate the issue. If 7 days have passed and they have not reached out to you, you may contact them at (888) 997- 4469. Please be aware that they may call or email you to schedule the appointment, so check both your voicemail and email. If you have any questions during this time, please feel free to reach out to me directly.

Thank you,
Shantal Zapata

Partner Case Manager
(385) 2123997

thread::yV0YHycReZaBdfGeidz5igM::

Sarahi Rodriguez <bluesrp4@gmail.com> Mon, Apr 13, 2026 at 1:46 PM
To: Case Management <casemanagement@sunrun.com>

Thank you for your assistance. I have not received a call yet from Bright Planet Solar.

Looking forward to have this issue fixed soon,
[Quoted text hidden]
--
Sarahi Rodriguez-Perez, MD
Internal Medicine Hospitalist

bluesrp4@gmail.com

Sarahi Rodriguez <bluesrp4@gmail.com> Mon, Apr 20, 2026 at 1:23 PM
To: Case Management <casemanagement@sunrun.com>, shantal.zapata@sunrun.com

FORMAL GRIEVANCE: Unresolved System Failure and Persistent Lack of Communication

Dear Shantal Zapata,

I am writing to formally contest the closure of my case, which I was notified of via email on April 7, 2026. In that communication, you stated that my case was closed because the underlying issue allegedly stems from LUMA and is not directly related to solar operations.

As a customer whose system has been operating successfully for three years prior to this outage on March 21, 2026, I find the summary closure of this case without technical resolution, diagnostic evidence, or a site visit to be completely unacceptable.

Following your email, I called customer service immediately to request a detailed explanation. The agent indicated the problem was related to "interconnection issues." However, since the system has been interconnected and functional since 2023, this explanation is contradictory and insufficient.

Since that call, I have attempted to resolve this through proper channels with no success:

- On April 15, 2026: I sent an email requesting technical alternatives and data. I received no response.
- On April 19, 2026: I sent a second follow-up email reiterating my request for assistance. Again, I received no response.

I am now reiterating these requests for a third time:

- Zero-Export/Self-Consumption Mode: I request that a technician be dispatched (or access the system remotely) to configure my system to "Zero-Export" mode. If the issue is indeed grid instability, this configuration should allow me to utilize my panels and battery for my home's needs without interacting with the LUMA grid.
- *Voltage Verification & Error Logs: If Sunrun is attributing this failure to the local utility, I require the specific error* logs from my inverter (e.g., "Grid Out of Range" or "High Voltage" alerts). I need this data as evidence to file a formal complaint with LUMA.
- LUMA Case Information: Please provide the LUMA Case Number Sunrun is referencing and the specific status of the "interconnection issue" cited by your agent.
- Furthermore, because the system has been entirely inoperative since March 21, 2026, I am formally requesting a full reimbursement of this month's payment. I should not be held financially responsible for a lease or loan payment on a system that is providing zero service due to a lack of technical support and a failure to provide workarounds like Zero-Export mode.

My system has been inoperative for a full month. I am continuing to pay for a service that is not being provided, and the total silence from your office since April 7th is a significant breach of service expectations.

If I do not receive a professional response and a concrete plan for restoration by the end of the next business day, I will be forced to escalate this matter formally to the Puerto Rico Energy Bureau (NEPR) and the Independent Office of Consumer Protection (OIPC).

I look forward to your immediate attention to this matter.

Regards,

Sarahi Rodriguez Perez, MD
305 450 4989

On Tue, Apr 7, 2026 at 4:28 PM Case Management <casemanagement@sunrun.com> wrote:
[Quoted text hidden]

[Quoted text hidden]

Shantal Zapata <shantal.zapata@sunrun.com> Mon, Apr 20, 2026 at 2:40 PM
To: Sarahi Rodriguez <bluesrp4@gmail.com>

Subject: Important Notice: High-Voltage Findings and Warranty Status
Hello,
We are writing to inform you of the final status of your service case. Our diagnostics confirm that your Sunrun equipment is functioning correctly. The root cause of your production issues is that the system is receiving AC frequency as low as 59.6Hz. *Your solar panels produce DC (one-way) electricity. The solar inverter converts this to AC, and its most important* job is to make sure this "dance" matches the grid's rhythm perfectly. This is a grid issue.

Case Status: Closed / Administrative Pause (PG Void)
Because this is an external grid issue that Sunrun cannot repair, we are closing your service case today and placing your account on an **Administrative Pause**. This protects you from being penalized for low production caused by the unstable grid.
Action Required:

- **Contact LUMA:** You must report "High Voltage" to LUMA immediately. We know LUMA can take time to address these requests, so we recommend calling them frequently and persistently.
- **Redirect Follow-ups:** Please direct all follow-up calls regarding this grid issue to LUMA. We cannot assist further until the utility grid is stabilized.
- **Risk Warning:** If not resolved, this high voltage will continue to shut down your solar system and could potentially damage other appliances in your home.

Reactivation & Performance Review:
Once you provide proof that LUMA has lowered the voltage below 240V, we will reactivate your guarantee. **At that time, we will perform a retroactive performance review of your account to evaluate if you qualify for compensation regarding the production lost during this period.**
Sunrun is ready to support you, but we require a stable grid for your system to operate at 100%
Sincerely,
SUNRUN.

[Quoted text hidden]
--
Kind regards,

Shantal Zapata Service Pipeline Support | Field Service Support
Powerhouse
Partner Email: ***PartnerManagement@sunrun.com***
Partner Team Hotline: 844-809-3741
Direct Line: 385-212-3997
Email: shantal.zapata@sunrun.com
Customer Care: 855-478-6786



image (4).png
341K

Sarahi Rodriguez <bluesrp4@gmail.com> Mon, Apr 20, 2026 at 3:42 PM
To: Shantal Zapata <shantal.zapata@sunrun.com>

Thank you for your response. However, I am formally disputing the closure of this case due to technical contradictions, a lack of diagnostic data, and a failure to address Sunrun's professional responsibility regarding the local operating environment.

1. Contradictions in Diagnostics:

- In your message, you stated the grid is sending low voltages, yet you instructed me to notify LUMA of high voltages. Furthermore, you are requesting that I provide evidence of these fluctuations to LUMA while Sunrun is the only party with access to the inverter's system logs. I require a PDF export of the inverter's event logs from

March 21, 2026, to the present. A screenshot of the platform on your PC is not enough. Without these logs, I cannot file a credible report with the utility company. I have already contacted LUMA (report #S26042000103)

2. Professional Responsibility and Market Fitness:

- Sunrun markets and installs these systems in Puerto Rico with **full knowledge of the local grid's instability**. Since these systems require a stable grid to operate, it is a failure of service to shift the entire burden of proof onto the consumer. It is Sunrun's responsibility—as the expert entity with the monitoring tools—to provide the data proving the grid is the cause of the failure, rather than expecting the client to diagnose utility-level electrical fluctuations and notifying that the grid is "stable".

3. Clarification on "Administrative Pause":

- You mentioned my account is on an "Administrative Pause." I require a formal definition of what this entails regarding my financial obligations. Does this pause include a suspension of my monthly payments? I am formally requesting a full reimbursement for the period since March 21, 2026, as I am being charged for a system that Sunrun has unilaterally "paused" and rendered inoperative without providing a technical workaround, such as Zero-Export/Self-Consumption mode.

4. Request for Action:

- I am requesting that a technician be dispatched to attempt a "Zero-Export" configuration. If the system is capable of operating independently of the grid to power my home and charge my batteries, Sunrun has a duty to enable that feature rather than leaving the system offline for over 30 days.

I am giving Sunrun 48 hours to provide the requested logs and a technical plan of action. If the case remains closed without providing the means for me to utilize the equipment I am paying for, I will proceed with a formal complaint to the Puerto Rico Energy Bureau (NEPR) and the Independent Office of Consumer Protection (OIPC), citing a failure to provide a system fit for the local environment and a lack of technical support.

Regards,

[Quoted text hidden]

Shantal Zapata <shantal.zapata@sunrun.com> Tue, Apr 21, 2026 at 1:21 PM
To: Sarahi Rodriguez <bluesrp4@gmail.com>

Good Afternoon Sarahi,

LUMA is able to see the high voltage issues on their end as well. A journeyman is also able to curate a report for you to submit to LUMA for further proof. Although Sunrun is aware of high voltage issues in Puerto Rico, we are not able to assist further when this is the issue as the meter / high voltage issues are from LUMA and we are not allowed to touch the meter or grid. For any further questions, to contact CC since they are able to take a deeper dive in your situation.
Customer care : (855) 478-6786

[Quoted text hidden]