Junta Reglamentadora
de Servicio Público

MAY 05 2026

Secretaría
Negociado de Energía
1:38 pm

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

NANETTE ROHENA ALVARADO
QUERELLANTE

vs.

LUMA ENERGY
QUERELLADO

CASO NÚM.: NEPR-QR-2026-0139

ASUNTO:
HIGH VOLTAGE - PHASE IMBALANCE
AC OUT OF RANGE
VOLTAGE FLUCTUATION
VOLTAGE EXPORT

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: NANETTE ROHENA ALVARADO
2. Dirección física: CAR 181 KM 11.1 SOLAR COM MAMEYAL BO QUEBRADA NORITO, TRUJILLO ALTO
3. Dirección postal: HC 61 BOX 4964, TRUJILLO ALTO PR 00976-9728
4. Teléfono: 787-674-5960 / 787-610-9891
5. Correo electrónico:
6. Representación legal:
7. Número de RUA:
8. Dirección postal:
9. Correo electrónico: nrohena@hotmail.com
10. Teléfono:

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

1. Nombre completo: LUMA ENERGY, LLC / LUMA ENERGY SERVCO, LLC
2. Dirección física:

3. Dirección postal: PO BOX 364267, SAN JUAN PR. 00936-4267
4. Teléfono: 1-844-888-5862
5. Correo electrónico: miluma@mg.lumaprmail.com

C. Querella

Relación sucinta de hechos:

THE PETITIONER, NANETTE ROHENA ALVARADO AND HER HUSBAND MR. TIMOTHY BOWMAN, COMMISSIONED THE INSTALLATION OF A SOLAR ENERGY SYSTEM CONSISTING OF SOLAR PANELS AND A BATTERY WITH THE COMPANY WINDMAR HOME SINCE 2024. THE SYSTEM HAS NOT BEEN ABLE TO FUNCTION PROPERLY DUE TO ABNORMAL CONDITIONS IN THE ELECTRICAL SUPPLY CONSISTING OF HIGH VOLTAGE (262V) AND PHASE IMBALANCE; ALSO CAUSING SEVERE DAMAGES TO THE VAST MAJORITY OF THE APPLIANCES.

Disposiciones legales aplicables:

THE PETITIONER RESPECTFULLY REQUESTS THE HONORABLE PR ENERGY BUREAU TO INTERVENE AND EXERCISE ITS OVERSIGHT AUTHORITY REGARDING THE QUALITY AND REABILITY OF THE SERVICE PROVIDED BY LUMA ENERGY. THIS REQUEST SEEKS A PERMANENT RESOLUTION TO ENSURE THE CAPACITY, RELIABILITY, SAFETY, AND EFFICIENCY OF THE ELECTRICAL SERVICE AT THE SUBJECT PREMISES, PURSUANT TO THE APPLICABLE LAWS AND REGULATIONS OF P.R.

Remedio solicitado:

IN LIGHT OF THE AFOREMENTIONED, THE PETITIONER RESPECTFULLY PRAYS THAT THE THAT THE ENERGY BUREAU ORDER AN IMMEDIATE TECHNICAL INVESTIGATION INTO THE OVERVOLTAGE AND PHASE IMBALANCE CONDITIONS AT THE RESIDENCE TO DETERMINE THEIR CAUSE AND SCOPE. FURTHERMORE, THE PETITIONER REQUESTS AN ORDER FOR

¿Solicita daños? _____ Sí __X__ No Valorización de los daños: IMMEDIATE AND PERMANENT CORRECTIVE ACTION.

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).

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

Yo NANETTE ROHENA ALVARADO **hoy** 5 **de** MAYO **de 20**26**, en** TRUJILLO ALTO **, Puerto Rico, certifico que la información presentada en este formulario es correcta y está completa.**

NANETTE ROHENA ALVARADO	P.P.	MAY 4, 2026
Nombre	Firma	Fecha

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

HOJA COMPLEMENTARIA

Instrucciones:

- Utilice esta hoja cuando necesite espacio adicional para la contestación de alguna de las preguntas de los formularios y entréguela en conjunto con los demás documentos.

Para ser completado por el (la) solicitante

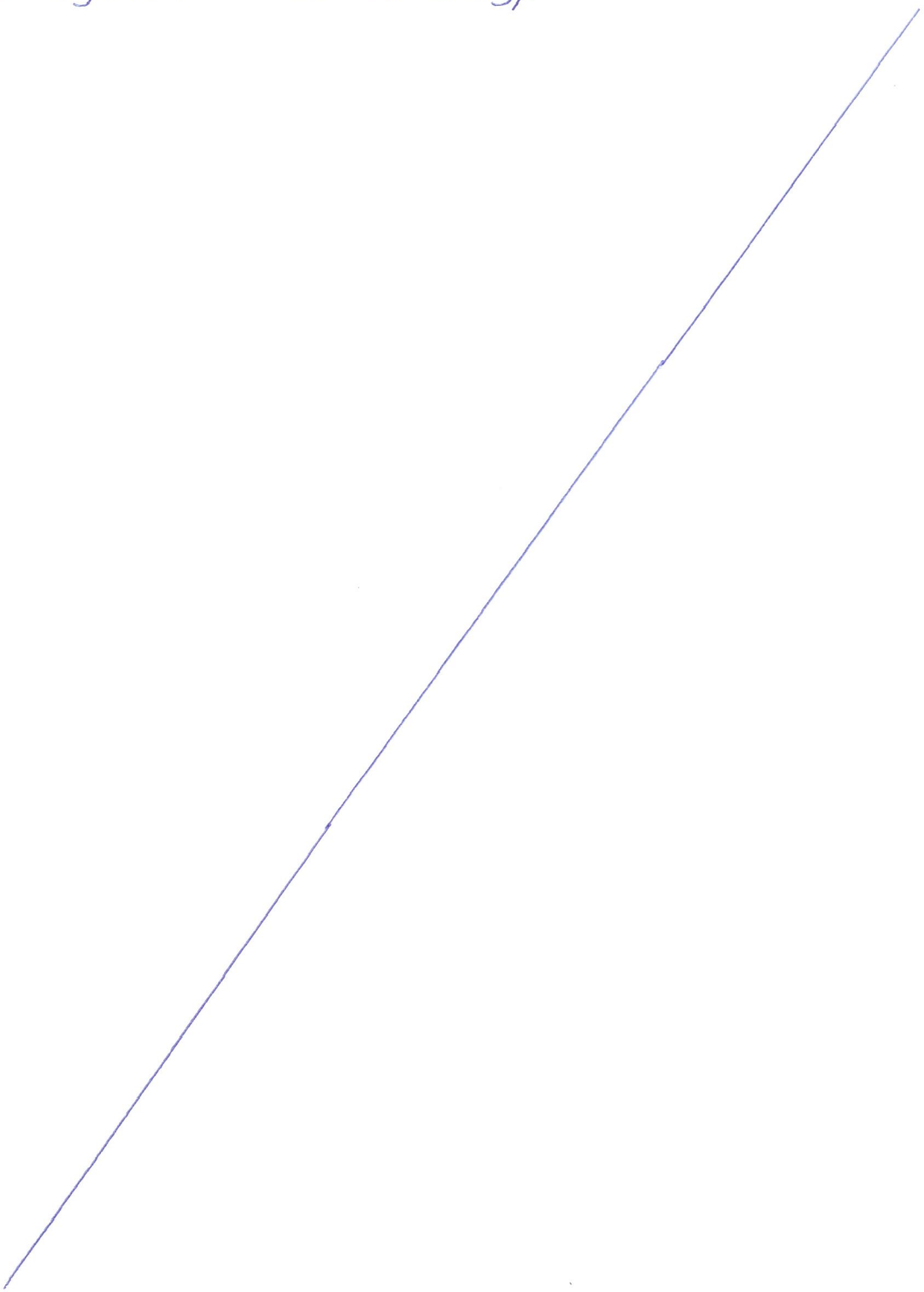
1. Nombre de la Compañía de Servicio Eléctrico: LUMA ENERGY, LLC / LUMA ENERGY SERVCO, LLC
2. Nombre del Solicitante: NANETTE ROHENA ALVARADO
3. Título del formulario que se complementa: CLAIM NUMBER: 5241125001 86 : DEC 2024
4. Fecha del formulario que se complementa: MAY 5, 2026
5. Provea la información adicional: (Especifique el inciso del formulario que está completando)

The subject premises were equipped with a solar energy system designed for the safe and efficient suppy of renewable power. Notwithstanding, the system has remained non-functional due to severe and persistent irregularities in the utility's electrical supply. Specifically, voltage fluctuations exceeding the aceptable parameters for residential installations have created a substantial risk to the appliances, the solar system and the safety of the occupants. Evidence of the foregoing includes numerous unresolved formal complaints filed with Luma Energy, LLC. As a direct and proximate result of these anomalous grid conditions, there has been a total loss of the majority of the household's essential electronic devices and appliances. It is hereby established that such damages are not attributable to negligence, misuse, or unauthorized alterations by the Petitioner, nor to defects in the solar system itself. Conversely, the damages arise sdely from failures in the quality, stability and regulation of the utility service, wich have obstructed the proper integration of the solar system and caused continuos property damage.

The persistence of these conditions constitutes a breach of the utility's duty to provide safe and reliable electrical service under current regulatory standards. Consequently, the Petitioner respectfully requests the Energy Bureau to:

1. Immediate Intervention: Order an exhaustive technical audit regarding the reported overvoltage and phase imbalance.
2. Corrective Action: Compel the immediate remediation of the documented service irregularities.
3. Liability Assessment: Evaluate and determine liability for the damages caused to appliances and the resulting loss of use of the solar energy system.
4. Preventative Measures: Adopt any further measures deemed necessary to prevent future damages and to guarantee a stable and secure electrical supply.

This complaint is filed to safeguard the Petitioner's rights as a consumer, mitigate ongoing damages, and ensure strict compliance with regulatory obligations. Luma Energy LLC is legaly mandated to provide reliable and efficient service in accordance with technical standards, facilitating rather than obstructing the integration of renewable energy.



05/01/2026

To: Puerto Rico Energy Bureau

I, Nanette Rohena, holder of LUMA account number 2942191000, hereby authorize Diana Padilla Ibáñez, in her capacity as a consultant for the company Power Solar, to file and deliver the appeal against Luma Energy regarding high voltage and phase imbalance at my residence. The details are contained in the filing document. I am including a copy of my identification.

Attn:

N. Rohena Alvarado


GOBIERNO DE
GOVERNMENT OF PUERTO RICO USA
Licencia de Conducir/Driver's License
OPERATOR CONDUCTOR
NUM 4186034
NANETTE
ROHENA ALVARADO
BO QUEBRADA NEGRITO
1 CARR 181 KM 11.1 COM MAMEYAL
TRUJILLO ALTO, PR 00976
SEX/SEXO
F
EYES/OJOS
BRO
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ISS/EMI 10JUN2024
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