NEPR

Received:

Jun 3, 2026

7:56 PM

Puerto Rico Energy Bureau
Edificio World Plaza
268 Ave. Muñoz Rivera
Nivel Plaza, Suite 202
San Juan, PR 00918

Via Electronic Filing:
https://radicacion.energia.pr.gov

June 3, 2026

Kenneth H. Adley
100 Marginal FD Roosevelt
San Juan, PR 00917
kenadley@cs.com

PUERTO RICO ENERGY BUREAU (NEPR)

REQUEST FOR REVIEW — DECEMBER 2025 INVOICE

OB20251226pZZE

Petitioner: **Kenneth H. Adley**
Account: **6341728624**
Billing/Service Address: **100 Marginal FD Roosevelt, San Juan, PR 00917**
Email: **kenadley@cs.com**

To the Honorable Commissioners:

I. INTRODUCTION

Petitioner respectfully submits this Request for Review concerning the December 2025 invoice and objection (OB20251226pZZE). Petitioner filed the objection on December 26, 2025, LUMA accepted it on January 20, 2026, and issued an initial determination dated March 17, 2026. Petitioner submitted a timely request for reconsideration on April 4, 2026. The record contains no reconsideration determination for the December objection, and Petitioner never received any such determination.

Petitioner notes that the February/March mis-docketing objection is scheduled for NEPR hearing on June 17, 2026.

II. FACTUAL BACKGROUND

A. Procedural History of the December Objection

1. Objection filed: **December 26, 2025**
2. Acceptance: **January 20, 2026**
3. Initial determination: **March 17, 2026**
4. Reconsideration request: **April 4, 2026**
5. No reconsideration determination issued

These are the only documents in the record for the December cycle.

B. Address Corrections

Petitioner corrected his mailing address twice:

1. **December 26, 2025** (in person)
2. **January 5, 2026** (in writing)

Despite these corrections, LUMA continued using:

"FLORAL PARK, 1000 Ave Franklin Delano Roosevelt, San Juan, PR 00918."

Petitioner's correct address is:

100 Marginal FD Roosevelt, San Juan, PR 00917.

Petitioner does not know whether LUMA mailed notices for the December objection, but the documents in the file show that none were addressed to his actual residence.

III. RELEVANT FACTS FOR REVIEW

A. Notice Handling

All documents in the administrative file for the December objection list the Floral Park address rather than Petitioner's residence, even after two address corrections were submitted. The file contains no evidence that any notice for the December objection was ever addressed to or delivered to Petitioner's actual residence, raising a factual question about whether the notices were served in the manner required by governing rules.

B. Investigation Steps Reflected in the File

The file does not show:

1. a meter test,
2. a site visit,
3. a service-entrance inspection,
4. transformer verification,
5. no anomaly review (none documented), or
6. an ICEE referral.

The March 17, 2026 Determination states only that LUMA 'verified the reading' on March 5, 2026 and found it 'regular and progressive.' The file contains no AMI data, no AMI reference, and no documentation of any other investigative method. The single later reading—taken months after the disputed billing period—appears to be the only method disclosed. I cannot determine what method, if any, was used because LUMA did not disclose one.

C. Electrical Conditions Reported in December

Petitioner experienced electrical symptoms—including dimming, flickering, popping when switching, and voltage instability—*before* the nearby commercial business began operating and *before* LUMA replaced the meter. A new commercial business connected next door in October 2025, and LUMA replaced Petitioner's meter in November 2025. After the meter replacement, Petitioner's consumption increased significantly despite no change in usage.

On December 28, 2025, Petitioner submitted written correspondence requesting investigation of these conditions, including concerns regarding possible neutral or transformer issues, and requesting confirmation that no other premises were connected to his transformer secondary, neutral path, or service drop. These same conditions are referenced in the February/March mis-docketing objection.

D. Relation to the February/March Mis-Docketing Objection

1. The February/March mis-docketing objection is scheduled for hearing on **June 17, 2026**.
2. The electrical conditions reported in December are the same conditions referenced in that objection.
3. Both matters involve the same service address and the same unresolved electrical concerns.
4. Without a meaningful December investigation and with no investigative method disclosed, the February/March mis-docketing objection repeated the same process but with a next-day expedited investigative determination, again stating only that the meter reading was verified as "regular y progresiva" and disclosing no investigative method.

E. January Status

- The Examiner recorded a **default** for the January cycle on June 1 due to LUMA's non-appearance.
- Petitioner is **not** requesting consolidation of January.

IV. REQUESTED RELIEF

Petitioner respectfully requests that the Bureau:

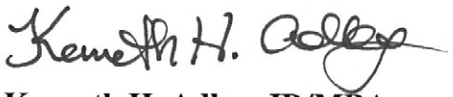
1. Accept this Request for Review of the December 2025 objection (OB20251226pZZE).
2. Take notice that no reconsideration determination was issued after the April 4, 2026 filing.

3. Take notice of the address corrections and the absence of any notice addressed to Petitioner's actual residence.
4. Order production of the complete administrative record for the December objection.
5. Consolidate the December objection with the **February/March mis-docketing objection** scheduled for hearing on **June 17, 2026**.
6. Grant any additional relief the Examiner deems appropriate.

V. CONCLUSION

Petitioner respectfully submits the above facts for the Bureau's review and requests consolidation with the February/March mis-docketing objection.

Respectfully submitted,



Kenneth H. Adley, JD/MBA
San Juan, Puerto Rico

OB20251226pZZE (December Bill)

Filed December 26, 2025

Period: November 17 – December 16

Due Date: January 19, 2026

Actions:

Customer Inspection Demand: December 28, 2025

LUMA Notice of Deficiency (Proof of Payment): January 5, 2026

Customer Response to Deficiency (Sent Proof of Payment and Address Correction Request): January 5, 2026

LUMA Notice of Acceptance: January 20, 2026

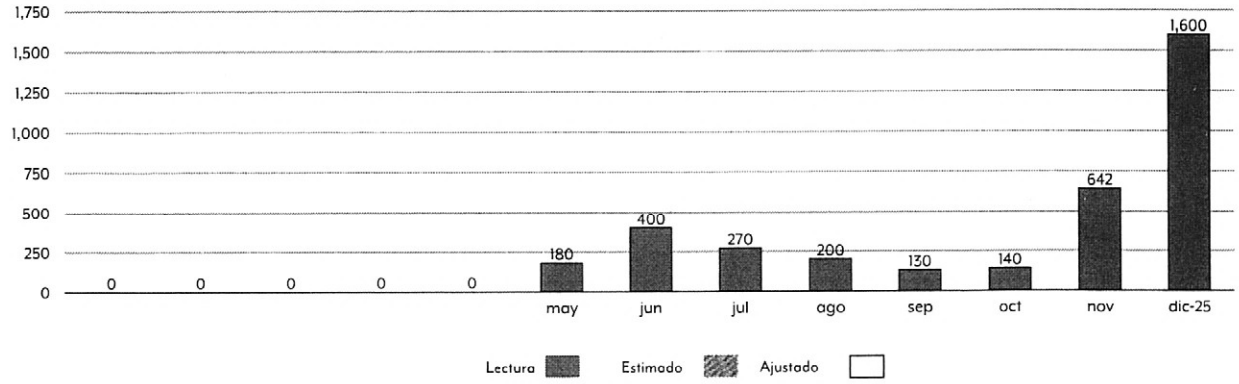
LUMA Notice of Investigation Results: March 17, 2026

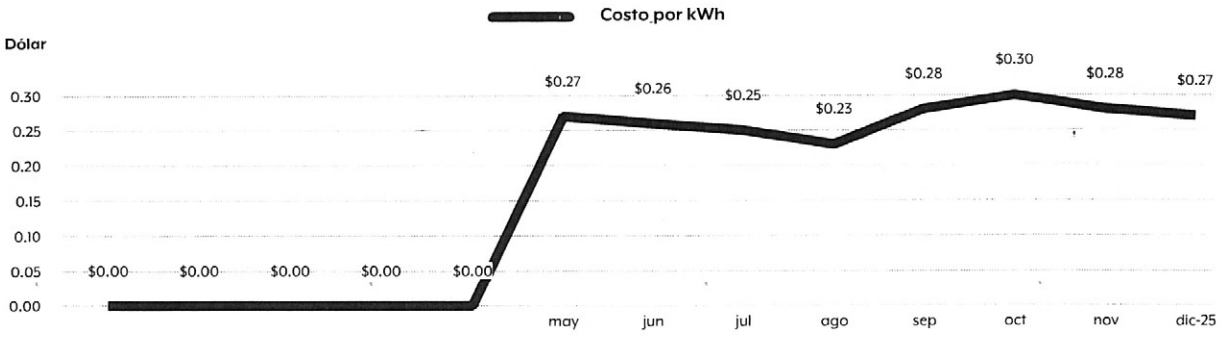
Customer Request for LUMA Reconsideration: April 4, 2026

LUMA Notice of Reconsideration Determination: ????

HISTORIAL DE CONSUMO (KWH)

ID localidad: 6433332440





LS-12/17/25-68293

Kenneth H. Adley
100 Marginal FD Roosevelt Ave.
San Juan, PR 00917
Acct.# 6341728624

December 28, 2025

LUMA
P.O. Box 9100
San Juan, PR 00908

Dear Sir/Madam:

I am following up on my billing objection and the investigation **#OB20251226pZZE** into abnormal electrical behavior and a significant increase in consumption after the recent meter replacement.

For clarity, the electrical symptoms I am experiencing — **lights dimming/brightening, popping when switching, and intermittent flickering** — began **before** the meter was changed and before any nearby commercial activity. These symptoms indicate a possible **neutral integrity issue or high-resistance connection** at the service entrance.

Because my meter plugs directly into the **main breaker box** (meter–main combo), the meter socket, jaws, neutral lug, and bonding point are all part of the same enclosure. A failure at this interface can cause voltage instability, arcing, and wasted current.

After the meter was replaced, my bill increased sharply despite no change in usage. This timing suggests a **service entrance or metering issue that requires verification**, especially since the electrical symptoms pre-date the meter change.

Additionally, a **new commercial business** moved in next door within the last 60 days. I have a **pole-mounted transformer** feeding my residence, while the surrounding homes have building-mounted transformers. I do not see a separate connection for the business. I request confirmation that the new business has a **separate, properly connected service drop,** is **not sharing my transformer secondary or neutral path,** and **none of their load is being measured through my service.**

To ensure a complete investigation, I request a **full-service entrance and transformer inspection**, including:

- Meter jaws and line lugs
- Neutral lug and neutral conductor from the pole
- Service drop connections
- Bonding at the meter–main enclosure

- Transformer loading and secondary connections
- Verification that the commercial business has a separate, properly connected service drop

Please confirm the next steps and the scheduled inspection date.

Thank you.

Kenneth H. Adley

Kenneth H. Adley, JD/MBA

ALERT: WINTER WEATHER IN THE NORTHERN PLAINS, GREAT LAKES, OHIO VALLEY, AND NO...

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Remove ×

Tracking Number:

9589071052700910864966

Copy Add to Informed Delivery (https://informeddelivery.usps.com/)

Latest Update

Your item was picked up at a postal facility at 3:19 pm on January 5, 2026 in SAN JUAN, PR 00908.

Feedback

Get More Out of USPS Tracking:

USPS Tracking Plus®

Delivered

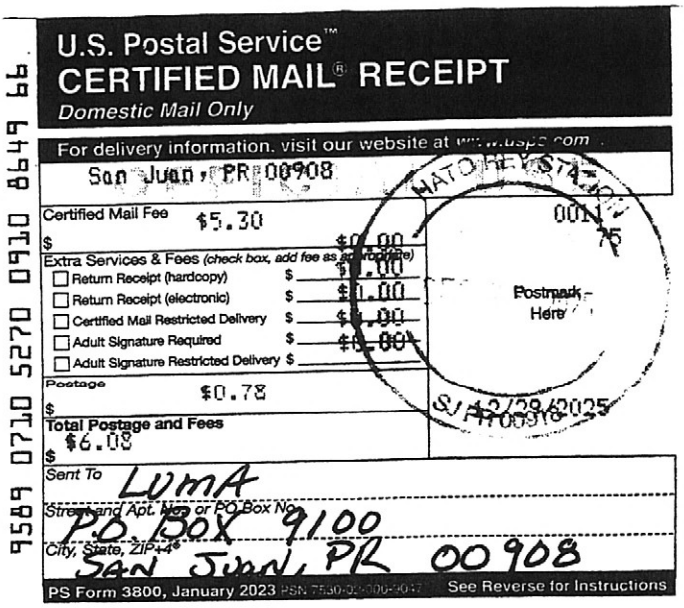
Delivered, Individual Picked Up at Postal Facility
SAN JUAN, PR 00908
January 5, 2026, 3:19 pm

Reminder to pick up your item
SAN JUAN, PR 00908
January 5, 2026

Available for Pickup
SANTURCE
800 AVE PONCE DE LEON STE A
SAN JUAN PR 00907-9998
M-F 0700-1400; SAT 0700-1200
December 31, 2025, 9:43 am

Arrived at Post Office
SAN JUAN, PR 00908
December 31, 2025, 9:42 am

Arrived at USPS Facility
CAROLINA, PR 00983



December 30, 2025, 3:15 am

Departed Post Office
SAN JUAN, PR 00918
December 29, 2025, 7:42 pm

USPS in possession of item
SAN JUAN, PR 00918
December 29, 2025, 1:57 pm

Hide Tracking History

What Do USPS Tracking Statuses Mean? (https://faq.usps.com/s/article/Where-is-my-package)

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Track Another Package

Enter tracking or barcode numbers

Need More Help?

Contact USPS Tracking support for further assistance.

FAQs

LUMA

La gente primero. La seguridad siempre.

5 de enero de 2026

ADLEY, KENNETH HOPSON
FLORAL PARK
1000 AVE FRANKLIND DELANO ROOSEVELT
SAN JUAN, PR 00918

kenadley@cs.com

Cuenta: **6341728624**
Número de objeción: **OB20251226pZZE**
Fecha de factura objetada: **12-16-2025**
Cantidad de factura objetada: **$438.75**

Estimado cliente:

Hemos recibido su solicitud de objeción de factura por razón de **alto consumo** para el periodo de **11-17-2025 a 12-16-2025.** Esta no cumple con los requisitos contenidos en el artículo 4.07 del Reglamento 8863- 2016 del Negociado de Energía, según se identifican a continuación. Para formalizar su solicitud, es necesario que provea:

☐ El nombre del cliente que presenta la objeción.

☐ El número de la cuenta de servicio.

☐ El número de identificación de la Factura que se objeta.

☐ Las razones que le motivan la objeción, necesitamos una explicación más específica de su reclamación.

☐ El número de teléfono, dirección física y postal, y dirección de correo electrónico.

☒ **Hemos recibido su pago por la cantidad de $78.71 efectuado el 12-26-2025. Conforme a lo establecido en la Sección 4.05 del Reglamento 8863-2016 debe enviar copia del recibo y si presenta su pago por teléfono o a través de MILUMA en la página Web, deberá ofrecer el número de confirmación.**

Su reclamación no podrá ser procesada hasta tanto provea la información requerida. Según el Artículo 4.09 del Reglamento 8863-2016, usted tiene hasta el **20 de enero de 2026 (15 días)** para someter esta información y completar la solicitud de objeción. De no recibir la información y/o documentos solicitados dentro de dicho término, su reclamación se considerará como no presentada y no tendrá efecto alguno. Favor de enviar la información solicitada a:

Luma Energy
OBJETAR FACTURA
PO BOX 9100
SAN JUAN. PR 00908
objecionalafactura@lumapr.com
Departamento de Facturación/Billing Services

MVP

OB20251226pZZE

From: kenadley@cs.com (kenadley@cs.com)

To: objecionalafactura@lumapr.com

Date: Monday, January 5, 2026 at 06:46 PM AST

Dear Sir/Madam:

I am attaching the requested receipt.

Also, please note that my physical/service address is not 1000, but rather **100 Marginal FD Roosevelt, San Juan, PR 00917.**

Best regards,

Ken Adley



Response to LUMA Request.1.5.26.pdf
855.8 kB

1/5/26

Per your request please find attached payment receipt.

KAP

LUMA

La gente primero. La seguridad siempre.

5 de enero de 2026

ADLEY, KENNETH HOPSON
FLORAL PARK
1000 AVE FRANKLIND DELANO ROOSEVELT
SAN JUAN, PR 00918

kenadley@cs.com

Cuenta: **6341728624**
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Luma Energy
OBJETAR FACTURA
PO BOX 9100
SAN JUAN. PR 00908
objecionalafactura@lumapr.com
Departamento de Facturación/Billing Services

MVP

[redacted]

Account 6341728624 ▾

Hi, Kenneth ▾

Billings and payments

$360.04

Due [redacted], 2026

Pay now

Get help with billing →

Get answers to frequently asked questions related to your billing and consumption.

Set up payment assistance →

Find a way to pay that works with your budget.

eBilling →

Get convenient digital bills.

View bills and payments

Filter

Date	Activity	Amount	Account balance
12/26/2025	Payment	$78.71	M0$360.04

Payment method: Debit Card

Status: Completed

LUMA Energy PR
634353565325
16105 12-26-2025 12:50:09PM

Cuenta	Pago	Balance
6341728624	$78.71	$360.04
Total Del Pago	$78.71	
6341728624 Tarjeta de debito - 7025498750	$78.71	
Total Entregado		$78.71

Este recibo es su evidencia de pago
Este pago no detiene gestion de cobro/corte

ATH

LUMA ENERGY MONACILLOS
EDIFICIO NEOM PRIMER PISO 1800 CARR 8838
SAN JUAN

DATE	TIME	HOST
DEC 26, 25	12:49:42	ATH1
BATCH	TERMINAL ID	MERCHANT ID
000224	****6288	********6805

SALE

PIN Verified Online
DEBIT ********5496

AUTH CODE:019249 INVOICE:006166
TRACE:005437

TOTAL: $78.71

NO SIGNATURE REQUIRED

Visa CONTACTLESS
AID:A0000000980840 AC:CB1E3733D78CED49
UN:D78A8C09 TVR:0000000000 TSI:0000

*** CUSTOMER COPY ***
Thank you for being our valued customer

Invoice Objection

OB 2025 1226 ZZE

12-26-25 AK

ALERT: WINTER WEATHER IN THE NORTHERN PLAINS, GREAT LAKES, OHIO VALLEY, AND NO...

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Tracking Number:

9589071052700910853366

Copy Add to Informed Delivery (https://informeddelivery.usps.com/)

Latest Update

Your item was picked up at the post office at 3:15 pm on January 9, 2026 in SAN JUAN, PR 00908.

Feedback

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Delivered

Delivered, Individual Picked Up at Post Office

SAN JUAN, PR 00908
January 9, 2026, 3:15 pm

Available for Pickup

SANTURCE
800 AVE PONCE DE LEON STE A
SAN JUAN PR 00907-9998
M-F 0700-1400; SAT 0700-1200
January 8, 2026, 9:05 am

Arrived at Post Office

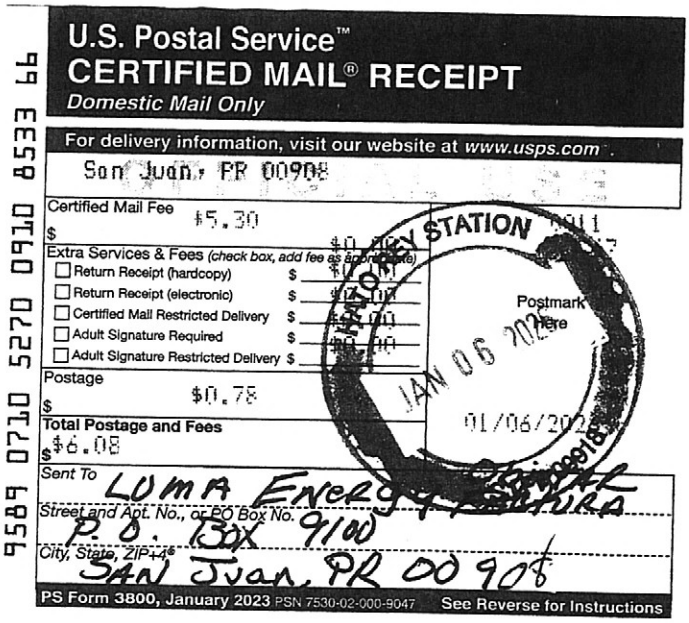
SAN JUAN, PR 00908
January 8, 2026, 8:59 am

In Transit to Next Facility

January 7, 2026

Arrived at USPS Facility

CAROLINA, PR 00983


U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only
For delivery information, visit our website at www.usps.com
San Juan, PR 00908
Certified Mail Fee $5.30
Extra Services & Fees (check box, add fee as appropriate)
Return Receipt (hardcopy)
Return Receipt (electronic)
Certified Mail Restricted Delivery
Adult Signature Required
Adult Signature Restricted Delivery
Postage $0.78
Total Postage and Fees $6.08
Sent To LUMA Energy
Street and Apt. No., or PO Box No. P.O. Box 9100
City, State, ZIP+4 San Juan, PR 00908
PS Form 3800, January 2023 PSN 7530-02-000-9047 See Reverse for Instructions
Postmark Here
JAN 06 202
01/06/202
9589 0710 5270 0910 8533 66

January 6, 2026, 9:11 pm

Departed Post Office
SAN JUAN, PR 00918
January 6, 2026, 6:49 pm

USPS in possession of item
SAN JUAN, PR 00918
January 6, 2026, 4:49 pm

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FAQs

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20 de enero de 2026

ADLEY, KENNETH HOPSON
FLORAL PARK N/A
1000 AVE FRANKLIND DELANO ROOSEVELT
SAN JUAN, PR 00918

kenadley@cs.com

Cuenta: **6341728624**
Número de objeción: **OB20251226pZZE**
Fecha de factura objetada: **12-16-2025 $438.75**
Fecha de inicio de investigación: **01-20-2026**

Estimado cliente:

Hemos recibido su solicitud de objeción de factura por razón de **alto consumo** para el período del **11/17/2025** al **12/16/2025**.

Su objeción cumple con los requisitos según lo establece el Reglamento del Negociado de Energía, su número de caso es el **1543913479.**

Luma Energy
OBJETAR FACTURA
PO BOX 9100
San Juan, PR 00908
objecionalafactura@lumapr.com

Departamento de Facturación/Billing Services

MVP

LUMA

La gente primero. La seguridad siempre.

17 de marzo de 2026

ADLEY, KENNETH HOPSON
FLORAL PARK N/A
1000 AVE FRANKLIND DELANO ROOSEVELT
SAN JUAN, PR 00918

kenadley@cs.com

Cuenta: **6341728624**
Número de objeción: **OB20251226pZZE**
Fecha de factura objetada: **12-16-2025**
Cantidad de factura objetada: **$438.75**
Número de caso: **1543913479**

Estimado cliente:

Conforme a su solicitud, procedimos a investigar la cuenta en referencia para la factura objetada. Le informamos que el **03-05-2026** se verificó la lectura para el medidor **4000061269** la cual fue **5435 kwh**. La misma es una lectura regular y progresiva a la de la factura objetada por lo que no amerita ajuste. El balance de su cuenta es **$959.08**.

Por disposición de la Ley 57 del 22 de mayo de 2014, según enmendada, usted tiene un término de veinte (20) días para aceptar o solicitar una revisión del resultado de la investigación, no más tarde de la fecha de vencimiento que se indique en esta carta. De tener un balance pendiente, como alternativa, puede comunicarse al 1-844-888-5862 o visitar la Oficina de Servicio al Cliente más cercana, para establecer un plan de pago que le permita cumplir con su obligación de manera más manejable.

Usted tendrá hasta el **6 de abril de 2026 (20 días)** para solicitar una revisión de su caso. De no solicitar una revisión según indicado, procederemos a cerrar su reclamación entendiendo que no tiene interés en proseguir con la misma.

La solicitud de revisión deberá dirigirse a:

Luma Energy
Objeción de Factura
Po Box 9100
San Juan, PR 00908
objecionalafactura@lumapr.com

Cordialmente,

Gloria E. Arriaga
Supervisora de Facturación

MVP

REQUEST FOR FORMAL REVIEW: OB20251226pZZE

From: kenadley@cs.com (kenadley@cs.com)

To: objecionalafactura@lumapr.com

Date: Saturday, April 4, 2026 at 12:50 PM AST

REQUEST FOR FORMAL REVIEW

Re: Request for Review Under Law 57-2014 and Regulation 8863

Account: 6341728624

Objection No.: OB20251226pZZE

Case No.: 1543913479

Disputed Bill: December 16, 2025 — $438.75

To whom it may concern:

I hereby submit a timely request for formal review pursuant to **Law 57-2014**, as amended, and **Regulation 8863**, governing the procedures for customer billing objections, investigations, and determinations.

See attached.

Best regards,

Ken Adley
702.809.5177

LUMA_Request for Review4.4.2026.pdf
2.8 MB

Kenneth H. Adley
100 Marginal FD Roosevelt
San Juan, PR 00917

April 4, 2026

LUMA Energy OBJETAR FACTURA
PO Box 9100
San Juan, PR 00908
objecionalafactura@lumapr.com

REQUEST FOR FORMAL REVIEW

Re: Request for Review Under Law 57-2014 and Regulation 8863
Account: 6341728624
Objection No.: OB20251226pZZE
Case No.: 1543913479
Disputed Bill: December 16, 2025 — $438.75

To whom it may concern:

I hereby submit a timely request for formal review pursuant to **Law 57-2014**, as amended, and **Regulation 8863**, governing the procedures for customer billing objections, investigations, and determinations.

I. LUMA Failed to Conduct the Investigation Required by Law 57-2014

Your letter dated **March 17, 2026** states that on **March 5, 2026**, LUMA "verified the reading" for meter **4000061269** at **5435 kWh**, and that this later reading is "regular and progressive" relative to the disputed bill. This conclusory statement does **not** constitute an investigation of the **December 16, 2025** bill.

A. Law 57-2014 requires a substantiated investigation, not a conclusory assertion

Under **Art. 6.27 of Law 57-2014**, LUMA must conduct a:

- "research,"
- "evaluation," and
- "substantiated determination"

regarding the disputed bill.

A reading taken **months after** the disputed billing period does not satisfy this statutory requirement.

B. Regulation 8863 requires LUMA to review the actual disputed billing period

Under **Regulation 8863, Secs. 4.02–4.05**, an investigation must include:

- the **original meter reading** used for the disputed bill
- the **immediately prior** and **immediately subsequent** readings
- confirmation whether the disputed bill was **estimated**
- verification of **meter accessibility**
- analysis of **consumption patterns**
- review of **billing cycle length**
- verification of **meter functionality**
- documentation of **all investigative steps**

Your March 17 letter contains **none** of these required elements.

C. A subsequent reading cannot retroactively validate a prior bill

A reading taken on **March 5, 2026** cannot substitute for:

- the reading used on **December 16, 2025**,
- the prior reading,
- the consumption calculation for that period, or
- the basis for the **$438.75** charge.

Your response does not address the disputed bill at all.

II. LUMA Failed to Respond to Prior Written Demands

On **December 28, 2025**, I formally requested an **inspection** of the December bill. LUMA did not conduct the requested inspection, nor did it address the request in the March 17 determination.

On **March 9, 2026**, I submitted a written demand for both an **inspection** and the **administrative record** for the investigation underlying the February 18 determination. Although that letter was triggered by the February dispute, it **expressly referenced the December 16, 2025 bill** and

required LUMA to address the readings and consumption anomalies for both periods. LUMA did not provide any of the required information.

Your March 17 determination fails to address:

- the original disputed reading
- the prior and subsequent readings
- whether the bill was estimated
- any consumption reconstruction
- the identity of the investigator
- the records reviewed
- whether the meter was tested
- any documentation supporting the determination

This omission violates both **Law 57-2014** and **Regulation 8863**.

III. Request for Corrective Action

Pursuant to **Art. 6.27 of Law 57-2014** and **Regulation 8863**, I hereby demand:

1. A complete investigation of the **December 16, 2025** bill, including all required readings and documentation.
2. A consumption reconstruction for the disputed billing period.
3. Confirmation whether the disputed bill was **estimated**, and if so, the basis for the estimate.
4. A **meter test** if LUMA cannot substantiate the readings.
5. A **corrected bill** if the investigation reveals any irregularity.
6. A copy of **all records reviewed** in the investigation, as required by Regulation 8863.

IV. Preservation of Rights

This request is submitted within the **20-day statutory period**. I expressly preserve all rights under:

- **Law 57-2014**
- **Regulation 8863**
- **Carta de Derechos del Consumidor Energético**
- Any applicable administrative or judicial review procedures

No part of this request shall be construed as acceptance of LUMA's prior determination.

V. Conclusion

Because LUMA failed to conduct the investigation required by law, the **March 17, 2026** letter is procedurally defective and cannot serve as a valid determination under **Law 57-2014**. A proper investigation must be completed before the objection can be closed.

I await your compliant response.

Sincerely,

Kenneth H Adley

Kenneth H. Adley, JD/MBA

Corrections for Section I. B. Letter dated April 4, 2026

Under Regulation 8863 (§§4.05, 4.11, 4.12) and Article 6.27 of Law 57-2014, a valid investigation must include:

- the original meter reading used for the disputed bill
- the immediately prior and subsequent readings
- confirmation whether the bill was estimated
- verification of meter accessibility
- analysis of consumption patterns
- review of billing cycle length
- verification of meter functionality
- documentation of all investigative steps

These are **all required** under the combination of:

- **§4.11** (must conclude the investigation)
- **§4.12(F)** (must provide grounds + technical method)
- **§4.05** (must gather necessary information)
- **Article 6.27** (must conduct research, evaluation, substantiated determination)

Section 4.11 requires LUMA to conclude the investigation, and Section 4.12(F) requires LUMA to disclose the grounds and technical method used. These requirements cannot be satisfied without reviewing the disputed period, the prior and subsequent readings, and the meter's functionality.

KHA: 5/9/2026

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