NEPR
Received
Jun 19 2026
11:21 AM

Eliezer Crispin <eliezercrispin@gmail.com>

We have received your inquiry [thread::2AOQNJAfA9CjaaZgUx2KU3g::]

Eliezer Crispin <eliezercrispin@gmail.com>
To: General Support SSMSupport@sunstrongmanagement.com>

Fri, Jun 19, 2026 at 9:58 AM

ubject: Re: Inquiry Regarding Account - NEPR-QR-2026-0178
Dear Marianne H.,
Thank you for your response. I acknowledge the information regarding Sunnova's bankruptcy and the transfer of contracts to Solaris and SunStrong. However, this does not absolve SunStrong from responsibility for the current performance issues of my solar system, as emphasized in my active complaint filed with the Puerto Rico Energy Bureau (NEPR-QR-2026-0178).
As you are aware, my system has been non-functional since May 27, 2026, which raises serious concerns, especially during the hurricane season. I expect a prompt resolution regarding the underperformance of the solar system and the necessary rectification of my current account situation.
Thank you for your immediate attention to this matter. I look forward to your response.
Sincerely,
Eliezer Crispín López
787-405-1853
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