NEGOCIADO DE ENERGÍA DE PUERTO RICO

NEPR

Received:

Jul 23, 2026

10:10 PM

QUERELLANTE	CASO NÚM.: _____
ALEJANDRO FERNÁNDEZ GÓMEZ	**ASUNTO:**
vs.	Objeción y eliminación de cargo de $300.00 por estudio suplementario (interconexión / net metering) y problemas relacionados con VPP post-cambio de medidor
QUERELLADO	
LUMA ENERGY SERVCO, LLC	

QUERELLA

A. INFORMACIÓN GENERAL DEL QUERELLANTE

1. Nombre completo:	Alejandro Fernández Gómez
2. Dirección física:	G-15 Calle 8, Urb. Valle Dorado, Dorado, PR 00646
3. Dirección postal:	30032 Calle Valle del Turabo, Urb. Valle Dorado, Dorado, PR 00646-8402
4. Teléfono:	N/A (proveer al radicar)
5. Correo electrónico:	icyberpr@gmail.com
6. Representación legal:	Ninguna – Comparece por derecho propio (pro se)
7. Número de RUA:	N/A
8-10. Datos de abogado:	N/A

B. INFORMACIÓN GENERAL DEL QUERELLADO

☐ Individuo ☑ Compañía de Servicio Eléctrico

1. Nombre completo:	LUMA Energy ServCo, LLC (LUMA Energy)
2. Dirección física:	Oficinas principales / Servicio al cliente en Puerto Rico
3. Dirección postal:	PO Box 363508, San Juan, PR 00936-3508 / PO Box 9100, San Juan, PR 00908
4. Teléfono:	1-844-888-LUMA (5862)
5. Correo electrónico:	objecionalafactura@lumapr.com / servicio al cliente vía www.lumapr.com

C. QUERELLA

Relación sucinta de hechos:

1. El Querellante es cliente residencial de LUMA Energy bajo la cuenta número 3144364679, Premises ID 0254402436, con dirección de servicio en G-15 Calle 8, Urb. Valle Dorado, Dorado, Puerto Rico 00646.
2. En o alrededor de agosto de 2024, el Querellante instaló un sistema de generación renovable consistente en paneles solares Tesla y batería Powerwall, incluyendo el Wall Connector, y se conectó al sistema de net metering de LUMA.
3. Posteriormente, alrededor de octubre de 2025, LUMA facturó y cobró (o pretende cobrar) un cargo de TRESCIENTOS DÓLARES ($300.00) por un "estudio suplementario" o estudio post-instalación relacionado con la interconexión del sistema renovable.
4. La Resolución Conjunta 5-2026 del Negociado de Energía de Puerto Rico establece una exención retroactiva aplicable a este tipo de cargos de estudio suplementario para sistemas de energía renovable residencial. Dicha resolución detiene la obligación de pago de estos cargos.
5. A pesar de la Resolución Conjunta 5-2026 y de las gestiones realizadas por el Querellante (incluyendo objeciones y comunicaciones con LUMA), la compañía se ha negado a eliminar el cargo de $300.00 de la cuenta del Querellante.
6. Además, luego de un cambio de medidor realizado por LUMA, el sistema VPP (Virtual Power Plant) del Querellante dejó de exportar energía desde la batería Powerwall, lo cual afecta el aprovechamiento del sistema de almacenamiento y net metering.
7. El Querellante ha intentado resolver este asunto administrativamente con LUMA sin éxito, por lo que se ve obligado a radicar la presente querella ante este Honorable Negociado.
8. Se adjunta como evidencia: facturas de LUMA, carta de objeción previa (si aplica), y cualquier comunicación relacionada. Se reserva el derecho de presentar evidencia adicional.

Disposiciones legales aplicables:

- Reglamento Núm. 8863-2016 del Negociado de Energía (Reglamento sobre el Procedimiento para la Objeción de Facturas de Clientes de las Compañías de Servicio Eléctrico).
- Resolución Conjunta 5-2026 del Negociado de Energía de Puerto Rico (exención retroactiva de cargos por estudios suplementarios).
- Ley 57-2014, según enmendada (Ley de Transformación y ALIVIO Energético de Puerto Rico).
- Reglamento Núm. 8543 (Reglamento de Procedimiento Adjudicativos, Avisos de Incumplimiento, Revisión de Tarifas e Investigaciones).
- Términos de Servicio aprobados por el Negociado de Energía aplicables a LUMA Energy.
- Cualquier otra disposición legal o reglamentaria aplicable.

Remedio solicitado:

1. Que se declare CON LUGAR la presente querella.

2. Que se ORDENE a LUMA Energy a eliminar de inmediato el cargo de $300.00 por el estudio suplementario de la cuenta número 3144364679 del Querellante.
3. Que se ORDENE a LUMA a acreditar cualquier cantidad que el Querellante haya pagado relacionada con dicho cargo de $300.00.
4. Que se ORDENE a LUMA a investigar y corregir el problema de exportación del VPP (Virtual Power Plant) que surgió luego del cambio de medidor, de manera que el sistema de batería pueda exportar normalmente.
5. Cualquier otro remedio que este Honorable Negociado estime justo y pertinente.

¿Solicita daños? ☐ Sí ☑ No

Valorización de los daños: N/A

Si solicita más de un remedio: Se solicitan en conjunto (no en la alternativa).

Anejos:

☑ Hoja Complementaria (NEPR-Z01) – con información adicional y detalle de hechos.
☑ Copia de facturas de LUMA (incluyendo la de julio 2026 y anteriores).
☑ Carta de LUMA de 16 de abril de 2026 sobre objeción de factura (si relacionada).
☑ Cualquier otra evidencia que se presente oportunamente.

Yo, Alejandro Fernández Gómez, hoy 23 de julio de 2026, en Dorado, Puerto Rico, certifico que la información presentada en este formulario es correcta y está completa.

Alejandro Fernández Gómez
Querellante – Firma
Fecha: 23 de julio de 2026

NEGOCIADO DE ENERGÍA DE PUERTO RICO — HOJA COMPLEMENTARIA (NEPR-Z01)

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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 ServCo, LLC
2. Nombre del Solicitante:	Alejandro Fernández Gómez
3. Título del formulario que se complementa:	QUERELLA (Formulario NEPR-A02)
4. Fecha del formulario que se complementa:	23 de julio de 2026

5. Provea la información adicional: (Especifique el inciso del formulario que está completando)

Complemento a la Sección C – Relación sucinta de hechos (ampliación):

A. Datos de la cuenta y sistema renovable:

• Número de cuenta LUMA: 3144364679
• Premises ID: 0254402436
• Dirección de servicio: G-15 Calle 8, Urb. Valle Dorado, Dorado, PR 00646
• Sistema instalado: Paneles solares Tesla (aprox. 8 paneles Canadian Solar notificados) + Tesla Powerwall + Wall Connector. Instalación principal alrededor de agosto 2024.
• El sistema participa en Net Metering y se intentó participar en VPP (Virtual Power Plant).

B. Sobre el cargo de $300.00 por estudio suplementario:

• LUMA impuso un cargo de $300.00 por un "estudio suplementario" o estudio post-instalación relacionado con la interconexión del sistema de energía renovable residencial del Querellante.
• Este cargo fue facturado aproximadamente en octubre de 2025 (instalación principal en agosto 2024).
• La Resolución Conjunta 5-2026 del Negociado de Energía de Puerto Rico provee una exención retroactiva para este tipo de cargos de estudios suplementarios en sistemas de generación distribuida renovable. La resolución detiene la obligación de pago de dichos cargos.
• El Querellante ha realizado gestiones con LUMA (incluyendo llamadas y objeciones) para que se elimine el cargo conforme a la Resolución Conjunta 5-2026, pero LUMA se ha negado a removerlo.
• El cargo continúa apareciendo o afectando el balance de la cuenta del Querellante.

C. Problema adicional de VPP / exportación post-cambio de medidor:

• Luego de un cambio de medidor realizado por LUMA, el sistema VPP dejó de exportar energía desde la batería Powerwall.
• Esto afecta el aprovechamiento económico y energético del sistema de almacenamiento instalado por el Querellante.
• Se solicita que LUMA investigue y restaure la funcionalidad de exportación del VPP.

D. Gestiones previas:

• El Querellante ha objetado facturas y ha comunicado el asunto a LUMA.
• Existe una carta de LUMA de 16 de abril de 2026 relacionada con una objeción de factura por cargos administrativos ($4.00), en la que se requiere el pago del promedio ($175.91) para procesar la objeción (número de objeción OBW20260415314835190945).
• El presente caso se centra principalmente en el cargo de $300 del estudio suplementario y la aplicación de la Resolución Conjunta 5-2026.

E. Solicitud específica:

Se reitera la solicitud de que el Negociado ordene a LUMA:
1. Eliminar el cargo de $300.00 por estudio suplementario.
2. Acreditar cualquier pago realizado relacionado a dicho cargo.
3. Corregir el problema de no-exportación del VPP tras el cambio de medidor.
4. Cumplir con la Resolución Conjunta 5-2026 de manera inmediata.

Certificación:

Yo, Alejandro Fernández Gómez, certifico que la información adicional aquí presentada es correcta y completa, y forma parte integrante de la Querella radicada el 23 de julio de 2026.

Alejandro Fernández Gómez
Solicitante / Querellante
Fecha: 23 de julio de 2026
Dorado, Puerto Rico

NEPR

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Jul 23, 2026
10:10 PM

Your Electricity Statement

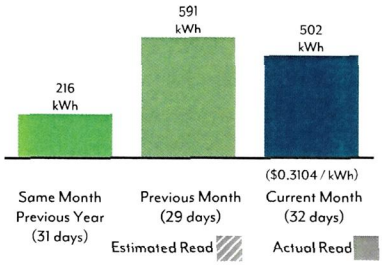
For period of June 18, 2026 to July 20, 2026

FERNANDEZ GOMEZ,ALEJANDRO
Your Account Number: 3144364679
This statement was issued: July 20, 2026
Billing Cycle: 30

Energy Saving Tip: *What are the benefits of conserving energy? A lower monthly bill for you, and more reliable energy for everyone. If we all work to reduce our personal energy use, we'll be able to lower demand on the grid, which will help keep the lights on for all. For easy tips to help you and your family save energy and money, visit lumapr.com/energy-saving-tips.*

TOTAL AMOUNT DUE	DUE DATE	kWh USED
$293.50	Aug. 24, 2026	502 kWh

YOUR ENERGY USAGE



COMPARATIVE

This month you used:

15.1% less energy
compared to last month

and

132.4% more energy
compared to 1 year ago

AVERAGES

Average Cost Per Day
$4.87

Average Daily Use
16 kWh

12-Month Average Cost Per kWh
$0.0558

LUMA Working for You!

Do you need more time to pay your bill? We're here to help and offer a range of payment solutions including flexible payment plans that may be available for you and your family. Contact a LUMA customer service representative today for more information at 1-844-888-5862.

Electric System Transformation

Keep yourself and your family safe from scammers! Remember, LUMA will never call you to request payment over the phone. For more tips on protecting yourself and your family against fraud, visit: lumapr.com/fightingfraud.

FOR EMERGENCY OR OUTAGE
1-844-888-LUMA (5862)

LUMA MAILING ADDRESS:
PO BOX 363508
San Juan PR 00936-3508

FOR PAYMENT AND INQUIRIES
1-844-888-LUMA (5862)

FOR BILLING AND MORE
WWW.LUMAPR.COM

LUMA Energy
PO BOX 363508
San Juan PR 00936-3508

Act 57-2014 as amended: You have until the due date to pay this invoice or register an objection to this invoice. Details on the back.

Attach the stub with your payment. Do not mutilate, bend, staple, stain, write (except amount to be paid) nor use tape on the payment stub.

Account: 3144364679
Amount Due: $293.50
Due Date: August 24, 2026

Amount Enclosed:

FERNANDEZ GOMEZ,ALEJANDRO
URB VALLE DORADO
30032 CALLE VALLE DEL TURABO
DORADO PR 00646-8402

LS-7/20/26-28998

000314436467 92 000029350 000007170 8

What are the charges for your electric service?

Charges for your electric service include the following:

- Customer Charge
- Energy Charge
- Demand Charge (if applicable)
- Reconciliation Clauses and Riders

Customer Charges are intended to recover expenses that are independent of customers' energy consumption and demand. These are:

- Meter reads
- Bill print and delivery
- Administrative expenses
- Customer services and
- Expenses related to service and meters

Energy and Demand Charges are intended to recover the costs of:

- Generation
- Transmission
- Distribution of electric energy

Reconciliation Clauses and Riders are intended to recover expenses or grants approved by the Energy Bureau that are not recovered in the charges above. These charges may not apply to all customer types:

- Fuel Charge Adjustment (FCA)
- Purchased Power Charge Adjustment (PPCA)
- Contributions in Lieu of Taxes (CELI-CILTA)
- Subsidies
- Public Lighting (Municipal)
- Other Grants
- Energy Efficiency Charge (EE)
- Subsidy Discounts
- Net Metering Credit (NM) (if applicable)

For a complete list and detailed breakdown of these charges, visit our website at **www.lumapr.com** or LUMA's customer service offices.

Subsidies, Public Lighting (Municipal) and Other Subventions

- Credit for Consumption of Electrical Equipment Needed to Preserve Life
- Residential Fixed Rate for Public Housing under Ownership of the Public Housing Administration – RFR
- Residential Fuel Subsidy
- Public Lighting (Municipal)

For a complete list and detailed breakdown of all subsidies, visit our website at **www.lumapr.com** or LUMA's customer service offices.

You have the right to object and request an investigation of your utility bill.

You (client) have the right to object to the amount billed and/or request an investigation on your bill. If you timely object or file a request for an investigation, your services will not be affected. You will have until your bill's due date to pay it or to raise your objection or request for investigation.

In order to object or request an investigation, you must pay the amount corresponding to the average of the bills that have not been disputed during the previous six (6) months.

In cases where there is no history of payment of undisputed bills of at least six (6) months, you must pay the amount corresponding to the average of previous bills which have not been objected.

If the average of the non-objected bills is greater than the objected bill, you must pay the amount of the objected bill.

In cases where the objected bill is the first invoice issued by LUMA to you, you must pay a sum equivalent to the deposit required at the time you entered into the electric service contract with LUMA or the amount of the bill that you have objected to, whichever is lower.

You may submit your request for objection or investigation in any of the following ways:

- Personally, in the customer service office closest to you
- Through Mi LUMA at **www.lumapr.com**
- By phone at 1-844-888-LUMA (5862)
  By mail to PO Box 9100, San Juan, PR 00908-9100

Puerto Rico Energy Bureau (PREB)

You may contact PREB, in any of the following ways:

- Through its website www.energía.pr.gov
- By phone at 787-523-6262
- By email to nepr@jrsp.pr.gov
- By mail to the World Plaza Building, 268 Avenida Muñoz Rivera, Nivel Plaza, Suite 202, San Juan, PR 00918

Independent Consumer Protection Office (OIPC)

The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico. If you have any situation with your energy provider, you may contact the OIPC in any of the following ways:

- Through its website www.oipc.pr.gov
- Through email at info@oipc.pr.gov
- By mail to 500 Ave. Roberto H. Todd San Juan, PR 00907-3941
- By phone at 787-523-6962
- By fax to 787-523-6961

OIPC's hours of operation are from Monday to Friday from 8:30 AM to 5 PM

Terms of Service

LUMA is regulated by the Puerto Rico Energy Bureau (PREB). As part of the terms that govern the service provided to customers, PREB has approved Terms of Service that include a release of liability to the Puerto Rico Electric Power Authority and LUMA for certain losses related to the operation of the transmission and distribution system and the supply of power and electricity to customers. Under these Terms of Service, LUMA is required to make all reasonable efforts to minimize certain service curtailment, suspension, interruption or reduction events to the extent reasonably practicable, to provide an efficient and reliable service to its customers, and to maintain continuity of service, but cannot guarantee an uninterrupted electricity supply. We encourage you to visit our website at www.lumapr.com or a customer service office to access these Terms of Service as they include important information and govern situations that may arise with your account or service. At any time, please contact LUMA to discuss your service.

WAYS TO PAY

For your convenience, LUMA offers several ways to pay.

- Pay online at www.lumapr.com
- Call our automated payment line at **1-844-888-LUMA (5862)**
- Mail payment using the stub provided with this bill
- Visit your local LUMA office

OVERDUE BALANCE

Your credit is maintained and protected by keeping your payments up to date. Partial payments will not prevent the suspension of electricity service if the account continues in arrears and suspension is appropriate. Final accounts that are not timely paid, may be referred to a credit agency, except for those charges that were duly objected to and are under evaluation or adjudication or for which payment is being made in compliance with an approved payment plan. To pay for your overdue balance, please contact us at 1-844-888-LUMA (5862).

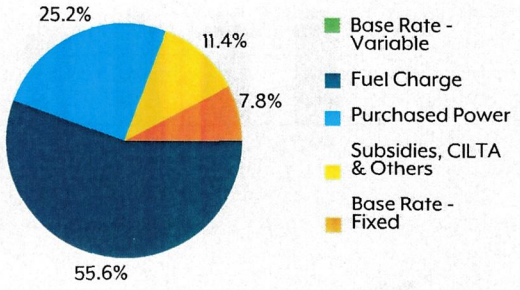
LS-7/20/26-28998

The installation of equipment to generate energy from renewable sources may help to reduce your electricity bill and LUMA, through its commercial office or the Internet, shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available to incentivize the purchase of this equipment. Additional information about these benefits is available at the Energy Public Policy Program.

ACCOUNT DETAIL

Balance *Pay immediately*	**$241.20**
Amount Due Previous Period	*$245.20*
Payments Credited	*-$4.00*
Current Charges	**$71.70**
Net Metering Annual Settlement Credit Adjustment	**-$19.40**
Total Amount Due	**$293.50**

ELECTRICITY CHARGE BREAKDOWN



Deposit(s) or Bond(s) Received: $150.00

SERVICE AND METER INFORMATION

Service Address: G 15 CALLE 8 URB VALLE DORADO DORADO PR 00646 **Premises ID:** 0254402436

Rate: General Residential Service **Period:** Jun-18-2026 to Jul-20-2026 **Next Read:** 17-Aug

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
4000268247	20-Jul	502.00 A	18-Jun	0.00	502.00	32	1

Net Metering kWh

	Current Read	Previous Read	Exported	Accepted	Credited	Net Consumption	Remainder
	271.00	0.00	271.00	271.00	271.00	231.00	0.00

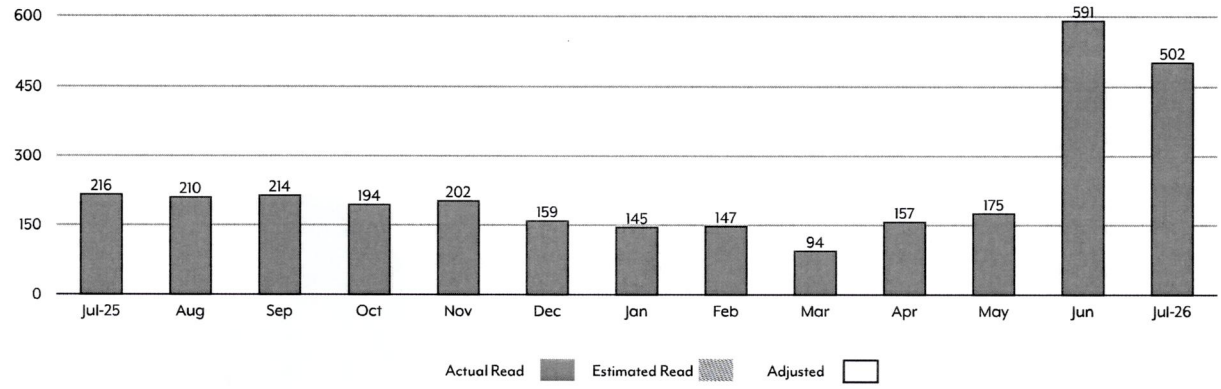
CURRENT CHARGES DETAIL

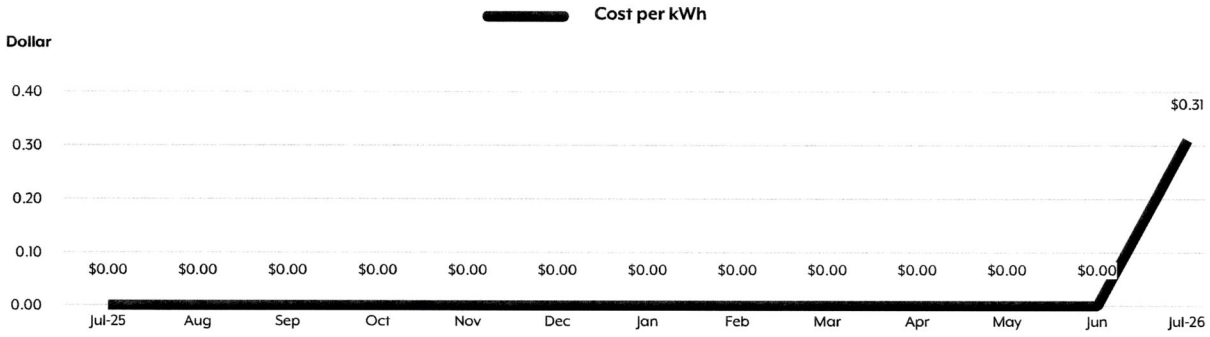
DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$8.00
Consumption Charge	425 kWh x $0.08648	$36.75
Consumption Charge for Additional	77 kWh x $0.08648	$6.66
Sub-Total		**$51.41**
Reconciliation Clauses and Riders		
Rider FCA-Fuel Charge Adj	502 kWh x $0.11407	$57.26
Rider PPCA - Purchased Power Charge Adj	502 kWh x $0.051748	$25.98
Rider CILTA-Municipalities Adj	502 kWh x $0.007386	$3.71
Rider SUBA-Subsidies HH	502 kWh x $0.014338	$7.20
Rider SUBA-Subsidies NHH	502 kWh x $0.000865	$0.43
Rider EE - Energy Efficiency Charge	502 kWh x $0.000853	$0.43
Sub-Total		**$95.01**
Subsidies and Discounts		
Rider NM-Net Metering Credit		-$74.72
Sub-Total		**-$74.72**
Total		**$71.70**

LS-7/20/26-28998

CONSUMPTION HISTORY(KWH)

Premises ID: 0254402436





LS-7/20/26-28998

La gente primero. La seguridad siempre.

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16 de abril de 2026

ALEJANDRO FERNANDEZ GOMEZ
VALLE DORADO
30032 VALLE DEL TURABO
DORADO, PR, 00646-8402

icyberpr@gmail.com

Cuenta: **3144364679**
Número de objeción: **OBW20260415314835190945**
Fecha de factura objetada: **03/19/2026**
Cantidad de factura objetada: **$4.00**

Estimado cliente:
Se recibido su solicitud de objeción de factura por razón **Cargos Administrativos/Miscelaneos** para el periodo de **02/17/2026** a **03/19/2026.** 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.

☐ Se identificaron múltiples predios, favor dejarnos saber específicamente a cuál está objetando

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

☐ El número de teléfono, dirección física y postal, dirección de correo electrónico. (Si aplica)

☐ Enviar una carta firmada por el titular en la que autorice a la persona designada a presentar la objeción, acompañada de una copia de una identificación con foto de ambos: del titular y de la persona autorizada.

☒ Se requiere el pago del promedio conforme a lo establecido en la Sección 4.05 del Reglamento 8863-2016. Su promedio es de **$ 175.91**. Tan pronto, realice el pago debe enviar copia de los recibos y si presenta su pago por teléfono o a través de MILUMA en la página Web, deberá ofrecer el número de confirmación de ambos pagos.

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 **01 de mayo de 2026** 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

GTM

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Your Electricity Statement

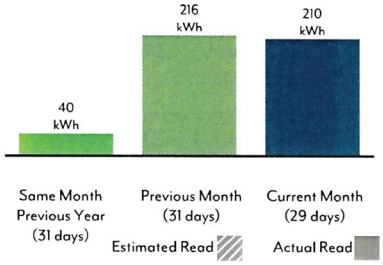
For period of July 18, 2025 to August 16, 2025

FERNANDEZ GOMEZ,ALEJANDRO
Your Account Number: 3144364679
This statement was issued: August 16, 2025
Billing Cycle: 31

Energy Saving Tip: *What are the benefits of conserving energy? A lower monthly bill for you, and more reliable energy for everyone. If we all work to reduce our personal energy use, we'll be able to lower demand on the grid, which will help keep the lights on for all. For easy tips to help you and your family save energy and money, visit lumapr.com/energy-saving-tips.*

TOTAL AMOUNT DUE	DUE DATE	kWh USED
$245.20	Sep. 18, 2025	210 kWh

YOUR ENERGY USAGE



COMPARATIVE

This month you used:

2.8% less energy
compared to last month

and

425% more energy
compared to 1 year ago

AVERAGES

Average Cost Per Day
$0.00

Average Daily Use
7 kWh

12-Month Average Cost Per kWh
$0.0000

LUMA Working for You!

Do you need more time to pay your bill? We're here to help and offer a range of payment solutions including flexible payment plans that may be available for you and your family. Contact a LUMA customer service representative today for more information at 1-844-888-5862.

Electric System Transformation

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FOR EMERGENCY OR OUTAGE
1-844-888-LUMA (5862)

LUMA MAILING ADDRESS:
PO BOX 363508
San Juan PR 00936-3508

FOR PAYMENT AND INQUIRIES
1-844-888-LUMA (5862)

FOR BILLING AND MORE
WWW.LUMAPR.COM

LUMA Energy
PO BOX 363508
San Juan PR 00936-3508

Act 57-2014 as amended: You have until the due date to pay this invoice or register an objection to this invoice. Details on the back.

Attach the stub with your payment. Do not mutilate, bend, staple, stain, write (except amount to be paid) nor use tape on the payment stub.

Account: 3144364679
Amount Due: $245.20
Due Date: September 18, 2025

Amount Enclosed:

FERNANDEZ GOMEZ,ALEJANDRO
VALLE DORADO
30032 VALLE DEL TURABO
DORADO PR 00646-8402

LS-8/16/25-14654

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What are the charges for your electric service?

Charges for your electric service include the following:

- Customer Charge
- Energy Charge
- Demand Charge (if applicable)
- Reconciliation Clauses and Riders

Customer Charges are intended to recover expenses that are independent of customers' energy consumption and demand. These are:

- Meter reads
- Bill print and delivery
- Administrative expenses
- Customer services and
- Expenses related to service and meters

Energy and Demand Charges are intended to recover the costs of:

- Generation
- Transmission
- Distribution of electric energy

Reconciliation Clauses and Riders are intended to recover expenses or grants approved by the Energy Bureau that are not recovered in the charges above. These charges may not apply to all customer types:

- Fuel Charge Adjustment (FCA)
- Purchased Power Charge Adjustment (PPCA)
- Contributions in Lieu of Taxes (CELI-CILTA)
- Subsidies
- Public Lighting (Municipal)
- Other Grants
- Energy Efficiency Charge (EE)
- Subsidy Discounts
- Net Metering Credit (NM) (if applicable)

For a complete list and detailed breakdown of these charges, visit our website at **www.lumapr.com** or LUMA's customer service offices.

Subsidies, Public Lighting (Municipal) and Other Subventions

- Credit for Consumption of Electrical Equipment Needed to Preserve Life
- Residential Service for Public Housing Projects Rate - RH3
- Lifeline Residential Service Rate – LRS (Nutrition Assistance Program)
- Residential Fixed Rate for Public Housing under Ownership of the Public Housing Administration – RFR
- Residential Fuel Subsidy
- Public Lighting (Municipal)

For a complete list and detailed breakdown of all subsidies, visit our website at **www.lumapr.com** or LUMA's customer service offices.

You have the right to object and request an investigation of your utility bill.

You (client) have the right to object to the amount billed and/or request an investigation on your bill. If you timely object or file a request for an investigation, your services will not be affected. You will have until your bill's due date to pay it or to raise your objection or request for investigation.

In order to object or request an investigation, you must pay the amount corresponding to the average of the bills that have not been disputed during the previous six (6) months.

In cases where there is no history of payment of undisputed bills of at least six (6) months, you must pay the amount corresponding to the average of previous bills which have not been objected.

If the average of the non-objected bills is greater than the objected bill, you must pay the amount of the objected bill.

In cases where the objected bill is the first invoice issued by LUMA to you, you must pay a sum equivalent to the deposit required at the time you entered into the electric service contract with LUMA or the amount of the bill that you have objected to, whichever is lower.

You may submit your request for objection or investigation in any of the following ways:

- Personally, in the customer service office closest to you
- Through Mi LUMA at **www.lumapr.com**
- By phone at 1-844-888-LUMA (5862)
  By mail to PO Box 9100, San Juan, PR 00908-9100

Puerto Rico Energy Bureau (PREB)

You may contact PREB, in any of the following ways:

- Through its website www.energía.pr.gov
- By phone at 787-523-6262
- By email to nepr@jrsp.pr.gov
- By mail to the World Plaza Building, 268 Avenida Muñoz Rivera, Nivel Plaza, Suite 202, San Juan, PR 00918

Independent Consumer Protection Office (OIPC)

The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico. If you have any situation with your energy provider, you may contact the OIPC in any of the following ways:

- Through its website www.oipc.pr.gov
- Through email at info@oipc.pr.gov
- By mail to 500 Ave. Roberto H. Todd San Juan, PR 00907-3941
- By phone at 787-523-6962
- By fax to 787-523-6961

OIPC's hours of operation are from Monday to Friday from 8:30 AM to 5 PM

Terms of Service

LUMA is regulated by the Puerto Rico Energy Bureau (PREB). As part of the terms that govern the service provided to customers, PREB has approved Terms of Service that include a release of liability to the Puerto Rico Electric Power Authority and LUMA for certain losses related to the operation of the transmission and distribution system and the supply of power and electricity to customers. Under these Terms of Service, LUMA is required to make all reasonable efforts to minimize certain service curtailment, suspension, interruption or reduction events to the extent reasonably practicable, to provide an efficient and reliable service to its customers, and to maintain continuity of service, but cannot guarantee an uninterrupted electricity supply. We encourage you to visit our website at www.lumapr.com or a customer service office to access these Terms of Service as they include important information and govern situations that may arise with your account or service. At any time, please contact LUMA to discuss your service.

WAYS TO PAY

For your convenience, LUMA offers several ways to pay.

- Pay online at www.lumapr.com
- Call our automated payment line at **1-844-888-LUMA (5862)**
- Mail payment using the stub provided with this bill
- Visit your local LUMA office

OVERDUE BALANCE

Your credit is maintained and protected by keeping your payments up to date. Partial payments will not prevent the suspension of electricity service if the account continues in arrears and suspension is appropriate. Final accounts that are not timely paid, may be referred to a credit agency, except for those charges that were duly objected to and are under evaluation or adjudication or for which payment is being made in compliance with an approved payment plan. To pay for your overdue balance, please contact us at 1-844-888-LUMA (5862).

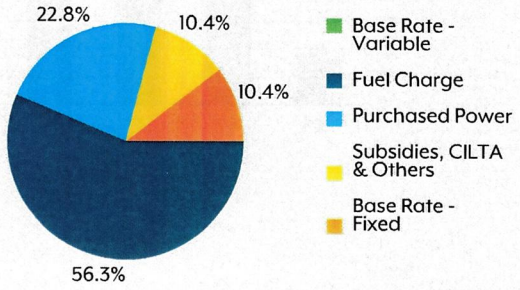
LS-8/16/25-14854

The installation of equipment to generate energy from renewable sources may help to reduce your electricity bill and LUMA, through its commercial office or the Internet, shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available to incentivize the purchase of this equipment. Additional information about these benefits is available at the Energy Public Policy Program.

ACCOUNT DETAIL

Balance	**-$58.80**
Amount Due Previous Period	*-$58.80*
Payments Credited	*$0.00*
Current Charges	**$4.00**
Aid in Construction - CIG General 419.06	**$300.00**
Total Amount Due	**$245.20**

ELECTRICITY CHARGE BREAKDOWN



Deposit(s) or Bond(s) Received: $150.00

SERVICE AND METER INFORMATION

Service Address: G 15 CALLE 8 URB VALLE DORADO DORADO PR 00646 **Premises ID:** 0254402436

Rate: General Residential Service **Period:** Jul-18-2025 to Aug-16-2025 **Next Read:** 17-Sep

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
NXC2123060216	16-Aug	26143.00 A	18-Jul	25933.00	210.00	29	1

Net Metering	kWh						
	Current Read	Previous Read	Exported	Accepted	Credited	Net Consumption	Remainder
	3,164.00	2,849.00	315.00	315.00	210.00	0.00	159.00

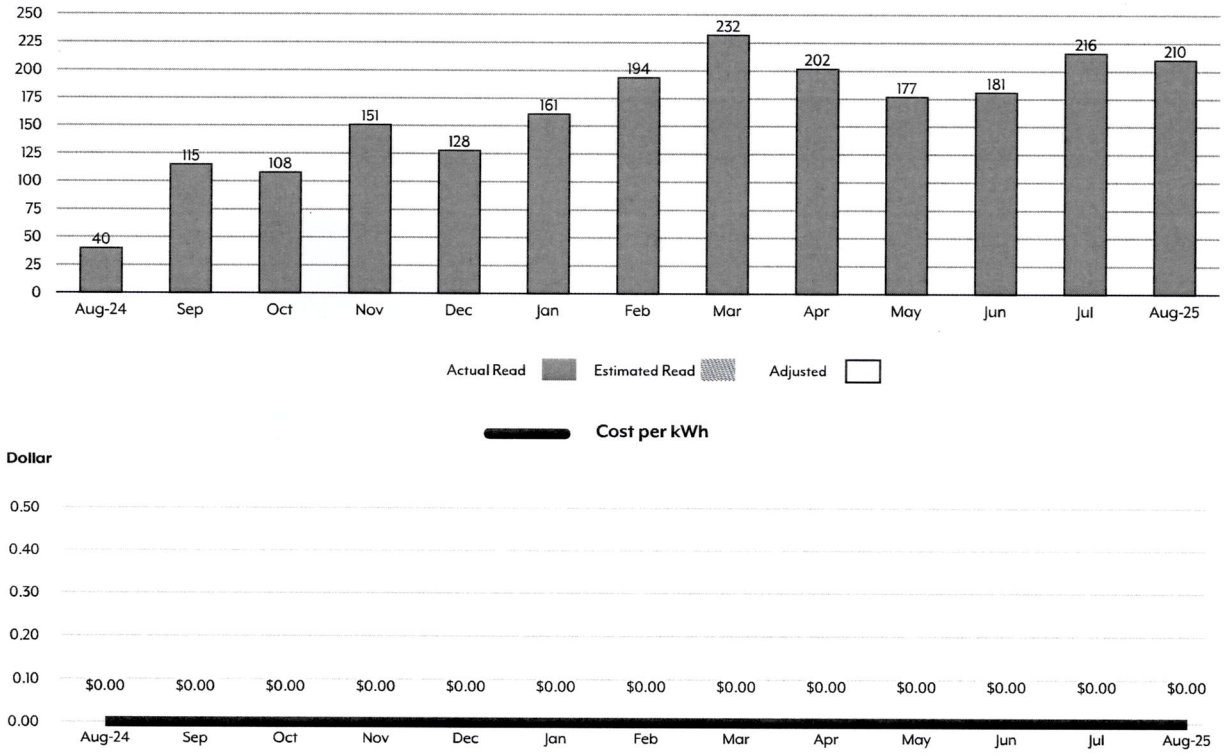
CURRENT CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$4.00
Consumption Charge	210 kWh x $0.04944	$10.38
Sub-Total		**$14.38**
Reconciliation Clauses and Riders		
Rider FCA-Fuel Charge Adj	210 kWh x $0.102718	$21.57
Rider PPCA - Purchased Power Charge Adj	210 kWh x $0.04166	$8.75
Rider CILTA-Municipalities Adj	210 kWh x $0.004417	$0.93
Rider SUBA-Subsidies HH	210 kWh x $0.012558	$2.64
Rider SUBA-Subsidies NHH	210 kWh x $0.001091	$0.23
Rider EE - Energy Efficiency Charge	210 kWh x $0.000853	$0.18
Sub-Total		**$34.30**
Subsidies and Discounts		
Rider NM-Net Metering Credit		-$44.68
Sub-Total		**-$44.68**
Total		**$4.00**

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CONSUMPTION HISTORY(KWH)

Premises ID: 0254402436



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