JUNTA REGLAMENTADORA DE
SERVICIO PÚBLICO
NEGOCIADO DE ENERGÍA
GOBIERNO DE PUERTO RICO

NEPR
Received:
Sep 4, 2026
10:14 AM

NEPR GR 2026 0418

Jaime Rivera
QUERELLANTE

vs.

LUMA
QUERELLADO

CASO NÚM.: NEPR-TEMP-8226

ASUNTO: Investigacion de Luma por posible sobrefacturacion

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: Jaime Rivera
2. Dirección física: 0 Carr 411 Km 1.8 Interior, Bo Guayabo, Aguada, PR, 00602
3. Dirección postal: Box 1487 Aguada PR 00602
4. Teléfono: 787-464-7106
5. Correo electrónico: jaimejrivera@hotmail.com
6. Representación legal: N/A
7. Número de RUA:
8. Dirección postal:
9. Correo electrónico:
10. Teléfono:

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

1. Nombre completo: LUMA
2. Dirección física: 485 Avenedia Victoria, Aguadilla PR 00603
3. Dirección postal: PO Box 9100, San Juan PR 00908-9100
4. Teléfono: 1-844-888-5862
5. Correo electrónico: support@lumapr.com.

2026 0418

CASO NÚM.: **NEPR-QR-**NEPR-TEMP-8226

C. Querella

Relación sucinta de hechos:

He experimentado un aumento significativo e inusual en mi factura de energía eléctrica en comparación con mi consumo histórico. Sometí una investigación formal con LUMA Energy por posible sobrefacturación, sin embargo, han transcurrido más de 20 días sin recibir respuesta ni explicación alguna. El problema estriba en que el contador en el pedestar esta defectuso y no muestra la lectura por lo cual no hay forma de validar que en efecto no se esta facturando correctamente.
Número de querella/investigación con LUMA: OBW20260619505048219153

Disposiciones legales aplicables:

Este derecho está protegido por la Ley Núm. 57-2014 (Ley de Transformación y ALIVIO Energético de Puerto Rico) en su Artículo 6.27, en conjunto con el Reglamento sobre el Procedimiento de Revisión de Facturas y Suspensión del Servicio Eléctrico del Negociado de Energía de Puerto Rico (NEPR)

Remedio solicitado:

Le solicito amablemente que programe una inspección y la reparación o reemplazo del medidor lo antes posible. También agradecería una revisión de mi facturación reciente para asegurarme de que se me esté cobrando correctamente. Por favor, hágame saber cuáles son los siguientes pasos y cuándo se puede enviar a un técnico para resolver este problema. Gracias por su pronta atención a este asunto.

¿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":

N/A

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

☐ Hoja Complementaria (NEPR-Z01).

☐ Otros: _____

Yo Jaime Rivera **hoy** 9 **de** Sept **de 2026 en** Aguada **, Puerto Rico, certifico que la información presentada en este formulario es correcta y está completa.**

Jaime Rivera		09/04/2026
Nombre	Firma	Fecha

NEPR
Received:
Sep 4, 2026
9:21 AM

Your Electricity Statement

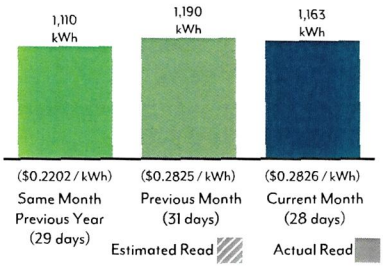
For period of March 19, 2026 to August 17, 2026

MENDEZ CRESPO,JESSICA
Your Account Number: 5050868331
This statement was issued: August 17, 2026
Billing Cycle: 1

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
$329.82	Sep. 21, 2026	1,163 kWh

YOUR ENERGY USAGE



COMPARATIVE

This month you used:

2.3% less energy
compared to last month

and

4.8% more energy
compared to 1 year ago

AVERAGES

Average Cost Per Day
$11.74

Average Daily Use
42 kWh

12-Month Average Cost Per kWh
$0.2708

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: 5050868331
Amount Due: $329.82
Due Date: September 21, 2026

Amount Enclosed:

MENDEZ CRESPO,JESSICA
PO BOX 1487
AGUADA PR 00602-1487

LS-8/17/25-18031

000505086833l2 000032982 000032868 1

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-8/17726-18031

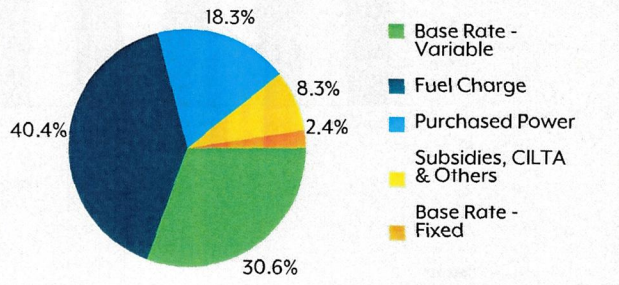
The installation of equipment to generate energy from renewable sources may help to reduce your electricity bill and LUMA, through its commercial office or the Internet, shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available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

ACCOUNT DETAIL

Balance	**$1.13**
Amount Due Previous Period	*$336.13*
Payments Credited	*-$335.00*
Current Charges	**$328.68**
Bill Adjustment	**$0.01**
Canceled Charges 7252898202: 2026-03-19 - 2026-05-20	*-$685.45*
Rebilled Charges 7252898202: 2026-03-19 - 2026-05-20	*$685.46*
System Transfer Credit From Overpay SA	**-$328.68**
System Transfer Credit From Overpay SA	**$328.68**
Total Amount Due	**$329.82**

Deposit(s) or Bond(s) Received: $100.00 **Objection(s):** $433.24

ELECTRICITY CHARGE BREAKDOWN



SERVICE AND METER INFORMATION

Service Address: 0 CARR 411 KM 1.8 INTERIOR BO GUAYABO AGUADA PR 00602 **Premises ID:** 7252898202

Rate: General Residential Service **Period:** Jul-20-2026 to Aug-17-2026 **Next Read:** 16-Sep

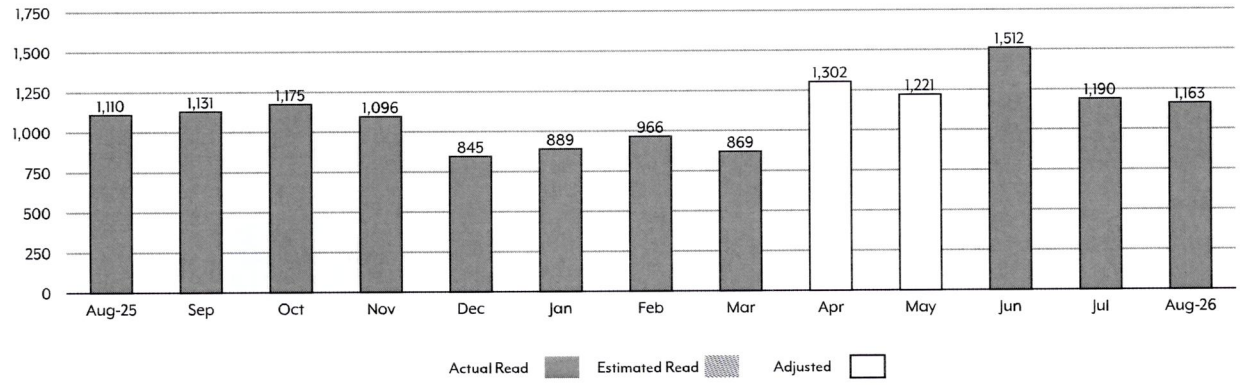
Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
17984848	17-Aug	22350.00 A	20-Jul	21187.00	1,163.00	28	1

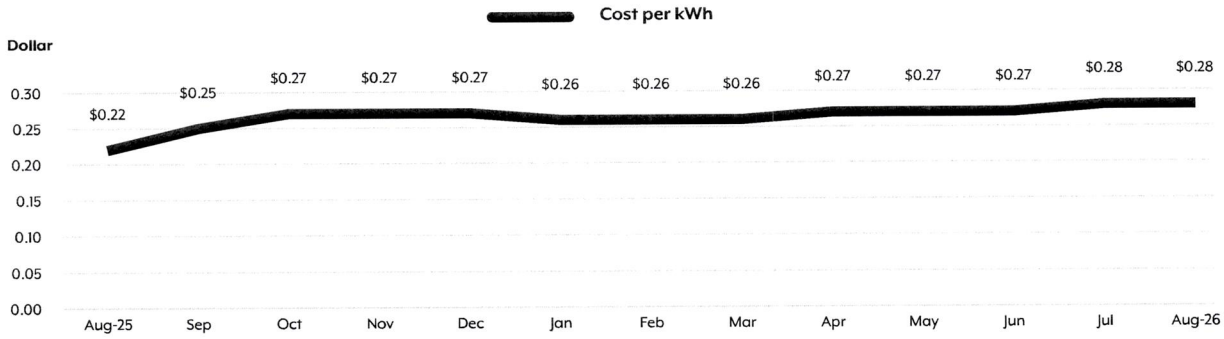
CURRENT CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$8.00
Consumption Charge	425 kWh x $0.08648	$36.75
Additional Consumption Charge	738 kWh x $0.08648	$63.82
Sub-Total		**$108.57**
Reconciliation Clauses and Riders		
Rider FCA - Fuel Charge Adj	1,163 kWh x $0.11407	$132.66
Rider PPCA-Purchased Power Charge Adj	1,163 kWh x $0.051748	$60.18
Rider CILTA-Municipalities Adj	1,163 kWh x $0.007386	$8.59
Rider SUBA-Subsidies, Public Light and other Subv HH	1,163 kWh x $0.014338	$16.68
Rider SUBA-Subsidies, Public Light & other Subv NHH	1,163 kWh x $0.000865	$1.01
Rider EE - Energy Efficiency Charge	1,163 kWh x $0.000853	$0.99
Sub-Total		**$220.11**
Total		**$328.68**

CONSUMPTION HISTORY(KWH)

Premises ID: 7252898202





LS-8/17/26-18031

SERVICE AND METER INFORMATION

Service Address: 0 CARR 411 KM 1.8 INTERIOR BO GUAYABO AGUADA PR 00602 **Premises ID:** 7252898202

Rate: General Residential Service **Period:** Apr-20-2026 to May-20-2026 **Next Read:** 16-Sep

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
17984848	20-May	18485.00 A	20-Apr	16889.00	1,596.00	30	1

CANCELLED CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$4.00
Consumption Charge	425 kWh x $0.04944	$21.01
Additional Consumption Charge	1,171 kWh x $0.05564	$65.15
Sub-Total		**$90.16**
Reconciliation Clauses and Riders		
Rider FCA - Fuel Charge Adj	1,596 kWh x $0.116349	$185.69
Rider PPCA-Purchased Power Charge Adj	1,596 kWh x $0.045575	$72.74
Rider CILTA-Municipalities Adj	1,596 kWh x $0.004417	$7.05
Rider SUBA-Subsidies, Public Light and other Subv HH	1,596 kWh x $0.012558	$20.04
Rider SUBA-Subsidies, Public Light & other Subv NHH	1,596 kWh x $0.001091	$1.74
Rider EE - Energy Efficiency Charge	1,596 kWh x $0.000853	$1.36
Rider PENSION PAYMENTS - Adjustment pension costs	1,596 kWh x $0.019191	$30.63
Rider PROVISIONAL - Provisional Adjustment	1,596 kWh x $0.014931	$23.83
Sub-Total		**$343.08**

Total **CR $433.24**

Cancellation Reason: Estimated Reading

SERVICE AND METER INFORMATION

Service Address: 0 CARR 411 KM 1.8 INTERIOR BO GUAYABO AGUADA PR 00602 **Premises ID:** 7252898202

Rate: General Residential Service **Period:** Apr-20-2026 to May-20-2026 **Next Read:** 16-Sep

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
17984848	20-May	18485.00 A	20-Apr	17264.00	1,221.00	30	1

SERVICE AND METER INFORMATION

REBILLED CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$4.00
Consumption Charge	425 kWh x $0.04944	$21.01
Additional Consumption Charge	796 kWh x $0.05564	$44.29
Sub-Total		**$69.30**
Reconciliation Clauses and Riders		
Rider FCA - Fuel Charge Adj	1,221 kWh x $0.116349	$142.06
Rider PPCA-Purchased Power Charge Adj	1,221 kWh x $0.045575	$55.65
Rider CILTA-Municipalities Adj	1,221 kWh x $0.004417	$5.39
Rider SUBA-Subsidies, Public Light and other Subv HH	1,221 kWh x $0.012558	$15.33
Rider SUBA-Subsidies, Public Light & other Subv NHH	1,221 kWh x $0.001091	$1.33
Rider EE - Energy Efficiency Charge	1,221 kWh x $0.000853	$1.04
Rider PENSION PAYMENTS - Adjustment pension costs	1,221 kWh x $0.019191	$23.43
Rider PROVISIONAL - Provisional Adjustment	1,221 kWh x $0.014931	$18.23
Sub-Total		**$262.46**

Total **$331.76**

SERVICE AND METER INFORMATION

Service Address: 0 CARR 411 KM 1.8 INTERIOR BO GUAYABO AGUADA PR 00602 **Premises ID:** 7252898202

Rate: General Residential Service **Period:** Mar-19-2026 to Apr-20-2026 **Next Read:** 16-Sep

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
17984848	20-Apr	16889.00 E	19-Mar	15962.00	927.00	32	1

CANCELLED CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$4.00
Consumption Charge	425 kWh x $0.04944	$21.01
Additional Consumption Charge	502 kWh x $0.05564	$27.93
Sub-Total		**$52.94**
Reconciliation Clauses and Riders		
Rider FCA - Fuel Charge Adj	927 kWh x $0.116349	$107.86
Rider PPCA-Purchased Power Charge Adj	927 kWh x $0.045575	$42.25
Rider CILTA-Municipalities Adj	927 kWh x $0.004417	$4.09
Rider SUBA-Subsidies, Public Light and other Subv HH	927 kWh x $0.012558	$11.64
Rider SUBA-Subsidies, Public Light & other Subv NHH	927 kWh x $0.001091	$1.01
Rider EE - Energy Efficiency Charge	927 kWh x $0.000853	$0.79
Rider PENSION PAYMENTS - Adjustment pension costs	927 kWh x $0.019191	$17.79
Rider PROVISIONAL - Provisional Adjustment	927 kWh x $0.014931	$13.84
Sub-Total		**$199.27**

Total **CR $252.21**

Cancellation Reason: Estimated Reading

SERVICE AND METER INFORMATION

Service Address: 0 CARR 411 KM 1.8 INTERIOR BO GUAYABO AGUADA PR 00602 **Premises ID:** 7252898202

Rate: General Residential Service **Period:** Mar-19-2026 to Apr-20-2026 **Next Read:** 16-Sep

LS-8/17/26-18031

SERVICE AND METER INFORMATION

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
17984848	20-Apr	17264.00 E	19-Mar	15962.00	1,302.00	32	1

REBILLED CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$4.00
Consumption Charge	425 kWh x $0.04944	$21.01
Additional Consumption Charge	877 kWh x $0.05564	$48.80
Sub-Total		**$73.81**
Reconciliation Clauses and Riders		
Rider FCA - Fuel Charge Adj	1,302 kWh x $0.116349	$151.49
Rider PPCA-Purchased Power Charge Adj	1,302 kWh x $0.045575	$59.34
Rider CILTA-Municipalities Adj	1,302 kWh x $0.004417	$5.75
Rider SUBA-Subsidies, Public Light and other Subv HH	1,302 kWh x $0.012558	$16.35
Rider SUBA-Subsidies, Public Light & other Subv NHH	1,302 kWh x $0.001091	$1.42
Rider EE - Energy Efficiency Charge	1,302 kWh x $0.000853	$1.11
Rider PENSION PAYMENTS - Adjustment pension costs	1,302 kWh x $0.019191	$24.99
Rider PROVISIONAL - Provisional Adjustment	1,302 kWh x $0.014931	$19.44
Sub-Total		**$279.89**
Total		**$353.70**