GOVERNMENT OF PUERTO RICO
Public Service Regulatory Board
Puerto Rico Energy Bureau

NEPR
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Andrew R. Kruppa and Maxie M. Villanueva
PETITIONER

vs.

LUMA Energy, LLC and LUMA Energy ServCo, LLC
RESPONDENT

CASE NO.: NEPR QR 2026 0428

SUBJECT: Failure to Restore Electric Service and
Reinstall Meter Removed by LUMA Energy

COMPLAINT

A. GENERAL INFORMATION OF THE PETITIONER

1. Name: Andrew R. Kruppa and Maxie M. Villanueva
2. Physical address: 7123 Vistas del Cacique, 6000 Rio Mar Blvd., Rio Grande, PR 00745
3. Postal address: 5025 Collins Ave., Apt. 610, Miami Beach, FL 33140
4. Telephone: 305-905-0566
5. Email: arkruppa@gmail.com
6. Legal representation: self-represented
7. RUA: 838-164-7495

B. GENERAL INFORMATION OF THE RESPONDENT ☐ Individual ☒ Energy Company

1. Name: LUMA Energy, LLC and LUMA Energy ServCo, LLC
2. Physical Address: 1110 Ave. Ponce de León, Pda. 16½, Edif. NEOS, Ofic. 607, San Juan, PR 00907
3. Postal Address: PO Box 364267, San Juan, PR 00936-4267
4. Telephone: 1-844-888-5862
5. Email: N/A

C. Complaint

On August 21, 2026, LUMA Energy personnel removed the electric meter serving Petitioners' residence at 7123 Vistas del Cacque, 6000 Rio Mar Blvd., Rio Grande, PR 00745 (RUA 838-164-7495), in connection with a LUMA meter-replacement program underway at the complex. LUMA failed to install a replacement meter and left Petitioners' residence without electric service. LUMA failed to notify Petitioners' of its failure to install a

power meter and its willful decision to, thereby, shutoff power without notice to Petitioners and without just cause or explanation. Petitioners have remained without electric service continuously since August 21, 2026, a period now exceeding two weeks.
As a direct result of the prolonged outage, the food in Petitioners' refrigerator and freezer spoiled, and the unit accumulated excessive moisture, developing a persistent, foul odor consistent with spoilage and possible mold growth. Petitioners have also been deprived of the use and enjoyment of the unit during this entire time. On September 4, 2026, Petitioners first contacted LUMA by telephone to report the outage. Despite dozens of subsequent calls, each successive day, LUMA has still not restored service and has been unwilling to commit to a date for further action or correction of the unlawful power shutoff. The case number is 9385135558. LUMA's subcontractor Envocore and its Construction Manger Ortiz have willfully failed to make any meaningful response or correction.

Applicable legal provisions:
Ley 57-2014, Art. 1.2(p) (public policy that electric service disputes be resolved equitably and diligently); Art. 6.3(nn) (Negociado de Energía authority to issue any order/remedy necessary to enforce Ley 57-2014, including ordering performance of any required act); Art. 6.4(a)(3) (primary and exclusive jurisdiction over noncompliance with public energy policy). Reglamento 8543, Sección 3.01 (right to institute an adjudicative proceeding). Reglamento 7982, Secciones VII and XIV (obligations re: meters and continuity of service). See Negociado de Energía, Caso Núm. NEPR-QR-2024-0200, Resolución Final y Orden (Apr. 2025) (ordering LUMA to reconnect service within 7 days after LUMA removed a customer's meter and failed to restore service).

Remedy requested:
Petitioners request that the Negociado de Energía: (1) order LUMA to immediately install a functioning meter and restore electric service within three (3) days of notice of this Complaint; (2) grant any other relief the Negociado de Energía deems just; and (3) enter its order without prejudice to Petitioners' separate claim for property damages (spoiled food, water/moisture damage, and stench), which Petitioners are pursuing directly with LUMA and, if necessary, before DACO.

Attachments: Include all the evidence you understand relevant to support your claim.

☐ Complementary sheet (NEPR-Z01).
☒ Others: Photos of missing meter (before/after) and water damage; call log

I Andrew R. Kruppa and Maxie M. Villanueva today September 8, **, 20** 26 **in** Rio Grande **, Puerto Rico, certify that the information presented in this Form is correct.**

Andrew R Kruppa and Maxie Villanueva		9/8/26
Name	Sign	Date

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