NEPR
Received:
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ANEJO B: RÉCORD DE COMUNICACIONES CON LUMA ENERGY

Demostración de Agotamiento de Remedios e Inacción de la Agencia

PARTE 1: Controversia Actual (2025 - 2026) - Objeciones Ignoradas

De: **Alondra Gutiérrez** <alondra@greekformal.com>
Para: objecionalafactura@lumapr.com, mike@greekformal.com
Fecha: Viernes, 01 de mayo de 2026 15:50 AST
Asunto: **REQUEST FOR RECONSIDERATION - Objection OBW20260424956689308126**

Dear Supervisor of Billing Claims, I am writing on behalf of Michael Flores Olivas to formally request a reconsideration of the decision dated April 27, 2026. This decision incorrectly labeled our objection as "out of term" under Regulation 8863, Section 4.01. Basis for Reconsideration: - Continuity of Claim: This is not a new claim. This dispute originated with Objection #OBW20250716956668026296 on July 16, 2025, which was submitted within the 30-day term of the July 17, 2025, bill. - Compliance with Deficiency Requirements: Following the "Carta de Deficiencia" received on July 21, 2025, the client has acted in good faith by maintaining regular payments of $300. This exceeds the average payment required by LUMA to process an investigation. **I request that a higher-ranking official review the complete file for this account, acknowledge the $300 payments as fulfillment of the "average payment" requirement, and proceed with the investigation into the zero-occupancy consumption reported for June–July 2025.** If this reconsideration is not granted, we will proceed with a formal complaint before the Negociado de Energía de Puerto Rico.

De: **Mike Olivas** <mike@greekformal.com>
Para: objecionalafactura@lumapr.com
Fecha: Miércoles, 21 de enero de 2026 18:43 AST
Asunto: **Re: Account access**

Hello can anyone please reply? The last dispute took me over 2 years to solve, you've overcharged me again. **This time I'll need to find outside legal assistance to pursue further given I just dont have the time to continue to ask you to please fix this! PLEASE REPLY!**

De: **Mike Olivas** <mike@greekformal.com>
Para: objecionalafactura@lumapr.com
Fecha: Miércoles, 18 de marzo de 2026 16:38 AST
Asunto: **Re: Account access**

Hello how are we going to finally solve this?

De: **Experiencia Del Cliente** <experienciadelcliente@lumapr.com>
Para: mike@formalbuilder.com
Fecha: Jueves, 09 de julio de 2026 10:23 AST
Asunto: **Bill Inquiry 9561756062**

Hello, Thank you for contacting LUMA. Please call 1-844-888-5862. For additional information, access your MiLUMA profile on our website https://miluma.lumapr.com/ or contact our LUMA Customer Experience team by calling 1-844-888-LUMA (5862). It is a pleasure to serve you. LUMA Team for Customer Experience

PARTE 2: Historial Previo Demostrativo de Patrón de Inacción (2021 - 2024)

De: **Mike Olivas** <mike@formalbuilder.com>
Para: brillitaruiz@lumapr.com
Fecha: Jueves, 21 de abril de 2022 13:16 AST
Asunto: **Re: FACTURAS CORREGIDAS**

Senore Torres, como dices que esta adjustada? Mira el foto de mi cuenta. Me deben dinero, esto no es correcto. como puedo hablar con algien que me pueda ayudar POR FAVOR! **I am still waiting on a year long dispute. I was told my account was overcharged, I was gone for two months and you still charged me nearly $600 per month, my account has still not been credited and nobody has come to look at my meter like i was told over 5xs on different calls with you and your management.** PLEASE RESPOND THE TOTAL IS INCORRECT AND YOU HAVE OVERCHARGED ME EACH MONTH!

De: **Mike Olivas** <mike@formalbuilder.com>
Para: brillitaruiz@lumapr.com, experienciadelcliente@lumapr.com
Fecha: Miércoles, 08 de noviembre de 2023 10:33 AST
Asunto: **Re: FACTURAS CORREGIDAS**

Hello, I have received calls on to occasions, I answered, spoke to two people who keep telling me they are transferring me to someone else who speaks English, then the call just goes to a voicemail. **I have been trying to take care of my bill issues for 2 years now and I cannot do so if I can't speak to someone about this?**

De: **Experiencia Del Cliente** <experienciadelcliente@lumapr.com>
Para: mike@formalbuilder.com
Fecha: Miércoles, 08 de noviembre de 2023 10:33 AST
Asunto: **Re: FACTURAS CORREGIDAS**