NEPR

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Subject: Request for Review of Disputed Electricity Bills and Clarification of Billing Dispute Process

To Whom It May Concern, OFICINA DE SECRETARIA DEL NEGOCIADO DE ENERGIA , NEPR-QR-2026-0411 for the record .

I am writing to request add a note to the case of our disputed electricity bills and clarification regarding the handling of our previous complaints with LUMA.

Before leaving Puerto Rico in April 2026, we visited the LUMA office in Ponce to report that our electricity meter was no longer functioning, as the display was completely blank.

When we received our May 2026 bill, we contacted LUMA to dispute the charges for the previous billing period. We explained that we had been away from the property, all circuit breakers had been switched off, and electricity consumption should have been zero or otherwise consistent with the actual conditions at the property.

During this initial contact, our complaint was recorded, and we were provided with a case number. However, we were not informed that an OBW number was required to formally process a billing dispute, nor were we advised that any additional steps were necessary to ensure our objection was properly registered.

We continued contacting LUMA in July and August regarding the same issue and received additional case numbers. It was not until September 2026 that we were informed of the OBW requirement. As a result, several months had passed since our initial complaint, despite our repeated efforts to notify LUMA of the problem and resolve the disputed charges.

We returned to Puerto Rico on September 15, 2026, and found that the meter had finally been replaced. However, we had not received updates regarding our previous case numbers or a resolution concerning the disputed bills.

On September 23, 2026, after paying an additional $60.97, LUMA representative Ms. Armstrong opened a new complaint at the Ponce office. The OBW reference provided was **OBW20260923ZVIJ**. I have also requested that future bills be based on actual meter readings to help ensure that the charges accurately reflect electricity consumption.

At this point, we would appreciate confirmation that LUMA is reviewing the history of our complaints, beginning with our initial contact following receipt of the May bill. We would also like confirmation that all affected bills from May onward, including the subsequent billing periods, are being considered as part of this review.

Our understanding is that we notified LUMA of the meter malfunction and disputed the charges several months before we were advised of the OBW requirement. We would therefore appreciate clarification on how our earlier complaints and case numbers will be considered in the current investigation.

We are also receiving calls from LUMA’s billing department requesting payment and advising of possible service disconnection while these matters remain unresolved. We would appreciate clarification on the following points:

1. Will our original complaints and case numbers from May, June, July, and August 2026 be considered as part of the current investigation?
2. Will all bills potentially affected by the malfunctioning meter be reviewed, including the charges issued before the September complaint was opened?
3. If we pay the disputed balances to avoid service disconnection while the review is pending, will we remain eligible for a refund or credit if the charges are subsequently determined to be incorrect?
4. What options are available to us regarding payment and possible service disconnection while the disputed bills are under review?
5. Can LUMA confirm that future bills will be based on actual meter readings following the meter replacement?

We have made several attempts to address this matter directly with LUMA and would like to ensure that our previous contacts and concerns are fully documented and considered.

Thank you for your attention to this matter. We look forward to receiving a written response clarifying the status of our complaint, the scope of the billing review, and the options available to us while the dispute is being resolved.

Sincerely,

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