NEPR

Received:

Oct 29, 2026

8:24 PM

NEPR GR 2026 0532

Puerto Rico Energy Bureau
Edificio World Plaza
268 Ave. Muñoz Rivera
Nivel Plaza, Suite 202
San Juan, PR 00918

Via Electronic Filing:
https://radicacion.energia.pr.gov

October 29, 2026

Kenneth H. Adley
100 Marginal FD Roosevelt
San Juan, PR 00917
kenadley@cs.com
702.809.5177

OB20260722jwlf – June 19, 2026 Invoice
Customer: Kenneth H. Adley
Account: 6341728624
Service Address: 100 Marginal FD Roosevelt, San Juan, PR 00917

Complaint Concerning LUMA's Failure to Complete the Regulation 8863 Review Process

I. PARTIES

1. Petitioner, Kenneth H. Adley, is the customer of record for Account No. 6341728624 and receives electric service at 100 Marginal FD Roosevelt, San Juan, Puerto Rico 00917.

2. Respondents are LUMA Energy LLC and LUMA Energy ServCo, LLC (collectively "LUMA"), the entities responsible for administering customer bill objections and investigations pursuant to Regulation 8863.

II. INTRODUCTION

3. This Petition is brought as a complaint concerning LUMA's failure to properly process and complete Complainant's billing objections under Regulation 8863. It is not a request for formal review of final determinations because LUMA has not completed its review process or issued final decisions on the matters at issue.

4. Complainant seeks the Bureau's intervention because Respondents failed to complete the review process after issuing a Notice of Deficiency and receiving Complainant's response thereto.

5. Complainant requests that the Bureau require LUMA to complete the review process required by Regulation 8863, correct and maintain accurate records concerning the objection at issue, and provide notice of the status and disposition of that objection.

III. FACTUAL BACKGROUND

6. Complainant timely filed an objection to an electric bill and requested the investigation provided by Regulation 8863.

7. On July 23, 2026, Respondents issued a Notice of Deficiency concerning the objection. The notice identified a required promedio payment of $195.53 pursuant to Section 4.05 of Regulation 8863 as the basis for the alleged deficiency.

8. On August 3, 2026, Complainant emailed a written response to the Notice of Deficiency to Respondents and mailed a copy on August 6, 2026. The response disputed the additional promedio demand, explained that the applicable promedio had already been paid, and included proof of payment.

9. Following Complainant's response, Respondents provided no further communication confirming that the alleged deficiency had been cured, identifying any continuing deficiency, advising whether the objection had been accepted for review or rejected, whether an investigation had been initiated, whether a determination had been issued, or otherwise advising Complainant of the status or disposition of the objection.

10. Sections 4.09 and 4.10 of Regulation 8863 establish the procedures governing defective objections, correction of deficiencies, and initiation of the investigation or informal administrative process, including applicable time limits and notice requirements.

IV. ISSUE PRESENTED

11. Complainant does not seek in this proceeding a determination regarding the merits of the underlying bill or the sufficiency of the issues raised in prior objections. Those matters are reserved.

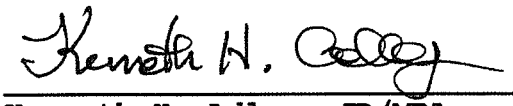
12. The issue presented here is whether Respondents completed the review process required by Regulation 8863 after receiving Complainant's response to the Notice of Deficiency.

V. REQUEST FOR RELIEF

13. Complainant respectfully requests that the Bureau determine whether Respondents complied with the procedural requirements of Regulation 8863 following receipt of Complainant's August 3, 2026 email and August 6, 2026 mailed response to the Notice of Deficiency.

14. Complainant further requests such other and further relief as the Bureau deems just and proper.

Respectfully submitted in San Juan, Puerto Rico, this 29th day of October 2026.



Kenneth H. Adley, JD/MBA
Petitioner

Your Electricity Statement

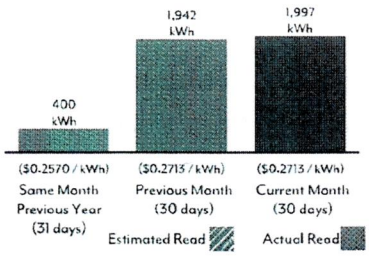
For period of May 20, 2026 to June 19, 2026

ADLEY,KENNETH HOPSON
Your Account Number: 6341728624
This statement was issued: June 19, 2026
Billing Cycle: 15

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
$2,518.68	Jul. 22, 2026	1,997 kWh

YOUR ENERGY USAGE



COMPARATIVE

This month you used:

2.8% more energy
compared to last month

and

399.2% more energy
compared to 1 year ago

AVERAGES

Average Cost Per Day
$18.06

Average Daily Use
67 kWh

12-Month Average Cost Per kWh
$0.2682

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: 6341728624
Amount Due: $2,518.68
Due Date: July 22, 2026

Amount Enclosed:

LS-6/22/26-10271

ADLEY,KENNETH HOPSON
FLORAL PARK N/A
100 AVE FRANKLIND DELANO ROOSEVELT
SAN JUAN PR 00918

7-22-26
OB 20260722jw1F

00063417286240 000251868 000054176 6

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.energia.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-5720ES-102214

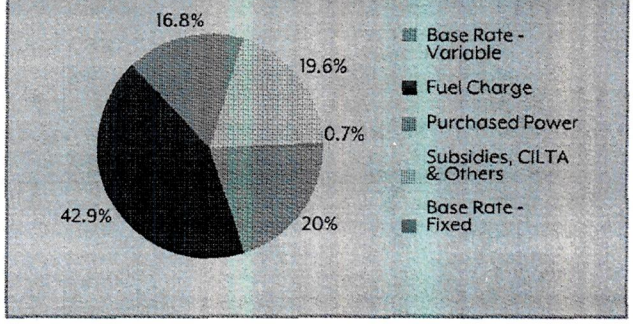
The installation of equipment to generate energy from renewable sources may help to reduce your electricity bill and LUMA, through its commercial office or the Internet, shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available 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*	**$1,976.92**
Amount Due Previous Period	*$2,055.63*
Payments Credited	*-$78.71*
Current Charges	**$541.76**
Total Amount Due	**$2,518.68**

Deposit(s) or Bond(s) Received: $150.00 **Objection(s):** $397.80

ELECTRICITY CHARGE BREAKDOWN



SERVICE AND METER INFORMATION

Service Address: 100 CAL MARGINAL ROOSEVELT SAN JUAN PR 00901 **Premises ID:** 6433332440

Rate: General Residential Service **Period:** May-20-2026 to Jun-19-2026 **Next Read:** 20-Jul

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
4000061269	19-Jun	11455.00 A	20-May	9458.00	1,997.00	30	1

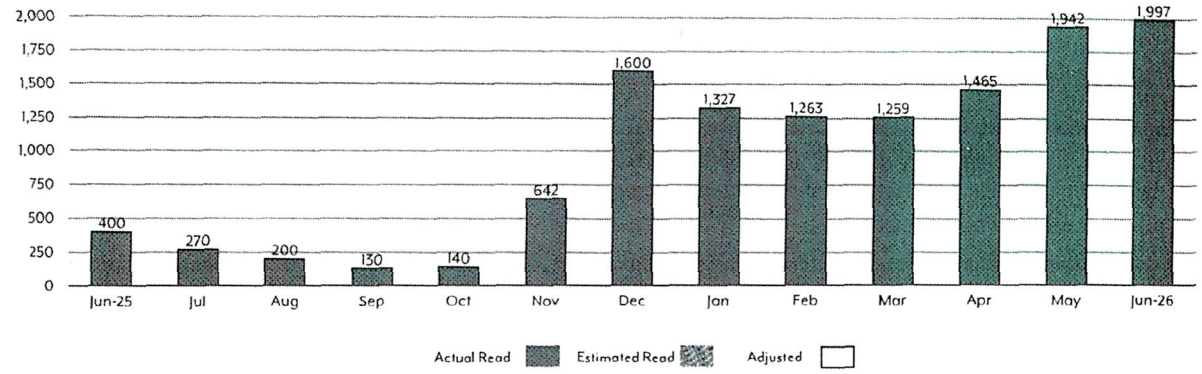
CURRENT CHARGES DETAIL

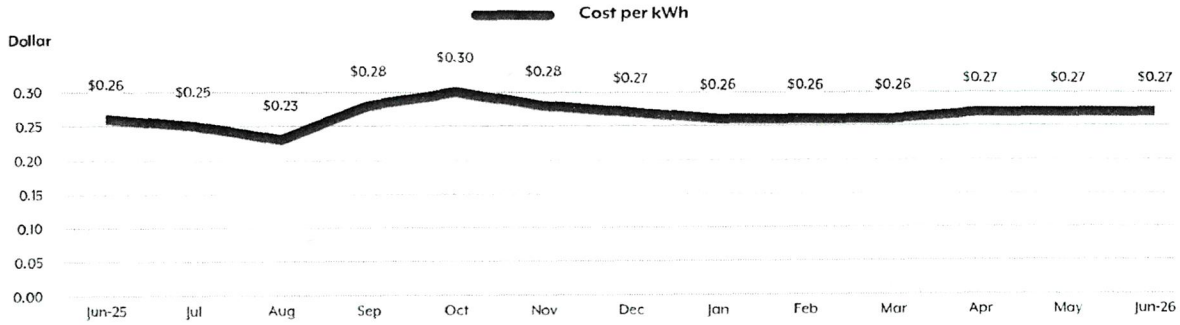
DESCRIPTION	TARIFF	CHARGE
Service Charges		
Customer Charge		$4.00
Consumption Charge	425 kWh x $0.04944	$21.01
Additional Consumption Charge	1,572 kWh x $0.05564	$87.47
Sub-Total		**$112.48**
Reconciliation Clauses and Riders		
Rider FCA - Fuel Charge Adj	1,997 kWh x $0.116349	$232.35
Rider PPCA-Purchased Power Charge Adj	1,997 kWh x $0.045575	$91.01
Rider CILTA-Municipalities Adj	1,997 kWh x $0.004417	$8.82
Rider SUBA-Subsidies, Public Light and other Subv HH	1,997 kWh x $0.012558	$25.08
Rider SUBA-Subsidies, Public Light & other Subv NHH	1,997 kWh x $0.001091	$2.18
Rider EE - Energy Efficiency Charge	1,997 kWh x $0.000853	$1.70
Rider PENSION PAYMENTS - Adjustment pension costs	1,997 kWh x $0.019191	$38.32
Rider PROVISIONAL - Provisional Adjustment	1,997 kWh x $0.014931	$29.82
Sub-Total		**$429.28**
Total		**$541.76**

LS-6/20/26-102274

CONSUMPTION HISTORY(KWH)

Premises ID: 6433332440





LS-6/20/26-102274

LUMA Energy PR
634724733815
108559 07-22-2026 01:02:26PM

Account #	Amount Paid	Balance
6341728624	$78.71	$2,944.42

Total Payments	$78.71

6341728624	
Debit Card - 5284037747	$78.71
Total Tendered	$78.71

This receipt is your evidence of payment
Any outstanding balance of the account
still subject to collection or severance

La gente primero. La seguridad siempre.

23 de julio de 2026

ADLEY, KENNETH HOPSON
FLORAL PARK N/A
100 AVE FRANKLIND DELANO ROOSEVELT
SAN JUAN PR 00918

kenadley@cs.com

Cuenta: **6341728624**
Número de objeción: **OB20260722jwlf**
Fecha de factura objetada: **07-20-2026**
Cantidad de factura objetada: **$497.43**

Estimado cliente:

Hemos recibido su solicitud de objeción de factura por razón de **Alto consumo** para el período del **06-19-2026** a **07-20-2026.** 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.

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

☐ El número de teléfono, dirección física y postal, y dirección de correo electrónico.

☐ 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 **$195.53. Tan pronto, realice el pago debe enviar copia del recibo y si presenta su pago por teléfono o a través de MILUMA en la página Web, deberá ofrecer el número de confirmación.**

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 **7 de agosto de 2026 (15 días)** 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

KAS

Kenneth H. Adley
100 Marginal FD Roosevelt
San Juan, PR 00917

August 3, 2026

LUMA Energy – Objetar Factura
PO Box 9100
San Juan, PR 00908
objecionalafactura@lumapr.com

Re: Response to Deficiency Notice – OB20260722jwlf
Account: 6341728624

To whom it may concern:

This letter responds to the July 23, 2026 deficiency notice issued for objection number **OB20260722jwlf.** All information required under Article 4.07 of Regulation 8863 was included in my July 22 filing. The only item identified in your notice is the promedio payment, for which I am attaching proof of payment.

1. Promedio Under Regulation 8863

Sections **3.02(3)** and **4.05** require payment of the **six-month average of non-objected bills** immediately preceding the objected bill. Because I have filed objections from **December 2025 through May 2026,** those months cannot be used in the promedio calculation. The only six consecutive non-objected bills available are **May through November 2025**, which produces a regulatory promedio of **$78.72.**

That promedio was tendered at the time of filing and accepted by LUMA, and the objection was assigned number OB20260722jwlf. Even if the math is minutely off—— Regulation 8863 contains no provision authorizing recalculation or a second promedio demand once an objection has been accepted.

2. Completion of Article 4.07 Requirements

My filing included customer name, account number, identification of the disputed bill, premises, contact information, and the reasons for the objection. With the promedio already paid and accepted, the objection has been satisfied under Regulation 8863.

Accordingly, **OB20260722jwlf remains properly filed and complete**, and the July 23 deficiency notice is fully resolved. I consider this matter closed. Any refusal to treat the

objection as accepted would constitute a statutory violation under Regulation 8863 and will be referred to the NEPR without further notice.

Sincerely,

Kenneth H. Adley

Kenneth H. Adley, JD/MBA

Proof of Payment Attached

Deficiency Response--OB20260722jwlf

From: kenadley@cs.com <kenadley@cs.com>
To: objecionalafactura@lumapr.com <objecionalafactura@lumapr.com>
Date: Aug 3, 2026, 9:20 PM

LUMA Energy OBJETAR FACTURA:

I am responding to the deficiency notice dated July 23, 2026, regarding my objection to the billing period **May 20, 2026 - June 19, 2026**, which was filed on **July 22, 2026**, the due date of that invoice. This email constitutes my final response before the August 7, 2026, deadline referenced in your notice.

My formal deficiency response is attached.

Best regards,

Ken Adley
702.809.5177

June Bill_Deficiency Response.pdf
539 KB

June Bill_Payment.pdf
717 KB

OB20260722jwlf - 6341728624 - ADLEY,KENNETH HOPSON - CARTA DE DEFICIENCIA (1).pdf
308 KB

ALERT: WILDFIRES IN THE PACIFIC NORTHWEST REGION OF THE U.S. MAY DELAY FINAL DELIVERY OF YOUR MAIL AND PACKAGES. READ MORE ›

USPS Tracking®

FAQs >

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Tracking Number:

Remove X

9505510415786216774878

Copy Add to Informed Delivery

Latest Update

Your item has been delivered and is available at a PO Box at 7:29 am on August 6, 2026 in SAN JUAN, PR 00908.

Get More Out of USPS Tracking:

USPS Tracking Plus®

Delivered

Delivered, PO Box
SAN JUAN, PR 00908
August 6, 2026 7:29 AM

Arrived at Post Office
SAN JUAN, PR 00911
August 6, 2026 5:17 AM

Arrived at USPS Facility
CAROLINA, PR 00983
August 5, 2026 1:17 PM

Departed USPS Facility
CAROLINA, PR 00985
August 5, 2026 1:17 PM

Arrived at USPS Facility
CAROLINA, PR 00985
August 5, 2026 1:02 PM

Departed USPS Facility
CAROLINA, PR 00983
August 5, 2026 12:52 PM

Arrived at USPS Facility
CAROLINA, PR 00983
August 5, 2026 8:37 AM

Arrived at USPS Facility
CAROLINA, PR 00984
August 4, 2026 10:16 PM

Departed Post Office
SAN JUAN, PR 00918
August 4, 2026 6:53 PM

USPS in possession of item
SAN JUAN, PR 00918
August 4, 2026 4:58 PM

Hide Tracking History

Feedback