

# T&D P3 Project – Q&A Log

August 2020



## **Instructions:**

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Index lists located in cells S4:V23 drive dropdown lists located in the "Status", "Priority", "Topic", and "Req

**Strictly Private and Confidential**



**PUERTO RICO  
PUBLIC-PRIVATE  
PARTNERSHIPS  
AUTHORITY**



**Puerto Rico Electric  
Power Authority**



#	Date Submitted	Bidder	Topic	Priority	Request Confidential Treatment?	Confidential Treatment Justification	Dataroom Reference	Question	Response	Date Answered	Status	Notes
1	4/25/2019	Quanta / ATCO	Customer Service					Please provide breakdown of payment mechanisms by type (e.g. cash, e-pay, mail-in, walk up), by number of customers, revenue and energy sales, if available.			Open	
2	5/14/2019	Quanta/ATCO	Customer Service	High				How many accounts are in arrears?			Open	
3	5/14/2019	Quanta/ATCO	Customer Service					What is the employee churn rate in the call center? What is the employee churn rate for customer services employees in the district offices?			Open	
4	6/14/2019	Quanta / ATCO	Customer Service					Please provide information on the breakdown of district office visits between bill payment and general customer service requests			Open	
5	6/14/2019	Quanta / ATCO	Customer Service					With generation being split from T&D operations, is there the necessary metering at the boundary points of interconnection between the T&D system and the existing PREPA facilities?			Open	
6	6/17/2019	Quanta/ATCO	Customer Service	High				Please provide copies of the RFP and associated contract for the CC&B version upgrade			Open	
7	6/17/2019	Quanta/ATCO	Customer Service	High				Please provide the Customer Service internal audit reports.			Open	
8	6/27/2019	Quanta/ATCO	Customer Service	High				Two call center contracts have been uploaded to the data room that are pre-hurricane. It was our understanding that new contracts have just been signed. Can we please be provided the current contracts.			Open	
9	6/27/2019	Quanta/ATCO	Customer Service					Please provide the monthly quality summary reports from the Atento contract when it was in place.			Open	
10	5/14/2019	Quanta/ATCO	Distribution					Has the Puerto Rico Energy Commission (PREC) initiated a joint study with the Puerto Rico Telecommunications Board to determine and enforce safe loading requirements of distribution poles carrying both electric and telecommunications infrastructure? If so can a summary be provided as to the progress that's been made including next steps?			Open	
11	5/21/2019	Quanta/ATCO	Environmental					Assumption - Will not consider generation as we would prefer that the transition period not be finalized until the generation facilities are sold.			Open	
12	5/21/2019	Quanta/ATCO	Environmental					How many other Vega Baja sites are we expecting to find and will PREPA retain liability for those even if we discover them?			Open	
13	6/17/2019	Quanta/ATCO	Environmental					Is PREPA currently operating under any biological opinion letters from USFWS or Puerto Rico wildlife agencies that allow for incidental take of rare, threatened or endangered species?			Open	
14	6/14/2019	Quanta / ATCO	Finance					Position request for the increase in salaries and wages			Open	
15	6/14/2019	Quanta / ATCO	Finance					Please provide a breakdown of the restructuring / FOMB / P3A costs over time			Open	
16	6/14/2019	Quanta / ATCO	Finance					Please provide the detailed account breakdowns for all the line items in the current budget			Open	
17	6/17/2019	Quanta/ATCO	Finance	High				Detailed 2018/19 budget/actual/forecast for the Finance team.			Open	