



June 13, 2021

Mr. Fermín Fontanés
Executive Director
PR Public-Private Partnerships Authority
Fermin.Fontanes@p3.pr.gov

SENT VIA EMAIL

Dear Mr. Fontanes:

Reference is made to your letter dated June 10, 2021 and received by email on June 11, 2021 at 6:22 pm.

As you are aware, since Service Commencement on June 1, 2021, LUMA has faced a myriad of challenges regarding but not limited to access to T&D assets, fleet, tools, safety equipment inventory, system documentation and maps, security and access to T&D and generation sites (for which we had to go to court twice in the past 10 days to request remedies including injunctive relief); access to T&D office spaces; and IT systems (including destruction of property and being victim of a Distributed Denial of Service attack (DDoS); among many others. While many of these issues were anticipated to both Puerto Rico Public-Private Partnerships Authority and the Puerto Rico Electric Power Authority before service commencement in our letters dated May 11 and May 13, 2021. Certainly, the reality that we have faced exceeded dramatically all the anticipated issues.

Needless to recount at this time that this transition has been nothing short of extremely challenging. These past days 13 days have been atypical and should not be the expected in the day-to-day operation when we are able to achieve a stable operational state. Nonetheless, in order to respond in a responsible matter to your request, I will provide an overview of the matters highlighted in your letter, with the caveat that we are still working on many of the transition metrics.

Outages

During our first week, we repaired 935 outages in total and restored service to 1,122,778 customers. Daily average outages events range from 400 to 1,000 depending on a number of factors, including weather conditions. LUMA has restored in a day up to 800 outages. These numbers vary daily.

Average Call Wait Time

Call volumes are extremely high. LUMA is receiving between 27, 000 to 46,000 calls a day during weekdays. To put this in context the average daily call volume at PREPA averaged approximately 4,000. The average waiting time is approximately 27 minutes. Also, we are receiving an average of 3,400 emails and social media messages a day.

Average Response Time Per Outage & Average Outage Time

Outage response time depends on complexity of outages but as it is known, LUMA received a significant backlog of outages from PREPA. Regardless, we have been restoring power in record time given the external circumstances noted above.

Outages Data in Website and Social Media

LUMA looks forward to publishing data regarding ongoing outages on its website and social media accounts as soon as possible. Please note that as it was shared with the media, LUMA became aware of a targeted DDoS attack to the Mi LUMA customer portal and mobile application. A DDoS attack is an attempt to make an online service unavailable by overwhelming it with traffic from multiple sources. The DDoS attack has been issuing 2 million hits per second. As a result, many customers may have had difficulty accessing information related to their account. The attack has been reported to pertinent authorities and LUMA awaits the results of an ongoing investigation as well as working in other protective and mitigation remedies.

To date over 245,000 customers have registered in Mi LUMA web and over 167,000 have downloaded Mi LUMA App.

Customer Service Offices

As has been widely shared in print and social media, LUMA has 23 offices open and looks forward to the reopening of the Vieques and Culebra offices. For a complete list of our offices, and corresponding addresses and hours of service please visit <https://lumapr.com/sobre-luma/nuestras-oficinas/>

We are happy to report that LUMA is serving an average of 10,000 customers daily in their customer services offices. The feedback from customers has been very positive.

LUMA Employees

As of today, LUMA is more than 2,200 strong and will continue hiring during the next months.

Along with the rains, inability to access warehouse facilities and DDoSe in the past 10 days that slowed down our work, on June 10 at 6:11 pm, a significant transformer fire occurred at the Monacillo substation. The fire caused significant outages across Puerto Rico affecting 900,000 customers. Approximately 1,200 LUMA employees were on the street to manage the emergency. Thanks to this extraordinary deployment and around the clock efforts from our LUMA team, by 8:30 am on June 11, power was restored to almost all affected customers (36,000 remaining customers without power) and by 8:00 pm, LUMA had restored service to customers all customers directly affected with the Monacillo substation fire.

The system remains extremely fragile and there is lots of work that remains to be done. However, the Monacillo incident proved that LUMA is ready and capable to manage complex emergency events and bring back power safely in record time.

The transformation has only just begun. We look forward to our continued collaboration putting the safety of our employees and customers first.

Cordially,

A handwritten signature in black ink, appearing to read "Wayne Stensby", with a long horizontal flourish extending to the right.

Wayne Stensby
President & CEO