



GOVERNMENT OF PUERTO RICO
PUERTO RICO PUBLIC-PRIVATE PARTNERSHIPS AUTHORITY

June 10, 2021

LUMA Energy, LLC

644 Fernández Juncos Ave., Suite 301
San Juan, PR 00907
Attention: General Counsel
Email: legal@lumamc.com

with copy to:

LUMA Energy, LLC

644 Fernández Juncos Ave., Suite 301
San Juan, PR 00907
Attention: President/CEO
Email: wayne.stensby@lumamc.com

Re: Request for Information

Ladies and Gentlemen:

Reference is made to the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement dated as of June 22, 2020 "O&M Agreement" among (a) the Puerto Rico Electric Power Authority ("PREPA"), a public corporation and governmental instrumentality of the Commonwealth of Puerto Rico, created by Act No. 83 of the Legislative Assembly of Puerto Rico, enacted on May 2, 1941, (b) the Puerto Rico Public-Private Partnerships Authority ("P3 Authority"), a public corporation of the Commonwealth of Puerto Rico, created by Act No. 29 of the Legislative Assembly of Puerto Rico, enacted on June 8, 2009, (c) LUMA Energy, LLC ("ManagementCo"), a limited liability company organized under the laws of Puerto Rico and (d) LUMA Energy ServCo, LLC ("ServCo" and, together with ManagementCo, "LUMA"), a limited liability company organized under the laws of Puerto Rico.

Pursuant to Section 6.2(v) of the O&M Agreement, the P3 Authority request the information below for the period starting on June 1, 2021 through June 11, 2021:

1. Number of outage reports per day
 - a. Number of daily outage reports received by phone
 - b. Number of daily outage reports received through the webpage or mobile application
2. Average daily outages

3. Average call wait time
4. Average response time per outage
5. Average outage time
6. Amount of outage complaints resolved per day
7. When will LUMA publish ongoing outages on their website and social media accounts?
8. How many Client Service Offices are currently open
 - a. please list the offices
9. How many Client Service Offices are currently closed
 - a. please list the offices
 - b. to LUMA's best knowledge, identify the reason why the Client Service Office is closed
 - c. indicate whether the offices were closed prior to June 1st
11. Provide an update and status of recruitment statistics as of June 1st

Also, we request LUMA to identify the areas that have been more adversely affected by the weather conditions impacting Puerto Rico during the week starting on June 7th.

The P3 Authority kindly requests the above information be submitted by June 13, 2021 and from there on, to update items identified in items 1-11 on a weekly basis, every Monday.

Sincerely,



Fermin E. Fontanés Gómez
Executive Director
Puerto Rico Public-Private Partnerships Authority