



June 15, 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 14, 2021.

As you are aware, since Service Commencement on June 1, 2021, LUMA has made substantial efforts to operate and maintain the ailing and troubled transmission and distribution system of Puerto Rico. I will not repeat here the multiple, substantive and in several cases unanticipated challenges that this transition has entailed. We remain committed to working through these issues in partnership with the PR Public-Private Partnerships Authority.

Below are responses to your enquiries.

LUMA Employees

LUMA currently has approximately 2200 employees. LUMA takes the safety, well-being and privacy of our employees very seriously. We do not as a matter of policy release individual identifying information about our employees or the contractual terms of their employment. That information is kept confidential in order to protect our employees. We are aware of attempts by certain parties to harass and intimidate LUMA employees, including using physical coercion, and we will not provide information that could add to those malicious efforts.

LUMA Lineworkers and other Field Personnel

Based on information from early June, LUMA currently can draw on a workforce of approximately 1600 workers in the field to execute operation and maintenance tasks on the T&D System. This workforce includes 440 employees in the field, including lineworkers of different categories, ground workers, equipment operators, foremen, and field supervisors. In addition, the Service Order team has approximately 220 employees, including utility electricians, low voltage workers, meter technicians, foremen and field supervisors. The substation team has another 130 employees of different types, including workers, technicians, and supervisors. LUMA can also access approximately 800 workers from local contractors that carry out vegetation management, maintenance, and construction tasks.

Cybersecurity

Data security and cybersecurity are areas of key focus to maintain the continuity of utility operations and are critical in any response situations. Critical infrastructure, including electric utilities, can be the target of malicious attacks that affect service to customers and ultimately may affect critical community lifelines. 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 had been issuing two million hits per second. As a result, many customers 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.

LUMA does not disclose its specific contractors in this sensitive area.

Call Centers

LUMA has multiple call centers located throughout Puerto Rico. These call centers are staffed with employees and qualified contractors. LUMA is not disclosing specific numbers of employees and contractors in call centers.

Law Firms

LUMA is not disclosing the names of specific legal counsel.

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

Cordially,



Wayne Stensby
President & CEO