

June 22, 2021

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

SENT VIA EMAIL

RE: Request for Visit to Call Center

Dear Mr. Fontanes:

Reference is made to your letter dated June 15, 2021 wherein a request is made for LUMA to host a visit to call center facilities by the Comisión de Desarrollo Económico, Planificación, Telecomunicaciones, Alianzas Público Privadas y Energía ("Commission").

LUMA's call center facilities are not public facilities. 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. 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.

Likewise, we do not plan on releasing the location of LUMA's call center facilities. These facilities and the work that is done there is a critical part of the infrastructure utilized to provide service to customers in Puerto Rico. Call centers help assure continuity of service and must continue to be a safe operating environment for our employees.

For these reasons, we respectfully decline the request for a visit by the Commission to a call center.

Cordially,

A handwritten signature in blue ink, appearing to read "Mario Hurtado". The signature is fluid and cursive.

Mario Hurtado
Vice President