



GOVERNMENT OF PUERTO RICO
PUERTO RICO PUBLIC-PRIVATE PARTNERSHIPS AUTHORITY

June 17, 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.

The Supplemental Agreement Commencement Date symbolizes the official start of the transformation of Puerto Rico’s electric grid. In order to ensure the success of this transformation, it is critical that there be clear, effective communication and a constant flow of information. Therefore, pursuant to Section 6.2(v) of the O&M Agreement, the P3 Authority requests a daily report of the information listed in Annex I. The P3 Authority kindly requests the report be submitted no later than 6:00 am, daily, starting on June 21, 2021, until further notice.

Additionally, the P3 Authority requests a weekly report of the data itemized in Annex II, starting on June 21, 2021. Please submit the information listed in Annex I and II, for the period comprising June 1, 2021, through June 20, 2021, on or before June 30, 2021. All reports should be submitted to administrator@p3.pr.gov.

Sincerely,



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

Annex I

Event Restoration Description & Summary¹

- A. Report date
- B. Report time
- C. Event level (1-3)
- D. Date/time Event starts
- E. Date/time Event ends
- F. Event duration (in hours)
- G. Cause of event
- H. Time to restore to normal operations (Level 5)

Outage Details²

- A. Branch
 1. East
 2. West
- B. Region
 1. San Juan
 2. Bayamón
 3. Caguas
 4. Mayagüez
 5. Arecibo
 6. Ponce
- C. Municipality³
- D. Total Number of Customers Served
- E. Total Number of Customers Affected
- F. Percent of Customers Affected (relative to Total Customers)
- G. Highest Peak Number of Customers Affected
- H. Date and Time of Highest Peak Number of Customers affected
- I. Duration from Highest Peak to 95% Restored (in hours)
- J. CAIDI Highest Peak to 95% Restored (in hours)
- K. Duration from Highest Peak to 98% Restored (in Hours)
- L. CAIDI Highest Peak to 98% Restored (in Hours)
- M. Event CAIDI (in Hours)
- N. Total Number of Outages
- O. Number of Transmission Outages
- P. Number of Distribution Outages

¹ Please refer to the Description & Summary tab of the accompanying spreadsheet titled LUMA Daily Report.

² Please refer to the Outage Details tab of the LUMA Daily Report spreadsheet.

³ Each Municipality must be mapped within the proper 6 regions in East and West Branches.

- Q. Number of Wires Down
- R. Number of Poles & Towers Down

Customer Service Center Metrics⁴

- A. Number of Staff at Cust. Serv. Center
- B. Number of Calls Answered
- C. Number of Calls Abandoned
- D. Abandon Rate
- E. Average Wait Time for Customers
- F. Number of Interactive Voice Responses
- G. Number of Critical Care / Life Support Customers in Total
- H. Number of Critical Care / Life Support Customers Contacted
- I. Number of Critical Care / Life Support Customers With Outages
- J. Number of Critical Care / Life Support Customers Restored

Crewing⁵

- A. Branch
 - 3. East
 - 4. West
- B. Region
 - 7. San Juan
 - 8. Bayamón
 - 9. Caguas
 - 10. Mayagüez
 - 11. Arecibo
 - 12. Ponce
- C. Municipality⁶
- D. Number of Company Line Crews
- E. Number of Contractor Line Crews
- F. Number of Local Mutual Aid Line Crews
- G. Number of Off-Island Mutual Aid Line Crews
- H. Number of Company Tree Crews
- I. Number of Contractor Tree Crews
- J. Number of Local Mutual Aid Tree Crews
- K. Number of Off-Island Mutual Aid Tree Crews
- L. Number of Company Wire Down Crews
- M. Number of Contractor Wire Down Crews
- N. Number of Local Mutual Aid Wire Down Crews

⁴ Please refer to the Customer Service Center Metrics tab of the LUMA Daily Report spreadsheet.

⁵ Please refer to the Crewing tab of the LUMA Daily Report spreadsheet.

⁶ Each Municipality must be mapped within the proper 6 regions in East and West Branches.

- O. Number of Off-Island Mutual Aid Wire Down Crews
- P. Number of Company Substation/Transmission Crews
- Q. Number of Contractor Substation/Transmission Crews
- R. Local Mutual Aid Substation/Transmission Crews
- S. Off-Island Mutual Aid Substation/
Transmission Crews
- T. Total Number of Crews Working
- U. Number of Company Support Personnel Used
- V. Number of Non-Company Support Personnel Used

Annex II

Communications⁷

- A. Number of Customers Contacted Via Phone
- B. Number of Customers Contacted Via Email
- C. Number of Customers Contacted Via Social Media
- D. Number of Notifications via Company Website
- E. Number of Notifications via Print Media
- F. List of Print Media Contacted
- G. List of TV and Radio Stations Contacted
- H. Number of Notifications to Municipal Liaisons
- I. List of Municipal Liaisons Contacted
- J. List of Other On-Island Utilities Contacted
- K. Number of Notifications to Regulatory Authorities
- L. List of Regulatory Authorities Notified
- M. Number of Notifications to Government Authorities
- N. List of Government Authorities Notified

Safety & Environmental⁸

- A. Number of Field Employees Working During Event
- B. Number of OSHA Recordable Incidents
- C. Number of Lost Time Incidents
- D. Number of Fatalities
- E. Number of Vehicular Accidents
- F. Number of Equipment Related Accidents
- G. Number of Critical Care / Life Support Customers Affected
- H. Number of Customer Deaths Due to Outage
- I. Number and Types of Environmental Exceedences
- J. Number of Hazardous Substance Spills or Releases Caused
- K. Number of Hazardous Substance Spills or Releases Reported
- L. Number of Hazardous Substance Spills or Releases Remediated

Equipment & Critical Issues⁹

- A. Number of Vehicles in Short Supply
- B. Number of Heavy Machinery in Short Supply
- C. Number of PPE in Short Supply
- D. Number of Tools & Equipment in Short Supply
- E. Number of T&D Inventoried Parts in Short Supply
- F. Number and Type of Consumables in Short Supply
- G. Number of Field Crews in Shortage
- H. Number of Support Crews in Shortage
- I. List of Critical Path Items Delaying Restoration

⁷ Please refer to the Communications tab of the LUMA Daily Report spreadsheet.

⁸ Please refer to the Safety & Environmental tab of the LUMA Daily Report spreadsheet.

⁹ Please refer to the Equipment & Critical Issues tab of the LUMA Daily Report spreadsheet.