

July 30<sup>th</sup>, 2021

**To: Puerto Rico Public-Private Partnerships Authority**

Roberto Sanchez Vilella (Minillas) Government Center  
De Diego Ave. Stop 22,  
San Juan, PR 00907

**RE: RFI 0008 Services Written Procedures**

In response to the Puerto Rico Public-Private Partnerships Authority (“P3A”) request for information dated June 12, 2021, and as part of Transmission and Distribution Operating and Maintenance Agreement (“T&D OMA”) executed on June 22, 2020 among the Puerto Rico Electric Power Authority (“PREPA”), the P3A and LUMA Energy, LLC and LUMA energy ServCo, LLC (collectively, “LUMA”), LUMA provides the following additional information.

LUMA has reorganized its Customer Experience department and centralized many of the activities, as such there are not written procedures for each region. As described within the System Remediation Plan and during the related Technical Conferences, including within the over 800 pages of gap assessment, PREPA was not able to produce relevant written procedures for processes, as such many procedures continue to be developed and refined as LUMA better understands the system.

Since June 1, 2021 LUMA has launched a central point of contact all customer requests. All customers, including commercial customers, from all regions are encouraged to call LUMA's Customer Contact Center.

LUMA Contact Center:

1-844-888-5862 (LUMA)

<https://miluma.lumapr.com/inquiryForm>

When LUMA assumed operations on June 1, 2021, there was a significant backlog of service requests. LUMA is working through this backlog as well as establishing connection with our larger customers through our key account managers. Many of the larger customers have been contacted by their key account manager and LUMA anticipates LUMA's key account managers will contact all large customer within the next few months.

Sincerely,

**LUMA Energy LLC**



**Mario Hurtado**

Chief Regulatory Officer

