



GOVERNMENT OF PUERTO RICO
PUERTO RICO PUBLIC-PRIVATE PARTNERSHIPS AUTHORITY

July 19, 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: Pending Requests for Information

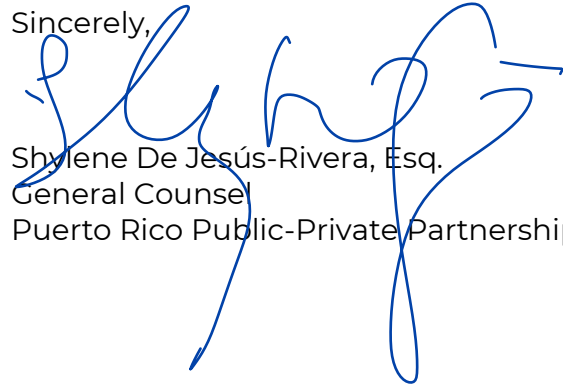
Reference is made to the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement dated as of June 22, 2020 ("O&M Agreement") among (i) the Puerto Rico Electric Power Authority ("PREPA"), a public corporation and governmental instrumentality of the Commonwealth of Puerto Rico, created by Act No. 83 of the Legislative Assembly of Puerto Rico, enacted on May 2, 1941, (ii) 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 ("Act 29"), (iii) LUMA Energy, LLC ("ManagementCo"), a limited liability company organized under the laws of Puerto Rico and (iv) LUMA Energy ServCo, LLC ("ServCo" and, together with ManagementCo, "LUMA"), a limited liability company organized under the laws of Puerto Rico. Capitalized terms used but not otherwise defined herein shall have the meaning ascribed to them in the O&M Agreement unless otherwise specified.

As we have expressed multiple times, in order to ensure the success of the transformation of Puerto Rico's electric grid there must be a clear and effective communication between LUMA and the P3A, the principal entity charged with overseeing LUMA's performance and compliance with the O&M Agreement.¹ Accordingly, the P3 Authority reiterates its request for the unanswered information requested in its letters of June 10, June 14, June 17, and July 9 and email of June 10, as

¹ Section 10(d) of Act 29 explicitly grants the P3 Authority the right to "oversee the performance and compliance of [LUMA] under the [O&M Agreement]."

outlined in Annex I, to be delivered no later than July 30, 2021, at 5:00 p.m. (AST) (unless specified otherwise in Annex I, and in that case, to be delivered as specified therein).

Sincerely,



Shylene De Jesús-Rivera, Esq.
General Counsel
Puerto Rico Public-Private Partnerships Authority

ANNEX I
UNANSWERED INFORMATION REQUESTED BY THE P3 AUTHORITY

June 10 Letter

1. Number of outage reports per day.
 - a. Number of daily outage reports received by phone.
 - b. Number of daily outage reports received through webpage or mobile application.
2. Average response time per outage.
3. Average outage time.
4. Information as to when LUMA will be publishing ongoing outages on its website and social media accounts.
5. Identification, to LUMA's best knowledge, of the reason why the Vieques and Culebra Client Service Offices are closed.
6. Indicate whether the Vieques and Culebra Client Service Offices were closed prior to June 1, 2021.
7. Identification of the specific areas that have been adversely affected by the weather conditions impacting Puerto Rico during the week starting on June 7, 2021.

June 10 E-mail

1. Ensure that copies of press releases and media statements are submitted to the P3 Authority after they are issued by LUMA.
2. Designation of LUMA's point of contact person for Mayors and Municipalities.

June 14 Letter

1. List all of LUMA's employees and their positions.
 - a. Specify which current LUMA employees are former Owner employees.
2. List all of the linemen and "auxiliares de línea" currently employed by LUMA.
 - a. Specify which current LUMA employees are former Owner employees.
3. Identification of company that provides cybersecurity services to LUMA.
4. Identification of location of LUMA call center(s).
5. Number of people working in LUMA's call center(s).
6. List of all the law firms that have worked with LUMA throughout the whole Public-Private Partnership Process.
 - a. Specify the dates and in which stage of the Process each law firm participated in.

June 17 Letter

The June 17, 2021, letter requested daily reports of the information requested below. However, since some of the requested information has been submitted on a weekly basis, the P3 Authority requests that, on or prior to the tenth (10th) day of each month, LUMA provides the P3 Authority with the information requested below related to the prior calendar month's operations. Please provide the requested information related to the month of June 2021 on or by July 30, 2021.

I. Event Restoration Description & Summary²

- 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)

II. Outage Details³

- A. Branch
 - 1. East
 - 2. West
- B. Region
 - 1. San Juan
 - 2. Bayamón
 - 3. Caguas
 - 4. Mayagüez
 - 5. Arecibo
 - 6. Ponce
- C. Municipality⁴
- 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
- Q. Number of Wires Down
- R. Number of Poles & Towers Down

III. Customer Service Center Metrics⁵

- A. Number of Staff at Customer Service Center
- B. Number of Calls Answered
- C. Number of Calls Abandoned
- D. Abandon Rate
- E. Average Wait Time for Customers

² Please refer to the Description & Summary tab of the accompanying spreadsheet titled LUMA Daily Report.

³ Please refer to the Outage Details tab of the LUMA Daily Report spreadsheet.

⁴ Each Municipality must be mapped within the proper 6 regions in East and West Branches.

⁵ Please refer to the Customer Service Center Metrics tab of the LUMA Daily Report spreadsheet.

- 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

IV. Crewing⁶

- A. Branch
 - 1. East
 - 2. West
- B. Region
 - 1. San Juan
 - 2. Bayamón
 - 3. Caguas
 - 4. Mayagüez
 - 5. Arecibo
 - 6. Ponce
- C. Municipality⁷
- 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
- 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

V. Communications⁸

- 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

⁶ Please refer to the Crewing tab of the LUMA Daily Report spreadsheet.

⁷ Each Municipality must be mapped within the proper 6 regions in East and West Branches.

⁸ Please refer to the Communications tab of the LUMA Daily Report spreadsheet.

- 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

VI. Safety & Environmental⁹

- 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 Exceedances
- 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

I. Equipment & Critical Issues¹⁰

- 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

July 9 Letter

1. LUMA's Vendor Code of Conduct.
2. LUMA's Anti-Corruption Policy.
3. LUMA's Conflict of Interest Policy.
4. LUMA's Procurement & Contracting Practice.
5. Written standards of conduct covering conflicts of interest and governing the actions of employees, officers, or agents of LUMA engaged in the selection, award, and administration of Contracts.
6. Written standards of conduct covering organizational conflicts of interest

⁹ Please refer to the Safety & Environmental tab of the LUMA Daily Report spreadsheet.

¹⁰ Please refer to the Equipment & Critical Issues tab of the LUMA Daily Report spreadsheet.

7. Written standards of conduct covering conflicts of interest and governing the actions of Vendors and contracting parties.
8. Any other related document.
9. A detailed list of **all** of Quanta Services, Inc. subsidiaries, affiliates, and related entities.
 - Please provide with this list a brief description of the services or goods provided by each entity and the related procurement category, pursuant to and in accordance with LUMA's Procurement Manual.
10. A detailed list of **all** of Canadian Utilities Limited subsidiaries, affiliates, and related entities.
 - Please provide with this list a brief description of the services or goods provided by each entity and the related procurement category, pursuant to and in accordance with LUMA's Procurement Manual.

The P3 Authority kindly requests the submission of an updated version of items 9 and 10 every ninety (90) days.