



# LUMA One Year Anniversary

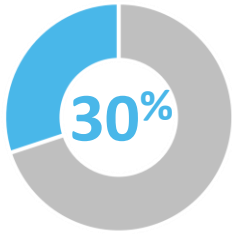
**Progress Update**

June 1, 2022

# A Year of Progress

In the past twelve months, LUMA has delivered on promises, all without raising the customer base rate.

## ENHANCED RELIABILITY



**FEWER OUTAGES**  
under LUMA, according to SAIFI

## ACCELERATED RENEWABLES

Connected **25,000+** CUSTOMERS to rooftop solar, representing over 130 MW



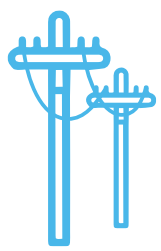
## IMPROVED SAFETY

Provided **100,000+** TRAINING HOURS  
NO SERIOUS INJURIES



## INCREASED RESILIENCY

Replaced **~3,000** BROKEN AND FAILING UTILITY POLES



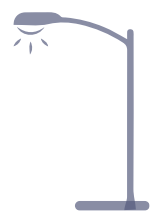
## BETTER CUSTOMER SERVICE

Assisted **2,000,000+** PEOPLE after reopening all 25 customer service centers



## INITIATED FEDERAL PROJECTS

Launched **\$1,000,000,000** COMMUNITY STREETLIGHT INITIATIVE in historic first FEMA approval



Answered **2,500,000+** CALLS with an average call wait time of <1 minute



Advanced **186** PROJECTS advanced, representing billions of dollars in investments



# Side-by-Side Comparison

		PREPA	LUMA	IMPROVEMENT
CUSTOMER SERVICE	Average customer call wait time	10+ MINUTES	UNDER 1 MINUTE	98%
	Call abandonment rate	+50%	5%	90%
	Mi LUMA app	N/A	560,000+ DOWNLOADS	100%
ENHANCED RELIABILITY	Improvement in outage frequency	10.6 OUTAGES	7.5 OUTAGES	30%
HEALTH AND SAFETY	Total Recordable Injury Rate (TRIR)	8.63	2.74	68%
	Injury Severity Rate	62.9	9.5	85%
RENEWABLES	Net metering connections	8,000 CUSTOMER BACKLOG	25,000 APPROVED IN 12 MONTHS	400%
	Monthly distributed generation installations	450	2,100	366%
FEDERAL PROJECTS	Number of projects advanced	37 PROJECTS (INITIATED)	186 PROJECTS	400%

# Employee Safety and Training

LUMA's highest priority is the safety, health and wellbeing of our customers, communities and our more than 3,000 coworkers.



People first,  
safety always

**0** serious injuries

**68%** reduction in Total Recordable Injury Rate (TRIR)

**75%** reduction in Days away, Restricted or Transferred (DART)

**85%** reduction in Injury Severity Rate

**100,000+** hours of mentorship, safety training and technical training

**7,000+** Worksite Observations and Inspections focused on safety

**200+** safety courses for employees with over **5,000 attendees**

**Established LUMA College** and fully implemented the **first lineworker apprenticeship program in Puerto Rico to be certified by the U.S. Department of Labor** and in partnership with the International Brotherhood of Electrical Workers (IBEW) Local 222.

# Customer Service

Our customers deserve the best customer service, and we are determined to provide better updates, more information and faster response times. Our customers are at the core of everything we do.



Improving customer response

Launched the **first ever** LUMA branded bill

Assisted **over 2 million** people after reopening all **25 customer service centers**

Responded to **350,000+** emails from customers

Replied to **430,000+** direct messages from customers

**660,000+** MiLUMA account registrations and **560,000+** MiLUMA app downloads

Reduced the average call wait time to **under 1 minute** vs. well over 10 minutes under PREPA

# Federally-Funded FEMA Work

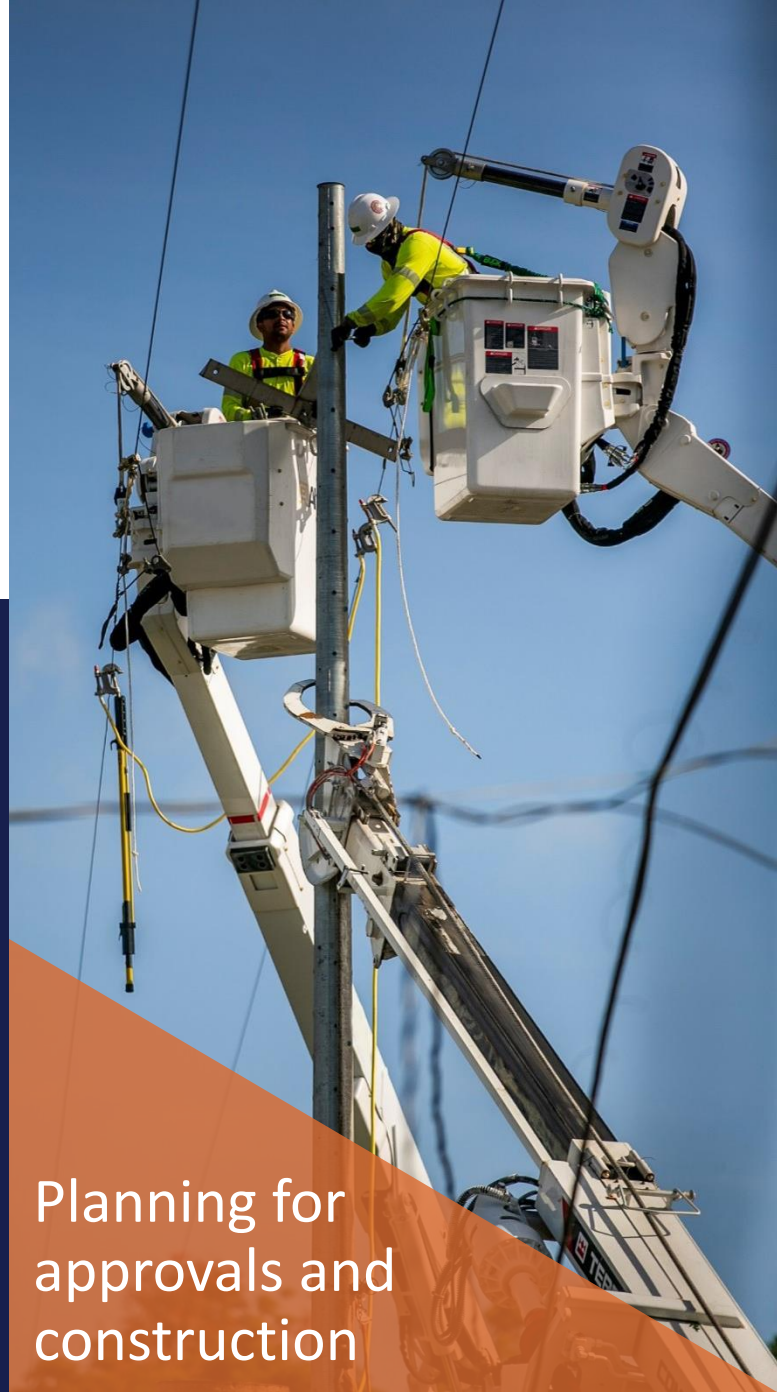
After years of little to no progress, LUMA hit the ground running and in less than a year we have already secured the funding for the first FEMA projects. These projects, which range from replacing streetlights to whole substations, will bring a brighter and more prosperous future for all.

Initiated the modernization of **300** substations

**\$94 million** approved for **10** federally-funded projects/programs

Launched **\$1 billion** community streetlight initiative in historic first FEMA approval

**186 projects** initiated, representing billions of dollars



Planning for approvals and construction

# Resiliency and Reliability

We are committed to making infrastructure improvements every day and building the next generation electric grid that Puerto Ricans deserve. By taking targeted actions, we are strengthening the entire grid system.



Strengthening the grid

**30% reduction** in outages experienced by customers

.....

Replaced **thousands** of poles and streetlights

.....

**100%** of substations cleared of hazardous vegetation

.....

**1 million pounds** of trash, waste and debris cleared and disposed of



Empowering the growth of clean energy

CONTINUED AREAS OF PROGRESS AND FOCUS

# Sustainable Energy Transformation

LUMA fully supports the growth of solar and clean energy across Puerto Rico – it’s what the Puerto Rican people want, and that is why we are empowering the growth of clean and renewable energy.

**~2,100**

new Net Metering installations per month

**Completed**

studies to connect **844 MW** of utility-scale generation projects

**25,000+**

customers connected to Net Metering, representing over **130 MW** of renewable energy



# Transparency

LUMA is absolutely committed to transparency, cooperation and compliance. We strongly believe that by working together we can and will build a more reliable and resilient energy system for the people of Puerto Rico.

**300,000+** documents submitted to the Legislature of Puerto Rico

.....

**27** hearings and technical conferences with the PREB

.....

**3** Quarterly Reports submitted to the Puerto Rico Energy Bureau

.....

**3** quarterly metrics and statistics reports submitted to the Puerto Rico Energy Bureau

Committed to transparency

CONTINUED AREAS OF PROGRESS AND FOCUS

# Emergency Preparedness and Readiness

Preparing for emergency events, like hurricanes, is a daily and year-round priority for LUMA.

**Continued to prepare** for emergencies and large storms

Employee training and drills including **multiple emergency preparedness tabletop exercises**, with internal participants and with Puerto Rico and federal agencies

**\$130 million** in on-hand inventory of transmission and distribution material available for daily operations and emergencies

**1,000+ field workers** from lineworkers to substation technicians, who are trained and available to respond to serious emergencies



Preparing for natural disasters