Monthly Operations Report on the T&D System

For the Month of October

November 16, 2026

Contents

1.0 Executive Performance Overview 2
1.1 Key October Accomplishments 2
1.2 Cumulative Transformation Progress 3
1.3 Performance Metrics 3

2.0 Safety & Workforce 4

3.0 Funding & Financial Performance 5
3.1 Funding Requirement 5
3.2 Financial Highlights 6

4.0 Operating Environment & Management Priorities 7
4.1 Reliability & System Performance 7
4.2 District Performance 10
4.3 Transmission, Substations & Distribution 12
4.3.1 Recovery Construction Program Progress 12
4.3.2 Recovery Construction Program Completion Highlights 13
4.4 Vegetation Management & Right-of-Way Performance 13
4.4.1 Vegetation Management Progress 15
4.4.2 Highlighted Vegetation Work 17
4.4.3 Recovery Accomplishments Highlights 18
4.5 Renewable, DER, Storage & Generation Integration 19
4.5.1 Interconnection of Approved Utility-Scale Renewable Solar and Energy Storage Projects . 19

5.0 Federal Funding & Recovery Programs 21
5.1 DOE Grant Key Milestones 21
5.2 FEMA Grant Key Milestones 26
5.2.1 Advancement of Project Obligations 26
5.2.2 Structured Financial Tracking of Recovery Activities 26
5.2.3 Continued Progress Under FEMA Workflow Processes 26
5.3 Portfolio Status 26

6.0 Load & Revenue 27
6.1 Consumption Performance 27
6.2 Total Revenue Performance 29
6.3 Base Revenue Performance 30
6.4 Power Purchase Cost Analysis 30

7.0 Billing & Collections 31
7.1 Address Standardization & Invoice Delivery 31
7.2 Billing Accuracy & Unbilled Accounts 31
7.3 Customer Assistance Programs & Collections Activity 31

7.4 Energy Irregularities – Operational Summary 32

8.0 Customer Experience 32

8.1 Customer Experience Key Metrics 33
8.1.1 Customer Experience Performance Snapshot 33
8.1.2 Performance Highlights 33
8.2 Customer Notifications & Communication Efforts 34
8.3 Customer Impact Highlights 35

9.0 Regulatory, T&D OMA & Audit Matters 36

9.1 Regulatory Highlights 36
9.1.1 Regulatory Priority Highlights 38
9.1.2 TPA Activities 39
9.2 T&D OMA Highlights 40
9.2.1 PREPA's Non-Compliance with T&D OMA Obligations 40
9.2.2 Cash Prioritization 40
9.2.3 PREPA Reorganization and Shared Services 41
9.3 Legislative & Governor's Office Highlights 42
9.4 External Audit Matters Highlights 43

10.0 Community Engagement Initiatives 43

10.1 Leadership in the public conversation 43
10.2 Customer Bills and Outreach 44
10.3 Industry Collaboration 44
10.4 People and Community 45

1.0 Executive Performance Overview

LUMA assumed operations of Puerto Rico's Transmission and Distribution System ("T&D System") on June 1, 2021, with the mission to recover and transform the energy grid and deliver customer–centric, reliable, resilient, safe and sustainable electricity at reasonable prices for the 1.5 million customers LUMA is proud to serve. LUMA manages and operates the government–owned T&D Assets under the Puerto Rico Transmission and Distribution System Operation and Maintenance Agreement ("T&D OMA") executed on June 22, 2020, among the Puerto Rico Electric Power Authority ("PREPA"), the Puerto Rico Public–Private Partnerships Authority ("P3A") and LUMA Energy, LLC and LUMA Energy ServCo, LLC (collectively, LUMA).

This report summarizes LUMA's operating performance and progress during October 2026 as Operator of Puerto Rico's T&D System. The results below highlight progress across federal recovery, grid modernization, reliability, vegetation management, revenue, and community engagement. LUMA achieved these results while continuing to manage generation constraints, Service Account funding shortfalls, safety performance, and customer-service challenges.

PROGRESS AT A GLANCE

$6.197 billion Federal recovery funding obligated	**$69.5 million** Federal Emergency Management Agency ("FEMA") advances received during October	**406.87 miles** Vegetation miles cleared and maintained
304 Projects out of 385 projects obligated and 239 in construction or completed	**$26.5 million** Past due balances collected through proactive efforts in October	**6,000+** Customers directly engaged through 17 community events across 10 municipalities in October

1.1 Key October Accomplishments

- **Federal Recovery.** Advanced 12 of 17 streetlight amendments, expected to unlock approximately $143.92 million for new projects, submitted two additional vegetation projects to FEMA with an estimated cost of $16.1 million and received $69.5 million in FEMA advances.
- **Grid Modernization.** Continued progress across modernization programs, including installation of 109 distribution automation reclosers, completion of 771 work miles of capital vegetation clearing, and deployment of 1,471 streetlight luminaires.
- **Smart Meter Deployment.** Exchanged 43,472 meters during October, bringing FY2027-to-date meter exchanges to more than 112,123.
- **Reliability Improvement.** Department of Energy ("DOE") funded modernization programs continued progressing in October, with all transformer projects remaining in service, six transmission line restorations completed, Distribution Automation advancing closeout activities, and telecommunications network hardening deployment ongoing.
- **Vegetation Management.** Completed 406.87 miles of vegetation clearing and maintenance, including 222.02 federally funded miles, supported by more than 1,350 full-time-equivalent field personnel at peak deployment, while high-density projects in Arecibo, Mayagüez, Caguas and Ponce advanced to between 83% and 98% completion.

- **Customer and Revenue Support.** Established 6,177 new payment agreements, completed 112,021 outbound collection calls, reduced unbilled accounts to 1.11% (from 1.24% in October 2025) and collected more than $26.5 million in past-due balances through active collection efforts.
- **Regulatory and Community Engagement**. Submitted 20 filings and responded to 13 requests for information before the Puerto Rico Energy Bureau ("PREB") and directly engaged more than 6,000 customers through 17 community events across 10 municipalities.

1.2 Cumulative Transformation Progress

- **Federal Recovery Portfolio.** As of October 31, 2026, LUMA, as agent of PREPA, had initiated approximately 385 FEMA recovery projects, of which 304 have been obligated, representing $6.197 billion in federal recovery funding, and 238 are in construction or completed across streetlighting, substations, vegetation management, automation, telecommunications, and transmission.
- **Advanced Metering Infrastructure ("AMI").** Installed 325,419 smart meters since AMI program launched toward the planned islandwide deployment of 1.5 million meters.
- **Federally Funded Vegetation Management.** FEMA has obligated 5,543.66 miles and $642.5 million in vegetation management work, and federally funded clearing has addressed approximately 1,947 miles since FY2025, including 771.02 miles in FY2027 to date.

1.3 Performance Metrics

Quarter 1 ("Q1") Fiscal Year 2027 ("FY2027") results show measurable improvement in several customer and reliability outcomes: Net Energy Metering ("NEM") activation duration improved 46.9%, System Average Interruption Duration Index ("SAIDI") improved 1.75%, total inspections performed increased by 35.7%, and LUMA reported zero fatalities. Vegetation Maintenance Miles Completed improvements will be explained in detail in section 4.4. District-level results were mixed. SAIDI improved in Fajardo, Caguas, Barranquitas and four more districts, while System Average Interruption Frequency Index ("SAIFI") improved in Fajardo, Toa Baja, and Barranquitas, and seven additional districts. Detailed district results are provided in section 4.2. Safety incident rates, SAIFI, call abandonment, and speed to answer remain areas requiring continued management attention. Footnotes identify metrics that are preliminary or reported on a different schedule.

SELECTED Q1 IMPROVEMENTS

35.7% Increase in total inspections	**46.9%** Improvement in NEM activation duration	**1.75%** Improvement in SAIDI	**Zero** LUMA Fatalities reported

Table 1 Quarter 1 Performance Metrics

Metric Name	Unit of Measure	Q1 FY2026	Q1 FY2027	% Change	Desired Direction
OSHA Dart Rate	Rate	1.29	3.2	148.06%	Lower
OSHA Severity Rate	Rate	21.97	28.41	29.31%	Lower
OSHA Fatalities	Number	0	0	0.00%	Lower
OSHA Recordable Incident Rate	Rate	1.89	3.46	83.07%	Lower
Distribution Line Inspections	Number of Inspections	20	24	20.00%	Higher
Transmission Line Inspections	Number of Inspections	132	144	9.09%	Higher

Metric Name	Unit of Measure	Q1 FY2026	Q1 FY2027	% Change	Desired Direction
T&D Substation Inspections	Number of Inspections	58	117	101.72%	Higher
Vegetation Maintenance Miles Completed	Miles	566	618	9.19%	Higher
SAIDI[1]	Minutes	465	457	-1.75%	Lower
SAIFI[1]	Interruptions per Customer	2.11	2.23	5.53%	Lower
Call Abandonment Rate	Percent	27.08%	41.86%	+14.78%	Lower
Average Speed to Answer	Minutes	5.72	11.53	101.45%	Lower
Customer Complaint Rate[2]	Rate	4.21	0.00	0.00[2]	Lower
First Call Resolution	Percent	61.59%	61.30%	-0.29%	Higher
JD Power Customer Satisfaction Survey – Residential	Points	209	223	6.70%	Higher
JD Power Customer Satisfaction Survey – Business[3]	Points	N/A	N/A	N/A	Higher
NEM Project Activation Duration	Days	15.9	8.4	-46.94%	Lower

[1] Preliminary value.
[2] Value is based on metric's data source, the Puerto Rico Energy Bureau's (PREB) website.
[3] Value for this metric only available for Q2 MOR.

2.0 Safety & Workforce

During October, LUMA continued strengthening workforce readiness, environmental stewardship, and operational support through HSEQ initiatives focused on safety awareness, compliance, evacuation preparedness, and continuous improvement. Efforts included employee engagement, environmental oversight, incident management, and collaborative preparedness activities to support a safe and resilient operation. LUMA recorded 7 OSHA-recordable injuries and no fatalities during the month.

- **HSEQ Training & Critical Skills Development.** Delivered specialized training in CPR/First Aid, PSWS, Bucket Rescue, Live Line Safety, JHA, Confined Spaces, Ergonomics, Fall Protection, Pole Top Rescue, Forklift Operations, and Excavation & Trenching, strengthening workforce competencies and enhancing operational readiness through both online and instructor-led HSEQ programs.
- **Environmental Safeguards.** Maintained 100% regulatory compliance with zero Notices of Violation (“NOVs”) or fines, conducted 63 preventive visits, supported 13 training sessions reaching 1,216 participants, provided environmental oversight for 49 FEMA-funded capital projects, and advanced waste management, permitting, and environmental compliance initiatives.
- **Safety Prevention & Incident Management.** Supported response and follow-up activities for high-severity incidents, ensuring corrective actions and lessons learned were effectively communicated across operations. Strengthened accident investigation and root cause analysis processes while promoting safety awareness and injury prevention through PAUSA communications, campaigns, and workforce engagement initiatives.
- **Emergency Evacuation & Response.** Coordinated and participated in emergency evacuation and response exercise, specifically the Earthquake (“SHAKEOUT PR 2026”) initiative conducted with PREPA at the Santurce Complex, enhancing organizational readiness and emergency evacuation and response capabilities across operations.

3.0 Funding & Financial Performance

3.1 Funding Requirement

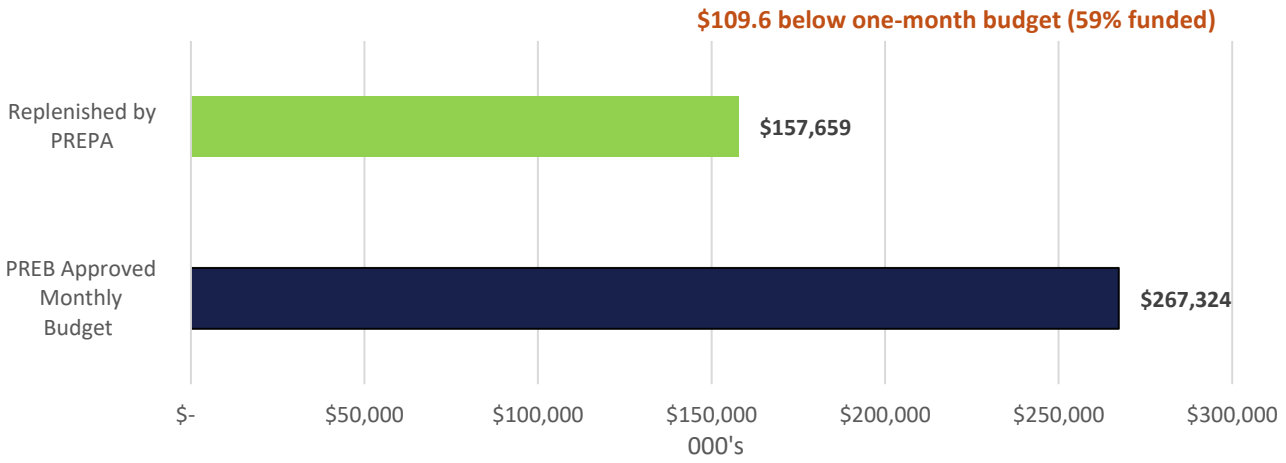
October funding remained below the minimum one-month budget amount. During October, PREPA provided approximately $157.6 million across the LUMA Service Accounts, compared with $267.3 million equivalent to one month of PREB-approved budgets. Total October funding was $109.6 million, or 59.0%, below budget.

This result confirms that total funding provided to LUMA during October did not reach the minimum one-month budget amount. The shortfall affected multiple Service Accounts and added to the broader FY2027 funding gaps summarized below.

Table 2 October 2026 Funding Compared with One-Month Approved Budget

Funding Scope	One-Month Approved Budget	October Funding Provided	Shortfall	Percent Funded
LUMA Service Accounts	**$267.3M**	**$157.6M**	**$109.6M**	**59.0%**

Note: Amounts are shown in millions. The one-month amount reflects the PREB-approved monthly budgets reported for the LUMA Service Accounts. Figures may not add due to rounding.



FY2027 Year-to-Date ("YTD") Funding
Through October 31, FY2027 funding requirements across the LUMA Service Accounts totaled approximately $2.91 billion, while replenishments totaled $643.9 million, or 22.2% of the required amount. Six of the seven accounts remained below required funding levels, and the Energy Efficiency Account was the only account fully funded.

Table 3 FY2027 YTD Service Account Funding (000's)

Service Account	YTD Required	YTD Funding	YTD %
Operating Account	$ 1,274,210	$ 312,288	25%
Federally Funded Capital Account	635,787	-	0%
Non-Federally Funded Capital Account	136,449	53,008	39%

Service Account	YTD Required	YTD Funding	YTD %
Outage Reserve	119,996	-	0%
Purchase Power Account	489,441	274,142	56%
Contingency Reserve Account	216,416	-	0%
Energy Efficiency Account	4,469	4,469	100%
PREB Contingency Account	30,000	-	0%
GenCo Operating Account	107,261	73,800	69%
Fuel Account	1,400,135	718,101	51%
GenCo Reserve Account	119,086	-	0%

The Operating Account received 25% of its FY2027 year-to-date requirement, while the Federally Funded Capital, Outage Reserve and Contingency Reserve accounts received no replenishment. The Purchase Power Account received approximately 56% of its required funding. These results show that PREPA has not funded LUMA's Operating and Non-Federally Funded Capital accounts at the levels required under the April 15, 2026, Final Resolution and Order on Electricity Rates.

3.2 Financial Highlights

- **Budget Amendment Request.** Prepared and submitted LUMA's FY2027 budget amendment, which reallocates $12.56M within the approved budget at no added cost. It funds $5.87M for Title III obligations and $6.69M for Net Energy Metering ("NEM") meter replacements by tapping facility and fleet savings, and it avoids about $2.79M a year in manual-read costs.
- **Full-Year Forecast.** Completed development of the full year forecast, integrating updated operational and financial inputs while highlighting risks and opportunities not reflected in the forecast. The deliverable aligns early-year performance with established budget baselines, strengthening visibility into full-year expectations and supporting proactive performance management.
- **FY2027 Budget Lessons Learned.** Launched the FY 2027 Budget Lessons Learned initiative to inform enhancements ahead of the FY2028 cycle. The effort focuses on improving planning methodology, templates, tools, governance, and cross-functional coordination.
- **Accounting Remediation Roadmap.** Reached a coordinated, multi-party agreement among PREPA, Genera, and LUMA to submit to PREBa unified plan encompassing the accounting remediation roadmap, balance sheet segregation approach, and FTI recommendations. This milestone strengthens cross-operator financial governance and advances long-term balance sheet segregation objectives.
- **PREPA FY2024 Audit Support.** As of November 6, LUMA completed 92% of audit-related requests. KPMG plans to initiate its audit once all parties; Genera, LUMA, and PREPA, have submitted 70% of the requested information. The remaining open items requested from LUMA are either on schedule, or ahead of schedule, to be delivered to PREPA by the delivery date previously agreed to by PREPA and LUMA.
- **Enterprise Resource Planning ("ERP") Evaluation & Stabilization.** In collaboration with Operational Excellence, developed a committee to evaluate and stabilize the Oracle ERP the organization already has. It will start by assessing whether the organization is maximizing the modules and benefits of our current Oracle ERP. It will then set up basic governance and run a 30–45 day assessment to find low-cost, high-impact fixes, so the organization gets more value from what it already pays for without launching a large overhaul without secured funding.

4.0 Operating Environment & Management Priorities

During October, LUMA advanced grid reconstruction and modernization through feeder rebuilds, automation deployments, smart-meter installations, vegetation management and preventive maintenance across the T&D system. These efforts continued to improve system visibility and resilience, while 16 forced generation outages and 1 generation-related load-shed event underscored the constraints affecting system performance.

4.1 Reliability & System Performance

During October, LUMA continued operating the T&D System despite significant generation availability constraints, including sixteen baseload generation forced outages during the month.

Figures 1 through 6 summarize transmission-line and transformer trips, significant transmission and generation outages and generation outages by site.

Figure 1 Significant Generation Outages by Month

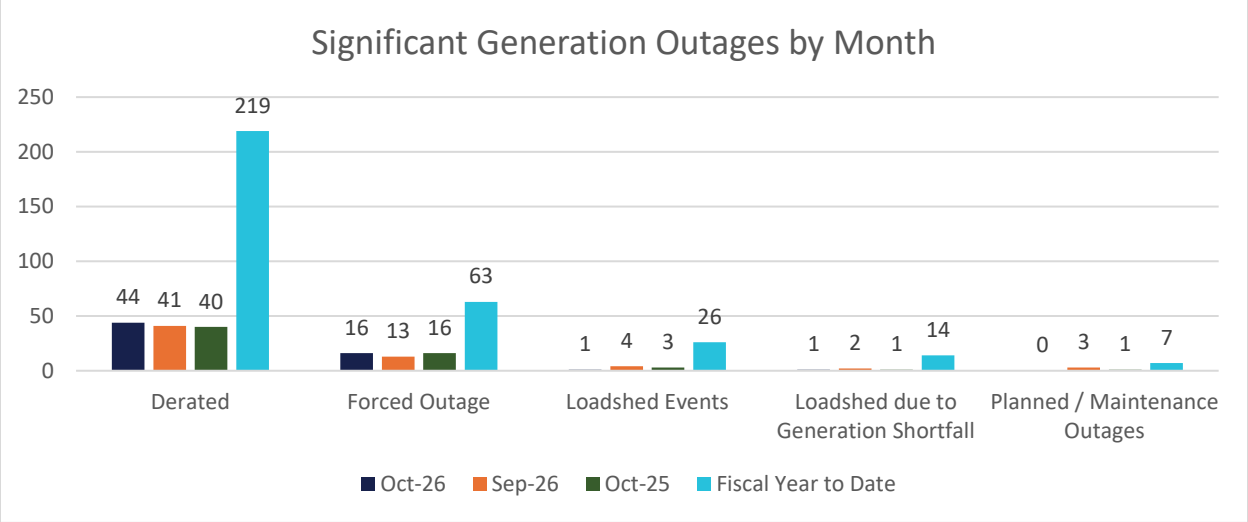


Figure 2 Significant Generation Outages by Site for October 2026

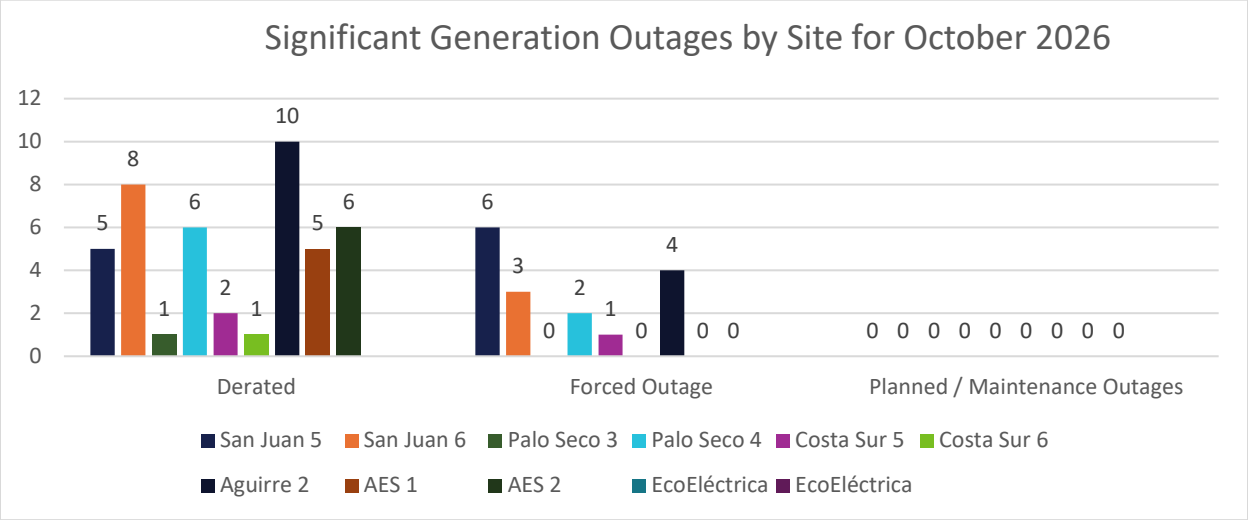
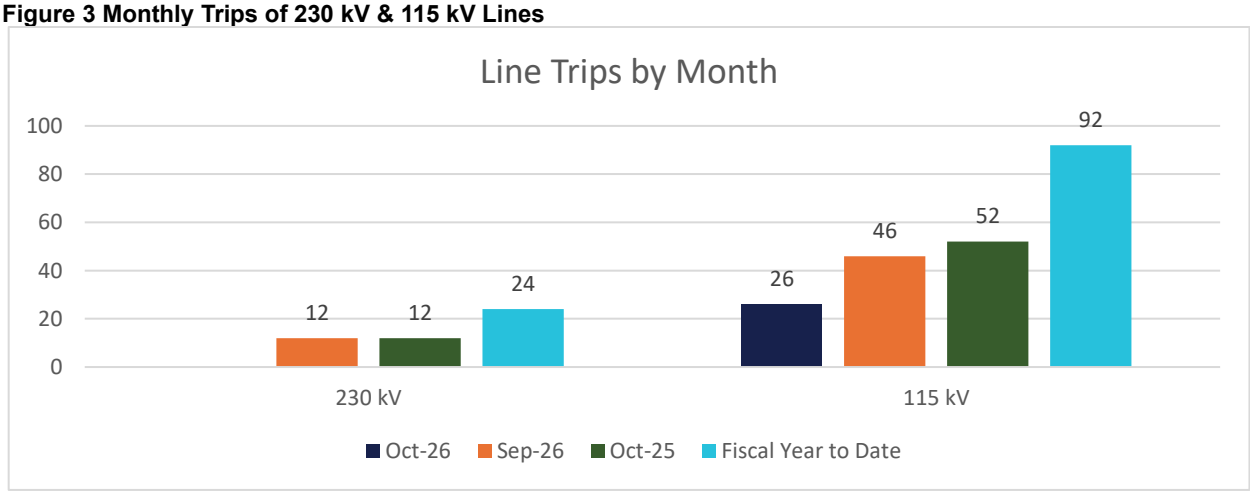


Figure 3 Monthly Trips of 230 kV & 115 kV Lines



During October, LUMA recorded 26 transmission line trips: none involving 230 kV lines and 26 involving 115 kV lines. The service interruptions were attributed to adverse weather conditions, issues with broken conductors, and lightning arrester malfunction.

Figure 4 Monthly Trips of 230/115 kV & 115/38 kV Transformers

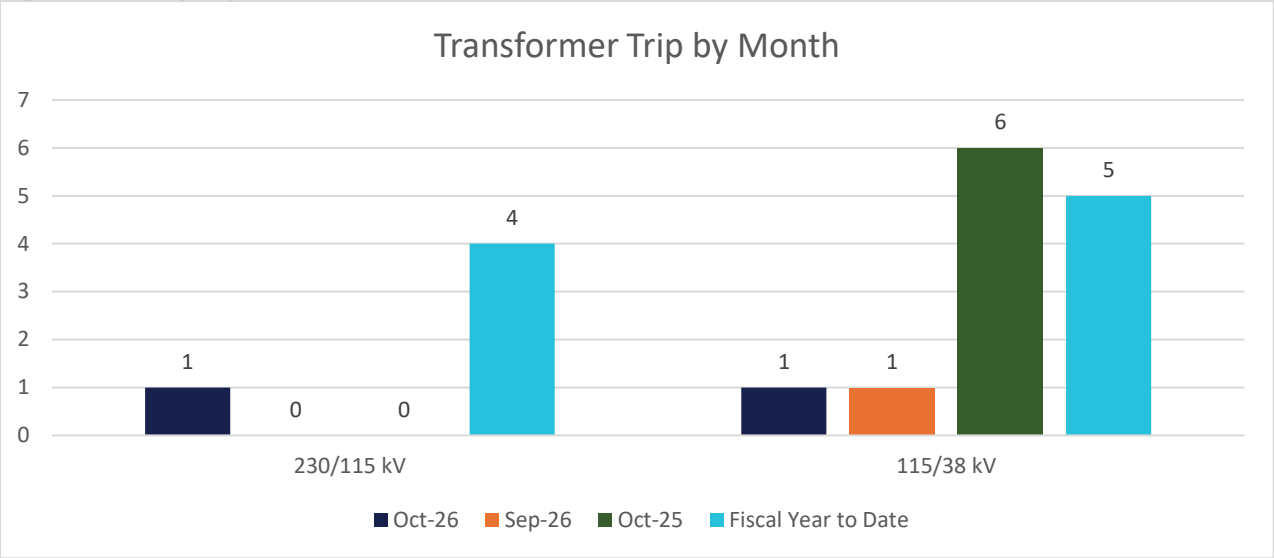
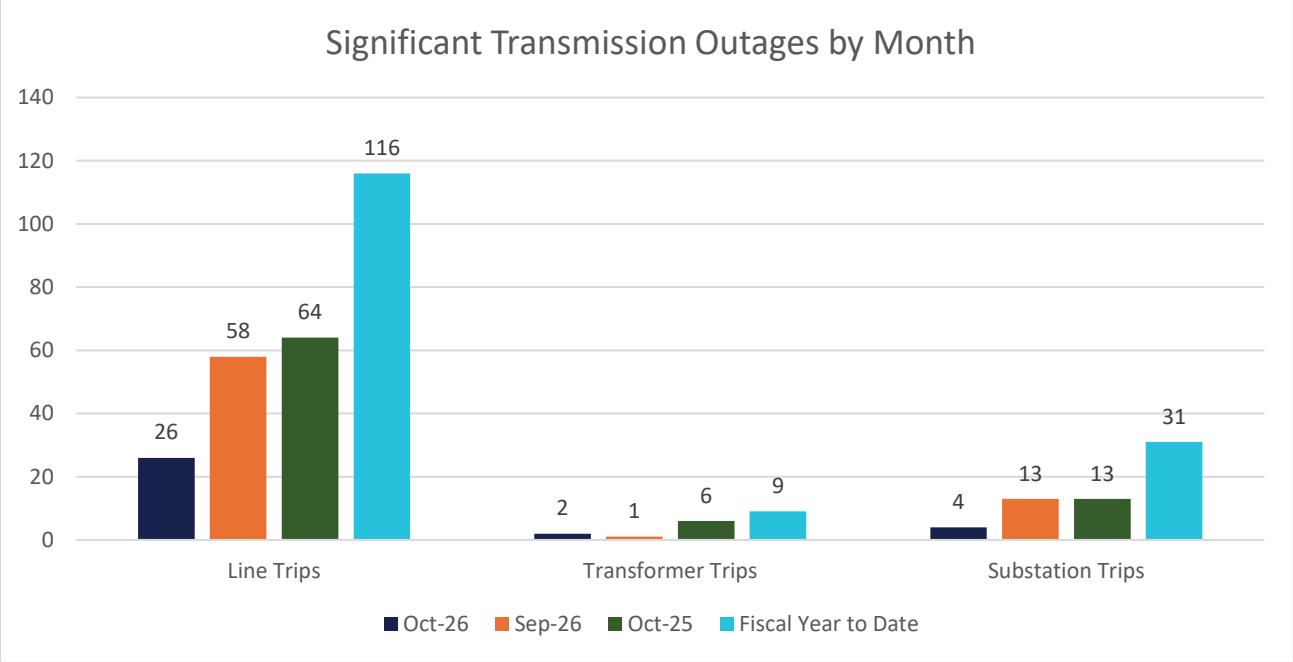


Figure 5 Significant Transmission Outages by Month



Note: For purposes of this report, a "significant transmission outage" is an unplanned interruption or loss of service involving transmission system equipment that affects, or has the potential to affect, the reliability, stability, or continuity of the electric power system.

4.2 District Performance

Quarter 1 FY2027 district-level reliability results were mixed. Seven districts improved their SAIDI compared with FY2026 Q4. The largest SAIDI improvements occurred in Fajardo, Caguas, and Barranquitas. Ten districts improved their SAIFI. The largest improvements occurred in Fajardo, Toa Baja, and Barranquitas. Results in the remaining districts demonstrate the need for continued operational focus on outage frequency and duration.

Table 4 District Performance

Performance Area	Districts Showing the Greatest Improvement	Districts Requiring Continued Focus
SAIDI	Fajardo: 38% improvement; Caguas: 35%; Barranquitas: 24%	Guayama: 103% increase; Canóvanas: 63%; Aguadilla: 35%
SAIFI	Fajardo: 49% improvement; Toa Baja: 41%; Barranquitas: 32%	Mayagüez: 77% increase; Aguadilla: 49%; Canóvanas: 47%

Tables 5 and 6 provide the complete FY2026 Q4 and FY2027 Q1 district-level SAIDI and SAIFI results.

Table 5 Q1 FY2027 SAIDI Transmission and Distribution ("T&D") per Operational Districts

SAIDI	Q4 FY2026 (min)	Q1 FY2027 (min)	% Change	Desired Direction
Aguadilla	392.22	528.74	35%	Lower
Arecibo	676.97	535.52	-21%	Lower
Barranquitas	489.85	374.4	-24%	Lower
Bayamón	448.8	371.81	-17%	Lower
Caguas	553.83	359.66	-35%	Lower
Canóvanas	317.99	518.42	63%	Lower
Fajardo	292.04	180.8	-38%	Lower
Guayama	121.32	245.99	103%	Lower
Humacao	367.46	394.8	7%	Lower
Mayagüez	516.76	673.43	30%	Lower
Ponce	261.55	234.46	-10%	Lower
San Juan	488.3	590.12	21%	Lower
Toa Baja	378.74	306.18	-19%	Lower
Utuado	900.86	1163.87	29%	Lower
Vega Baja	390.38	498.72	28%	Lower

SAIDI	Q4 FY2026 (min)	Q1 FY2027 (min)	% Change	Desired Direction
Yauco	355.62	410.16	15%	Lower

Table 6 Q1 FY2027 SAIFI T&D per Operational District

SAIFI	Q4 FY2026 (interruptions per customer)	Q1 FY2027 (interruptions per customer)	% Change	Desired Direction
Aguadilla	1.49	2.23	49%	Lower
Arecibo	2.98	2.44	-18%	Lower
Barranquitas	2.33	1.59	-32%	Lower
Bayamón	2.70	2.12	-22%	Lower
Caguas	1.79	1.63	-9%	Lower
Canóvanas	2.12	3.12	47%	Lower
Fajardo	2.21	1.13	-49%	Lower
Guayama	1.16	1.09	-6%	Lower
Humacao	1.96	1.94	-1%	Lower
Mayagüez	1.90	3.36	77%	Lower
Ponce	1.50	1.29	-14%	Lower
San Juan	2.21	2.99	35%	Lower
Toa Baja	2.97	1.74	-41%	Lower
Utuado	3.31	3.89	17%	Lower
Vega Baja	2.35	1.95	-17%	Lower
Yauco	1.67	1.89	14%	Lower

4.3 Transmission, Substations & Distribution

October field execution included feeder reconstruction, automation, pole replacement, customer connections, planned outage support, protection-relay calibration and preventive and corrective transmission work.

OCTOBER OPERATIONAL SNAPSHOT

296 Distribution customer connections and disconnections completed	**17** Hot spot repairs completed	**310** Poles replaced across Operations and Capital activities
127 Substation maintenance tasks completed	**329** Protection relays calibrated	**187** Transmission preventive and corrective transmission-line maintenance activities performed

4.3.1 RECOVERY CONSTRUCTION PROGRAM PROGRESS

Table 7 Operational Work Performed

Program Name	Description	As of October 31, 2026, FY2027 Actuals	
		Capital	Operations
Streetlight	Luminaires (Phase 1: Components (including light fixtures and bulbs))	1,471	23
Substation	Total Transformers Energized	0	0
	Total Breakers Energized	5	2
Vegetation*	Total Capital Work & No Work Miles Cleared	771.02	712.85
AMI	Total Meters Replaced	156,677	12,814
Distribution Automation	Total Reclosers Installed	109	N/A

Note: All numbers represented above refer to units installed, replaced, and energized depending on program.
Note: Work miles cleared, along with miles assessed as not needing work and marked as "clear," are measured against the total obligation.

Table 8 Pole Replacement by Category Fiscal YTD

Pole Category	Capital FYTD	Operations FYTD
Streetlight poles	334	—
Distribution poles	96	853
Automation poles	97	—
Transmission poles	31	41
Total	558	894

Table 9 Pole Replacement by Category October 2026

Pole Category	Capital October 2026	Operations October 2026
Streetlight poles	8	—
Distribution poles	107	162
Automation poles	14	—
Transmission poles	19	—
Total	148	162

Operational Highlights

- **Distribution Execution.** Completed 61 electric certifications, 144 customer connections and disconnections, 17 hot-spot repairs, 28 maintenance activities and 48 DOE-funded P12 projects while adding 105 new primary customers.
- **Asset Modernization.** Replaced 310 poles during October across capital and operational activities. Capital work included 148 pole replacements: 8 streetlight poles, 107 distribution poles, 14 distribution automation poles and 19 transmission poles. Operations replaced an additional 162 poles, consisting of 162 distribution poles.
- **Substation and Transmission Reliability.** Completed 127 substation maintenance tasks, calibrated 329 protection relays and performed 187 preventive and corrective transmission-line activities (38kV, 115kV & 230kV).
- **Advanced Metering Infrastructure.** Exchanged 57,368 meters during October, bringing FY2027 year-to-date meter exchanges to 169.491

4.3.2 RECOVERY CONSTRUCTION PROGRAM COMPLETION HIGHLIGHTS

- **Distribution**
  - Feeder Rebuild #1303-02 reached 95% construction completion.
  - Feeder Rebuild #8101-03 progressed to 66% completion.
  - Feeder Rebuild #3502-02 progressed to 11% completion.
- **Grid Automation**
  - Several automation groups are nearing completion:
  - Group 26: 95% complete
  - Group 15: 94% complete
  - Group 18: 85% complete
  - Group 19: 83% complete
- **Supervisory Control and Data Acquisition (“SCADA”) / Telecommunications**
  - SCADA Remote Access & RTU Replacement Group 1 advanced to 92% completion, continuing modernization of grid visibility and control capabilities.
- **Substations**
  - Bayamón TC Breaker Replacement project reached 94% completion.
  - High Voltage Equipment Replacement Group 1 reached 73% completion.

4.4 Vegetation Management & Right-of-Way Performance

During October, LUMA completed 406.87 miles of vegetation clearing and maintenance, supported by more than 1,350 full-time-equivalent vegetation field personnel at peak deployment. LUMA also advanced federally

funded work across priority distribution and transmission corridors, strengthened program controls and expanded its remote-sensing capabilities to improve planning, project scoping and FEMA documentation.

A core objective of the program is the establishment and maintenance of Compliant Rights-of-Way ("ROW"), defined as corridors where vegetation clearances meet applicable utility standards for the voltage, configuration, and operating conditions of the electric system. Achieving and sustaining compliant ROW conditions requires the identification and mitigation of vegetation encroachments through trimming, removal, and ongoing maintenance activities that reduce the likelihood of vegetation-related outages and safety events. The program is executed through a risk-based, data-driven approach that prioritizes locations with the greatest reliability impact while progressing toward sustainable maintenance cycles across the system. The quarterly results presented in this report demonstrate LUMA's continued execution of these objectives, highlighting progress in vegetation inspections, corrective maintenance, compliant ROW restoration, and overall system reliability improvement efforts.

Image 1 Tree-Conductor Clearance Requirements for Distribution

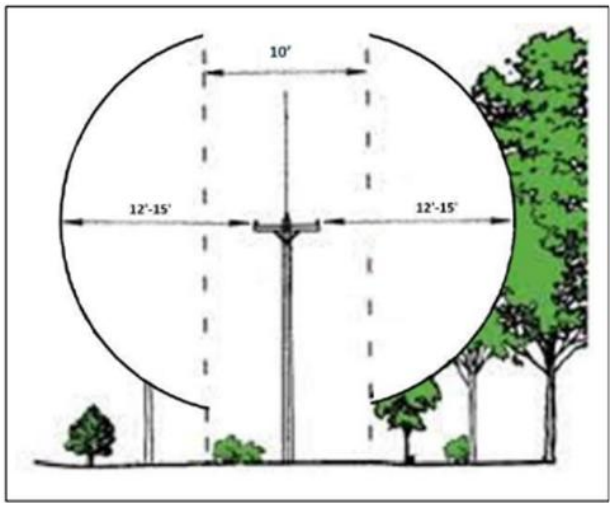


Table 10 Transmission Tree-Conductor Clearance Requirements, Wire and Border Zones

Line Type	Voltage Class	Wire Zone Clearance	Edge Zone Clearance	ANSI Z133 MAD
All Types	230 kV	Remove Incompatible Species	25'/edge of easement	7'0''
All Types	115 kV	Remove Incompatible Species	20'/edge of easement	3'11''
All Types	38 kV	Remove Incompatible Species	15'/edge of easement	2'11''

4.4.1 VEGETATION MANAGEMENT PROGRESS

- **October Execution.** Completed 406.87 miles of vegetation clearing and maintenance to improve system reliability and reduce vegetation-related risks, including wildfire risk.
- **Field Capacity.** Deployed more than 1,350 full-time-equivalent vegetation field personnel at peak staffing, supporting the continued ramp-up of field execution.
- **Federally Funded Distribution Work.** Continued federally funded vegetation work in Bayamón A HD/LD, Arecibo A LD, Caguas A LD, Mayagüez A LD and across single-line distribution obligations.
- **Transmission Corridor Planning.** Advanced clearing and execution planning for 38 kV Lines 1900 submitted additional 38 kV lines to FEMA for obligation.
- **LiDAR Deployment.** Ongoing LiDAR flights are being conducted across all transmission lines to support aerial data collection and vegetation management activities.
- **Expanded Drone Capability.** Received a DOE-funded drone that will allow LUMA to survey additional line corridors and improve the efficiency and quality of field-data collection.
- **Contracting Outlook.** Continued ramping up federally and ratepayer-funded vegetation work. Output may level off in the coming weeks and months as new vegetation contracts are, and safe execution ramps up with successful vendors.

Table 10 Federal and O&M Vegetation Management: Summary 2026

Project Status

Voltage	Total Projects	Submitted to FEMA	Pending FEMA Submission	Projects Obligated
Distribution	25	19	6	19
38 kV	35	29	6	28
115 kV*	10	10	0	10
230 kV	1	1	0	1
Total	**71**	**59**	**12**	**58**

FEMA Obligated Miles and Funding

Voltage	Miles Submitted	Miles Pending	Miles Obligated	Miles Denied	% Obligated	Funds Obligated (millions)
Distribution	5,181.86	7,325.04	5,148.03	33.83	99%	$549.8
38 kV	811.34	557.20	242.07	569.27	30%	$41.6
115 kV*	567.81	0.00	115.35	452.46	20%	$38.2
230 kV	402.54	0.00	38.21	364.33	9%	$12.9
Total	**6,963.54**	**7,882.24**	**5,543.66**	**1,419.88**		**$642.5**

October 2026 Vegetation Management Miles

Voltage	Federally Funded Clearing*	OpEx Maintenance	Total Miles
Distribution	219.16	113.89	333.05
38 kV	0	40.92	40.92
115 kV	2.86	15.46	18.32
230 kV	0.00	14.58	14.58
Total	**222.02**	**184.85**	**406.87**

Note: Figures may not add up due to rounding.
*For federally funded miles, reported figures include completed work and, for certain circuits, miles assessed as clear spans. All reported circuits have undergone physical vegetation clearing activities.

Table 11 Vegetation Management Miles

Fiscal Year	Funding Source	Distribution (miles)	Transmission (miles)	Total (miles)
FY2022	Operational Budget	423.7	493.1	916.8
FY2023	Operational Budget	1232	1214	2446
FY2024	Operational Budget	980.8	552.8	1501.6
FY2025	Operational Budget	730.5	893.3	1623.8
FY2025	Federally Funded	684.16	0	684.16
FY2026	Operational Budget	464.36	843.46	1307.82
FY2026	Federally Funded	476.98	14.97	491.95
FY2027 - To date	Operational Budget	443.89	268.96	712.85
FY2027 - To date	Federally Funded	748.16	22.86	771.02

Note: Operational-budget miles include rights-of-way clearing or maintenance. Federally funded miles include rights-of-way clearing

4.4.2 HIGHLIGHTED VEGETATION WORK

Image 2 Bayamon Region Feeder 9103-01



Image 3 Caguas Line 3301-01



Image 4 Mayaguez Region Line 6014-02



4.4.3 RECOVERY ACCOMPLISHMENTS HIGHLIGHTS

- FEMA-funded vegetation activities now encompass more than **5,543 obligated miles** islandwide.
- As of October 31, 2026, the federally funded vegetation portfolio has resulted in approximately 1,892 miles cleared, assessed as clear, or otherwise addressed, representing significant progress toward long-term reliability improvements.

Near-Completed Projects

- Arecibo High Density: 98% complete
- Mayagüez High Density: 97% complete
- Caguas High Density: 89% complete
- Ponce High Density: 83% complete

4.5 Renewable, DER, Storage & Generation Integration

4.5.1 INTERCONNECTION OF APPROVED UTILITY-SCALE RENEWABLE SOLAR AND ENERGY STORAGE PROJECTS

During October, LUMA continued supporting renewable energy and battery storage projects through interconnection studies, design reviews, technical evaluations, and regulatory coordination. Several projects advanced key development, construction, and design milestones, while others progressed through agreement execution and interconnection requirements. LUMA's efforts also included completing interconnection assessments, technical evaluations, and feeder studies to support the continued integration of renewable and energy storage resources into the electric system.

Table 12 Project Milestones

Project	Developer	Current Status	Next Milestone and Timing
Ciro One	Putnam	Minimum Technical Requirement (MTR) compliance activities are underway.	Complete MTR compliance by February 2027.
Ciro Sectionalizer	Putnam	Construction is 99% complete.	Complete remaining TL40100 work by December 2026.
Yabucoa Solar	Infinigen	Pre-operational period underway.	MTR testing.
Peñuelas Energy Storage	Convergent	The 60% POI design milestone was achieved.	Reach 90% design completion in December 2026.
Barceloneta BESS	Pattern	The 30% POI design milestone was achieved.	Complete the 60% design milestone in November 2026.
Hostos	Hostos	System impact study (SIS) of 645 MW completed. SIS 700 to be completed by end of November 2026.	LGIA negotiation
Energiza Combined Cycle	Energiza	The Power Purchase and Operating Agreement (“PPOA”) has been executed between the developer and PREPA.	Complete the System Impact Study by Nov 2026 and continue with the Large Generator Interconnection Agreement (LGIA).
Xzerta	Xzerta	100% Detailed Design submitted by proponent. LUMA addressing multiple comments and corrections to the submitted documents.	Receive IFC

Table 13 Near-Term Actions and Dependencies

Project or Project Group	Required Action
Guayama Solar	Issue the Notice to Proceed (NTP).
Tetris Power	NTP – December 2026
Caguas and Ponce Energy Storage	NTP – March 2027. Project being transferred to a new proponent.
Yabucoa Energy Park	Execute the outstanding agreements required to begin implementation.
Naguabo Energy Park	Execute outstanding agreements and provide an updated PSS®e model following completion of the system impact and facility site assessments. The model is required to determine potential network upgrades, associated costs, and system impacts.
Solaner San Germán BESS	Provide an updated PSS®e model.
San Juan Solar	Complete execution of the PPOA and Energy Storage Services Agreement between the developer and PREPA.
Marisol Power	Complete the PPOA amendment supporting the proposed capacity increase from 40 MW to 58 MW.
CS-UR Vega Baja	Complete the 30% design review for the 60 MW project.
Tranche 4 Projects	Satisfy all conditions required for contract execution by PREPA, P3A, and the Financial Oversight and Management Board.
Ciro One BESS	Provide PSS®e models & Interconnection Application Form
Ciro Two BESS	Completing ESSA signing conditions.
Guayama BESS	Completing ESSA signing conditions.

Table 14 Interconnection Activity Summary

Activity	October Progress
Large-scale interconnection studies completed	1
Capacity represented by completed studies	645 MW
MTR evaluations completed	1
Capacity represented by completed MTR evaluations	84 MW
Requests for Information closed	1
Feeder cluster studies completed	85

Activity	October Progress
Distributed Energy Resources evaluated through feeder cluster studies	1920

5.0 Federal Funding & Recovery Programs

During October, LUMA advanced DOE- and FEMA-funded recovery initiatives, including completion of six transmission line restoration projects, advancement of telecommunications hardening activities, submission of 12 streetlight amendments expected to unlock approximately $143.9 million, submission of two vegetation projects valued at $16.1 million, and receipt of $69.5 million in FEMA advances. These efforts continue strengthening grid reliability and resilience across Puerto Rico.

5.1 DOE Grant Key Milestones

DOE-funded programs continued advancing field execution and technology deployment across metering, transformers, transmission, switchgear, distribution automation, system intelligence, telecommunications and work planning.

During October, all transformer modernization projects remained energized and in service, transmission restoration activities were completed on six transmission lines, and Distribution Automation advanced through technical closeout activities while completing additional resiliency improvements.

System Stabilization and Modernization continued progress on remaining non-critical upgrades and testing activities, while Utility Pole Attachments advanced surveying, asset tagging, cable removal, and compliance efforts.

Telecommunications Network Hardening continued deployment of LMR, microwave and OPGW infrastructure.

The following table summarizes current program status, **October progress**, upcoming milestones and reported funding activity.

Table 15 Program Status and Upcoming Milestones

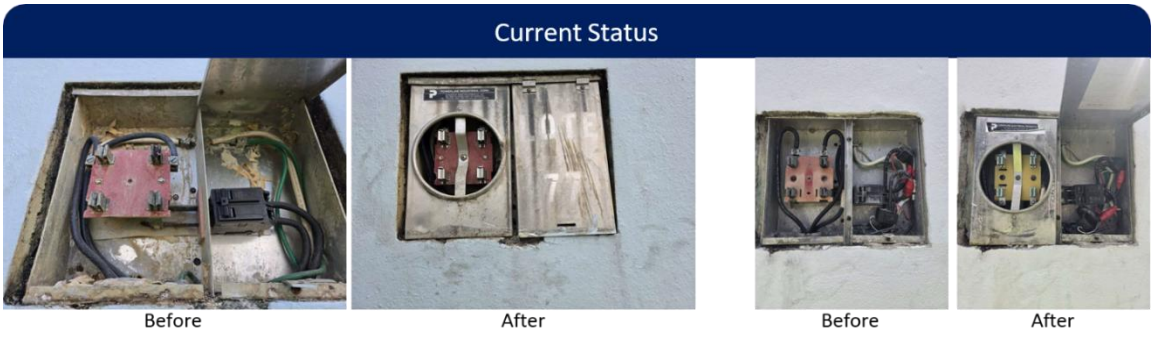
Program	Current Status and Progress	Next Milestone or Dependency	Funding Status
P-1 Behind-the-Meter Repairs for AMI	Program underway with 868 assessments and repairs completed toward the 2,500-repair target. Customer outreach, extended work hours, and weekend operations continue to support increased production.	Continue assessments and repairs supporting AMI deployment and increase throughput toward program completion.	RFR received: $0.7 million; budget: $10.1 million.
P-2 Transformer Modernization	All transformers at the Caguas, Monacillos, Bayamón, Mora, and Fajardo substations are energized and in service. Technical work is substantially complete, and the second tranche report has been submitted. Closeout activities are underway.	Complete financial closeout activities and finalize cost reconciliation efforts.	RFR received: $17.9 million; budget: $18.1 million.

Program	Current Status and Progress	Next Milestone or Dependency	Funding Status
P-3 Transmission Line Restoration	Restoration activities are substantially complete. Transmission Lines TL-9100, TL-2100, TL-13600, TL-12600, TL-4500, and TL-13100 have been repaired, restored, and energized. TL-2200 remains pending contractor mobilization and task order execution.	Complete contractor mobilization and initiate restoration activities on TL-2200, with final restoration and closeout activities planned for FY27.	RFR received: $13.0 million; budget: $15.7 million.
P-4 Priority Switchgear Modernization	Civil work activities continue at the Covadonga Substation, including installation activities associated with two new 38-kV breakers. At Llorens Torres Substation, project teams continue coordination activities while awaiting final vendor engineering drawings to support switchgear replacement and commissioning.	Complete civil construction activities at Covadonga Substation and receive vendor drawings and equipment required for installation and commissioning at Llorens Torres Substation.	RFR received: $1.6 million; budget: $11.8 million.
P-5 Distribution Automation Devices	Program execution is substantially complete. Final QA/QC documentation and technical closeout documentation have been completed and submitted. Additional work funded through project savings included installation of 21 reclosers, 134 WPF work points, and two of three 38-kV reclosers. Remaining activities are limited to financial closeout	Complete financial closeout activities and finalize project reporting.	RFR received: $17.9 million; budget: $19.5 million.
P-6 System Stabilization and Modernization	Critical upgrades are complete across core substations, protection and control systems, telecommunications systems, and transmission assets. Non-critical work continues progressing, with remaining protection and control and telecommunications upgrades undergoing final implementation and testing.	Complete remaining non-critical upgrades, PAC testing, telecommunications integration activities, and project closeout by December 31, 2026.	RFR received: $15.1 million; budget: $19.4 million.
P-7 System Stabilization Intelligence Enhancement	Program is substantially complete. All major deliverables have been completed except the Enhanced Aerial Inspection gimbal system. Imagery processing computers and associated equipment have been delivered, and installation and certification activities remain underway.	Receive and deploy the Enhanced Aerial Inspection gimbal and complete installation and training certification activities.	RFR received: $0.9 million; budget: $1.4 million.
P-8 Utility Pole Attachments	Survey activities are 99% complete with 5,203 poles surveyed and 4,030 poles calibrated. Asset tagging is 64% complete and third-party attachment compliance is 48% complete. Removal of abandoned cable has been completed on 174 poles totaling 26,741 linear feet.	Continue asset tagging, cable removal, and third-party attachment compliance activities while advancing construction work packages and remediation efforts through FY27	RFR received: $1.9 million; budget: $12.0 million.

Program	Current Status and Progress	Next Milestone or Dependency	Funding Status
P-11 Telecommunications Network Hardening	Telecommunications hardening activities continue across the LMR, Microwave, and OPGW programs. Eight of thirteen LMR sites have completed installations, including El Yunque, Monacillos, Ponce, El Gato, Atalaya, Manatí, and Santa Ana. OPGW preparations are underway on Transmission Line 37200, while telecommunications teams continue fiber termination preparations at the Victoria and Añasco substations.	Continue deployment of remaining LMR sites, advance microwave installations and licensing activities, and complete OPGW fiber replacement activities, including Phase II work on Transmission Line 37200 planned for FY27.	RFR received: $1.1 million; budget: $12.4 million.
P-12 Work Planning Framework	Engineering is complete for 16 of 19 feeders, with 651 work points identified from 712 baseline points. Construction has been completed on 3 feeders representing 352 work points, and remaining feeders continue advancing through construction.	Complete construction activities on the remaining feeders and continue resiliency improvements.	RFR received: $0 million; budget: $6.6 million.

These programs are expanding LUMA's capabilities in grid automation, equipment modernization, transmission reliability, telecommunications, and advanced metering infrastructure readiness. Several projects have reached substantial completion, while remaining activities focus on switchgear modernization, telecommunications deployment, field construction, and project closeout activities. Due to remaining construction and implementation activities extending beyond the original period of performance, a grant extension request has been submitted to the U.S. DOE and is currently under review.

Image 5 Advanced Meter Infrastructure (AMI) Meter Repairs



As of October 2026, a total of 868 customer assessments and repairs have been completed under the Behind-the-Meter Repairs Program. Field activities continue to support AMI deployment readiness through corrective meter socket repairs and customer-owned equipment improvements.

Table 16 Transformer Modernization Summary

Equipment	Capacity	Clients Impacted	Energization Date	Previous Transformer Manufacture Year
Caguas TC (115/38 kV)	112 MVA	60,000	November 2025	1980
Monacillos Bank 1 (115/38 kV)	112 MVA	200,000	December 2025	1959
Monacillos Bank 3 (115/38 kV)	112 MVA		December 2025	1984
Fajardo (38/13.2 kV)	22.4 MVA	10,396	March 2026	1972
Bayamón TC Bank 1 (115/38 kV)	112 MVA	72,000	May 2026	1959
Mora (115/38 kV)	56 MVA	6,439	June 2026	1968
Total / Average		**348,835**		**Average age: 55 years**

Restoration activities were completed and lines energized for TL-9100, TL-2100, TL-13600, TL-12600, TL-4500, and TL-13100. Remaining work is focused on TL-2200, with contractor mobilization currently underway.

Image 6 Switchgear Modernization - Covadonga Substation



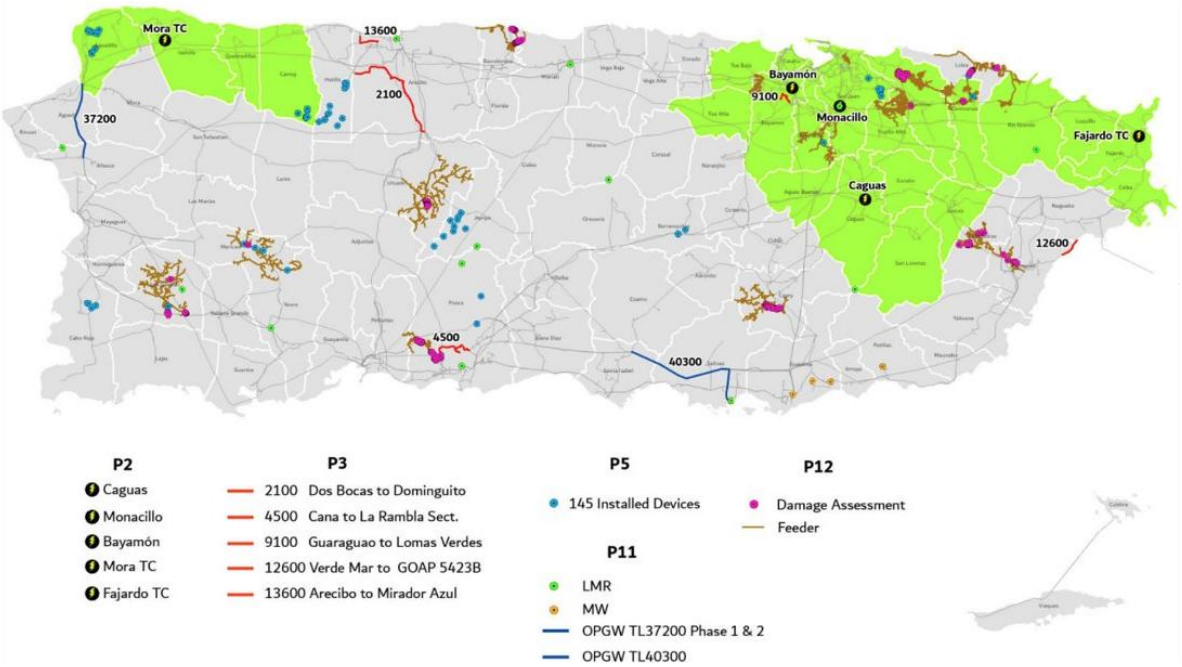
Civil work continues at Covadonga Substation to support installation and commissioning of two new 38-kV breakers.

Image 7 System Stabilization & Modernization



Critical upgrades have been completed across core substations, protection and control systems, telecommunications systems, and transmission assets. Remaining non-critical upgrades continue progressing through final implementation, integration, testing, and project closeout activities.

Image 8 DOE Grant Projects Map (P2, P3, P5, P11, and P12)



Geographic distribution of DOE-funded projects across Puerto Rico, including transformer modernization at the Caguas, Monacillos, Bayamón, Mora, and Fajardo substations (P2); transmission line restoration projects TL-2100, TL-4500, TL-9100, TL-12600, and TL-13600 (P3); distribution automation device installations (P5); utility feeder resiliency improvements (P12); and telecommunications network hardening initiatives, including LMR, microwave, and OPGW deployments on Transmission Lines 37200 and 40300 (P11).

5.2 FEMA Grant Key Milestones

During October, LUMA advanced streetlight and vegetation projects through FEMA processes and continued disciplined tracking of advances, expenditures and reimbursement activity across the recovery portfolio.

5.2.1 ADVANCEMENT OF PROJECT OBLIGATIONS

Submission of 12 out of 17 Streetlight amendments is underway, unlocking approximately $143.92 million for new projects. In addition, 2 new vegetation projects have been submitted to FEMA with an expected cost of $16.1 million. Furthermore, three priority transformer projects have been approved and activated, advancing critical infrastructure needs.

5.2.2 STRUCTURED FINANCIAL TRACKING OF RECOVERY ACTIVITIES

In October, LUMA requested $48.3 million and received $69.5 million in advances. This supports strong financial controls across the full project cycle, including spending, advance requests and reimbursement submissions.

Metric	September 2026	October 2026	Delta
Amount Submitted	$3.3 million	$48.3 million	$45 million
# of RFAs	3	3	0

5.2.3 CONTINUED PROGRESS UNDER FEMA WORKFLOW PROCESSES

FEMA's workflow reflects ongoing execution within the agency's established project review and funding mechanisms, supporting the advancement of multiple recovery initiatives across the system. Currently, FEMA has 77 Hurricane Maria projects moving through their workflow processes, representing a total estimated value of $1.09 billion.

5.3 Portfolio Status

Recovery execution continues to accelerate with approximately 385 FEMA projects initiated, including 239 projects currently under construction or completed. Multiple streetlighting, substation, vegetation, automation, telecommunications and transmission projects are progressing through construction, with several entering final completion stages during October.

FEDERAL RECOVERY PORTFOLIO

385 Projects initiated	**304** Projects obligated	**239** Projects in construction or completed	**$6.197 billion** Federal recovery funding obligated

6.0 Load & Revenue

October consumption and revenue exceeded both prior-year and forecast levels. Consumption, including the net-metering credit, was 2.0% higher than October 2025 and 7.2% above forecast. Total revenue was 28.0% higher than October 2025 and 24.1% above forecast. The revenue comparison is affected by the incorporation of previously separate riders into the FY2027 base rate.

Table 17 Consumption and Revenue

Metric	Compared with October 2025	Compared with Forecast	Primary Driver or Consideration
Consumption, including net-metering credit	2.0% higher	7.2% higher	Elevated cooling degree days ("CDD")
Consumption from the LUMA grid, excluding net-metering credit	1.3% higher	Not reported	Elevated CDDdays (CDD)
Total revenue	28.0% higher	24.1% higher	Consumption growth and ~39% higher FCA, PPCA and annual riders
Base revenue	6.0% higher	- 2.7% lower	

6.1 Consumption Performance

October 2026 consumption, including the net-metering credit, increased 2.0% compared with October 2025 and was 7.2% above forecast. Consumption supplied from the LUMA grid, excluding the net-metering credit, was 1.3% higher than the same month of the prior fiscal year.

Figure 7 exhibits the energy supplied from the LUMA grid by customer class compared with October 2025. Figure 9 illustrates the relationship among cooling degree days, gross generation and grid consumption. The "Smaller Classes" category presented in the figures includes Agriculture, Public Lighting and Other Authorities.

Table 19 October 2026 consumption, including the net-metering credit

	Forecast* Oct-26	Actual Oct-26	Variance Absolute	%	Actual Oct-25	Variance Absolute	%
Class							
Residential	577.5	652.8	75.2	13.0%	633.7	19.0	3.0%
Commercial	673.1	685.7	12.6	1.9%	686.6	-0.9	-0.1%
Industrial	119.0	130.7	11.7	9.9%	113.3	17.4	15.4%
Others**	27.0	27.7	0.7	2.6%	33.6	-5.9	-17.4%
Total	1,396.7	1,496.9	100.2	7.2%	1,467.3	29.7	2.0%

*Budget FY2027 (April 2026)
**Agriculture, Public Lighting and Other Authorities

Figure 7 Actual vs Forecast Consumption

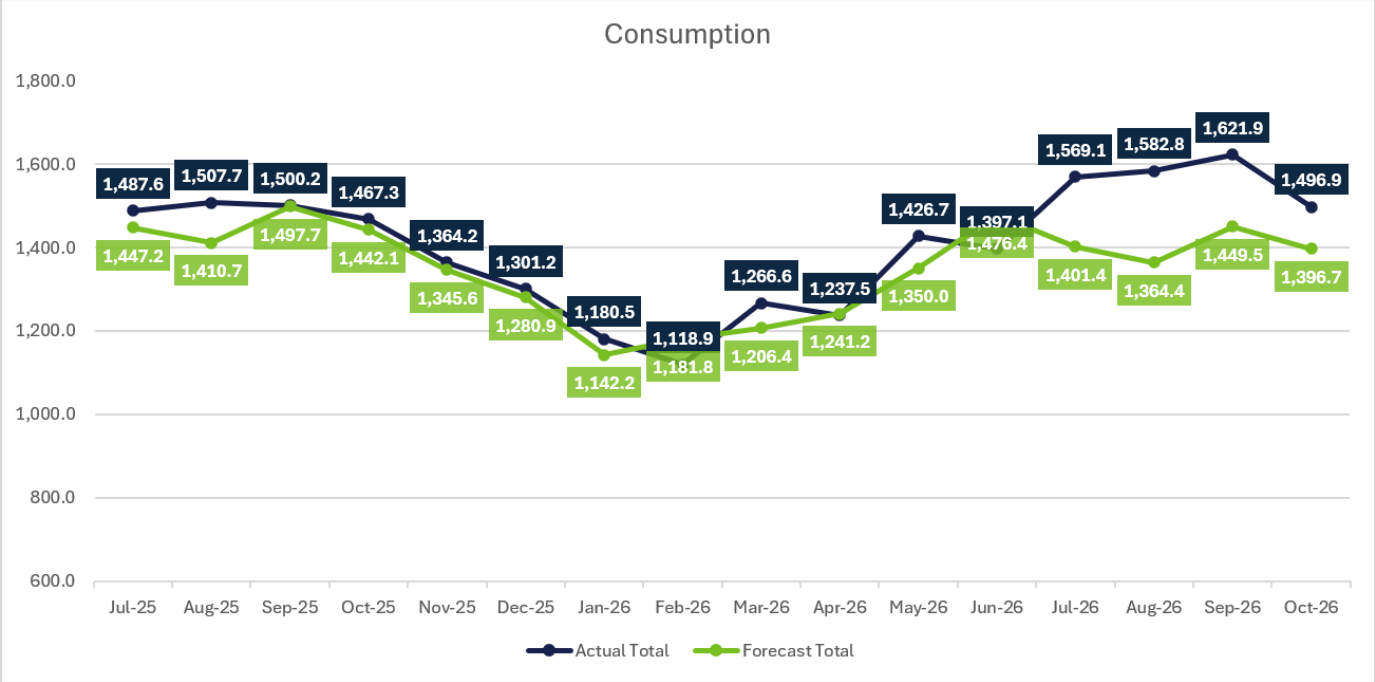
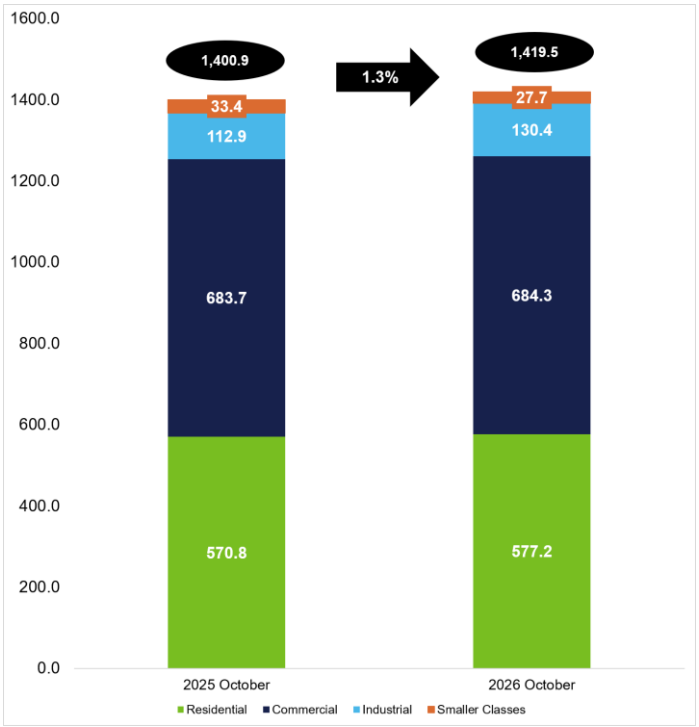
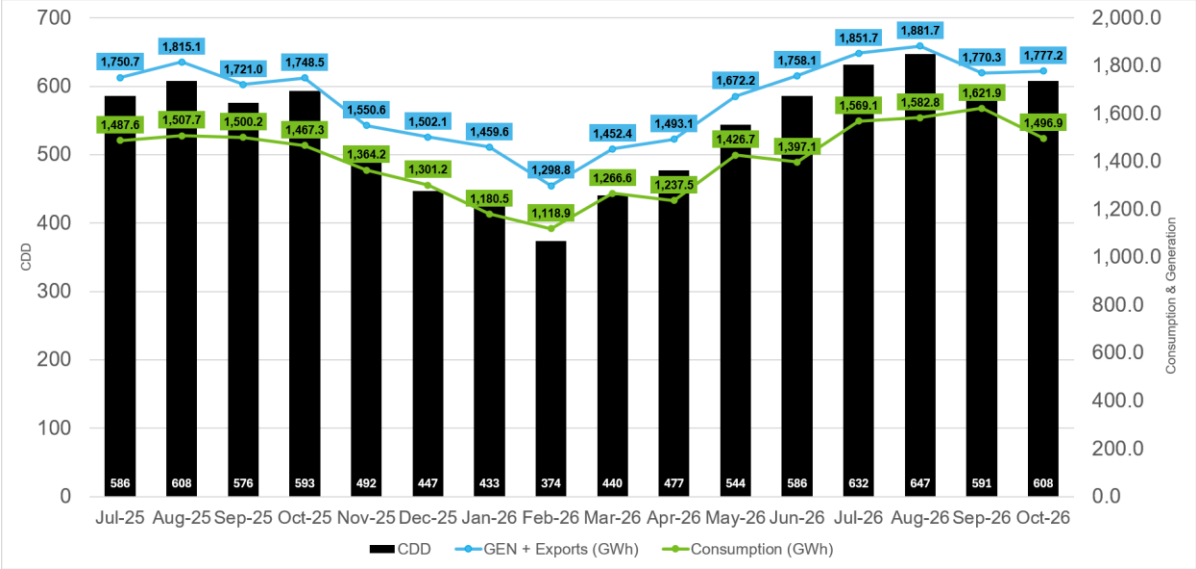


Figure 8 Consumption from LUMA Grid



This figure presents the total energy supplied from the LUMA grid by customer class relative to October 2025. It illustrates how grid-supplied demand rose despite contributions from net-metered customers.

Figure 9 CDD, Gross Generation plus Exports, Consumption from the Grid (excluding PREPA energy usage)



This figure shows the relationship between weather conditions, total system generation, and consumption from the grid. It highlights how elevated cooling degree days led to a substantial increase in energy demand.

6.2 Total Revenue Performance

Total revenue in October 2026 was 28.0% higher than in October 2025 and 24.1% above forecast. The primary drivers of the year-over-year increase were higher consumption and an ~39% increase in the adjustments clause and annual riders.

Table 20 October 2026 Total Revenue

	Forecast* Oct-26	Actual Oct-26	Variance Absolute	%	Actual Oct-25	Variance Absolute	%
Type							
Base Rate	156.9	152.6	-4.3	-2.7%	144.0	8.7	6.0%
FCA	185.9	301.4	115.6	62.2%	203.8	97.6	47.9%
PPCA	66.0	57.7	-8.2	-12.5%	47.8	9.9	20.7%
Riders**	30.6	33.2	2.6	8.6%	30.3	3.0	9.8%
Class							
Residential	175.5	222.7	47.2	26.9%	168.9	53.7	31.8%
Commercial	217.4	262.4	45.0	20.7%	207.8	54.5	26.2%
Industrial	34.7	46.7	12.0	34.7%	35.8	10.9	30.5%
Others***	11.9	13.3	1.5	12.3%	13.3	0.0	-0.1%
Total	439.4	545.1	105.7	24.1%	425.9	119.1	28.0%

*Budget FY2027 (April 2026)
**CILT, SUBA-HH, SUBA-NHH and EE
***Agriculture, Public Lighting and Other Authorities

6.3 Base Revenue Performance

October 2026 base revenue was 6% higher than October 2025 and 2.7% below forecast. The increase relative to the prior year reflects higher consumption.

Table 21 October 2026 Base Revenue

	Forecast* Oct-26	Actual Oct-26	Variance Absolute	%	Actual Oct-25	Variance Absolute	%
Class							
Residential	58.7	60.7	2.0	3.5%	54.1	6.6	12.3%
Commercial	81.2	74.6	-6.6	-8.2%	71.3	3.4	4.7%
Industrial	10.6	11.3	0.6	6.0%	11.8	-0.5	-4.3%
Others**	6.4	6.1	-0.3	-5.0%	6.9	-0.8	-11.9%
Total	156.9	152.6	-4.3	-2.7%	144.0	8.7	6.0%

*Budget FY2027 (April 2026)
**Agriculture, Public Lighting and Other Authorities

6.4 Power Purchase Cost Analysis

During October, Transmission Planning completed nine load evaluations, one short circuit evaluations, two breaker replacement analysis and continued review of preliminary power-purchase invoices.

- Load evaluations – 9 completed
- Breaker replacement analysis - 2 completed
- Short circuit evaluation – 1 completed

Table 22 PPOA Thermal Preliminary Invoices for Power Purchase Cost Adjustment ("PPCA")

Resource	Capacity MW	MWh	Power Purchase Payment (million)
Coal	454.3	306,824	$36.3
LNG	561	286,466	$18.8
Total	**1015.3**	**593,290**	**$55.4**

Table 23 PPOA Renewables Preliminary Invoices for PPCA

Resource	Capacity MW	MWh	Distribution	Power Purchase Payment ($ million)	REC Payments ($)	PPOA Total Payment ($ million)	Cost per MWh
Solar	317.1	21,669	61%	$3.37	$375,540	$3.75	$155.37
Wind	121	12,521	35%	$2.07	0	$2.07	$165.14
Landfill	4.8	1,350	4%	$0.135	$13.5	$0.135	$100.00
Total	**442.90**	35,560	**100%**	**$5.57**	**$375,553**	**$5.99**	**$156.70**

Note: Power Purchase and PPOA Total Payments are reported in millions of dollars. REC Payments are reported in actual dollars.

7.0 Billing & Collections

During October, LUMA reduced unbilled accounts to 1.11% of approximately 1.53 million billed accounts, established 6,177 new payment agreements, completed 112,021 outbound collection calls and collected more than $26.5 million through active collection efforts. Address standardization and invoice-delivery improvements also continued, with additional billing cycles scheduled for correction and validation.

BILLING AND COLLECTIONS SNAPSHOT

1.11% Unbilled accounts	**6,177** New payment agreements	**112,021** Outbound collection calls	**$26.5 million** Collected through active efforts

Effective billing and collections processes are essential to maintaining cash flow, supporting system operations and ensuring customers receive accurate and timely account information. This section summarizes ongoing initiatives to improve billing accuracy, enhance delivery performance, reduce unbilled accounts and strengthen collection efforts through targeted customer outreach, assistance programs and updated operational practices.

7.1 Address Standardization & Invoice Delivery

- LUMA launched Address Standardization initiative with its bill-print vendor to reduce returned mail and improved on-time invoice delivery.
- Customer addresses are being cleansed and validated using USPS-compliant standards.
- Cycles 9-11 were re-evaluated in October due to errors in the test. The remaining billing cycles will be addressed in the coming months. Backlog with external vendor for IT CCB implementation has delayed further cycles.
- Customers will be encouraged to verify their mailing information to support accurate delivery.
- The MiLUMA campaign continues to operate, and there was an increase of 0.02% in October. Total increase since July 2025 is 4.3%. Total Ebill customers is at 25%. Somos LUMA encouraged employees to move Ebill.

7.2 Billing Accuracy & Unbilled Accounts

- Unbilled accounts decreased to 1.11% of a total of 1,527,917 billed customers. Last October 2025 unbilled accounts were 1.24%.
- Estimation accounts decreased to 9.7% from 10% in September. Last October 2025, the estimation was 9.2%.

7.3 Customer Assistance Programs & Collections Activity

- LUMA began receiving Low Income Home Energy Assistance Program (“LIHEAP”) funds in April, applying more than $15.2 million to qualified customer accounts during October.
- In October, LUMA established 6,177 new payment arrangements, reaching a total of over 192,287 agreements since August 2021.
- LUMA completed 112,021 outbound collection calls in October, totaling over 6.9 million outbound collection calls since August 2021.

- The Revenue Protection team oversees collection efforts across all customer classes for accounts with past-due balances. During October, these efforts resulted in more than $25.5 million in collections, which contributed to LUMA's overall monthly collections. Collection efforts included outbound calls, letters, emails, andinbound call support.

7.4 Energy Irregularities – Operational Summary

Revenue Recovery and Customer Notifications

- Issued 62 customer notifications in October, for a total of 1,560 since the notification process began.
- These notifications represent $10.3 million in billed charges associated with energy irregularities

Field Investigations and Case Management

- Initiated 431 field activities in October to investigate potential unauthorized electricity use and metering irregularities.
- Reviewed 257 reports of suspected electricity misuse, resulting in 213 field investigation requests. An additional 30 reports lacked sufficient information for further action.

Energy Losses and Revenue Recovery

- Reported an 18.35% non-technical energy loss rate for October, as measured under the Puerto Rico Energy Bureau's regulatory reporting framework.
- Recovered $198,133 in electricity theft-related charges during October.
- Managed 10,352 irregular energy consumption cases, including 8,728 residential and 1,624 commercial cases, generating $76,893.75 in billed charges.

Customer Engagement and Collections

- Conducted 164 customer outreach calls related to outstanding energy irregularity charges, successfully reaching 49 customers.
- Secured seven payment arrangements representing $4,835.06 in scheduled initial payments.

8.0 Customer Experience

During October, LUMA continued supporting customers through financial-assistance programs, renewable-energy interconnections, account services, revenue-protection activities and targeted outreach. Since program inception, LUMA has supported more than $204 million in customer financial assistance, while more than 209,404 customers are connected to approximately 1,666 MW of solar-generation capacity with 2098 applications added in October contributing an additional 23 MW.

Q1 FY2027 results demonstrate continued improvement in customer experience performance. Net Energy Metering ("NEM") project activation duration improved 46.9% year over year, decreasing from 15.9 days in Q1 FY2026 to 8.4 days in Q1 FY2027. Customer complaint-rate results continue to be reported based on data published by the PREB. Call abandonment and average speed to answer remain areas requiring continued management attention.

8.1 Customer Experience Key Metrics

During October, LUMA processed more than $422 million in customer payments, serving 182,981 customers through its commercial offices and answered 151,331 customer calls. Q1 FY2027 results also showed meaningful improvements in the customer complaint rate and NEM project activation duration. Call abandonment and speed to answer remain key operational priorities, with measurable improvements throughout FY2027. Abandonment decreased from 44.87% in July to 34.53% in October, a reduction of 10.34 percentage points, while average speed to answer improved from 12:33 to 9:17. Continued focus remains on improving service accessibility, operational efficiency, and customer experience.

8.1.1 CUSTOMER EXPERIENCE PERFORMANCE SNAPSHOT

Table 18 Customer Experience Performance Snapshot

Metric	Current Result	Comparison or Context
Customer complaint rate	N/A	Customer complaint-rate results continue to be reported based on data published by PREB.
NEM project activation duration	8.4 days	Improved 46.9% from 15.9 days in Q1 FY2026.
Customer payments processed	$422 million	Increased approximately $16.6 million, or 4%, from October
Customers served through commercial offices	182,981	Remained generally stable, increasing by approximately 286 customers from October
Claims activity	32 completed; 184 pending	October 2026 activity
Customer calls answered	151,331	October 2026 activity

8.1.2 PERFORMANCE HIGHLIGHTS

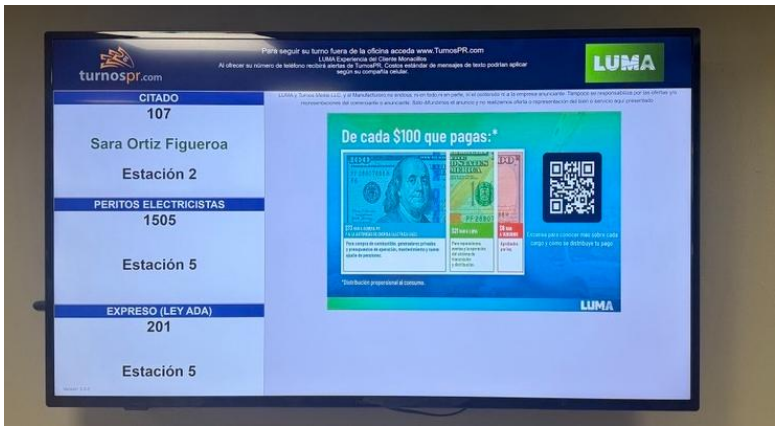
- **Improved Customer Outcomes.** Q1 FY2027 results showed continued customer experience improvement. NEM project activation duration improved 46.9% year over year, decreasing from 15.9 days in Q1 FY2026 to 8.4 days in Q1 FY2027. Customer complaint-rate results continue to be reported based on data published by the PREB.
- **Customer Payment Activity.** Customer Payment Activity. LUMA processed approximately $422 million in customer payments during October, an increase of approximately $16.6 million compared with September.
- **In-Person Customer Service.** Commercial offices served 182,981 customers during October, with overall customer volume remaining stable compared with the prior month.

- **Contact Center Activity.** October performance reflects continued progress in operational efficiency and customer experience. Call abandonment improved to 34.53%, compared to 41.93% in September, while average speed to answer decreased from 11:52 to 9:17. First Contact Resolution increased to 70.01%, exceeding the 70% benchmark, and Average Handle Time improved to 8:59. These results demonstrate the positive impact of ongoing workforce optimization, performance management, and service improvement initiatives.
- **Claims Management.** During October, 32 claims were completed and 184 remained pending. LUMA continues monitoring claim activity and resolution progress.

8.2 Customer Notifications & Communication Efforts

- **Energy Irregularities:** LUMA completed 49 customer-notification calls. Forty-nine customers answered, resulting in four payment agreements and $4,835.06 in prompt payments.
- **Revenue Protection:** Completed more than 112k outbound calls, resulting in over 6,170 customers enrolling in payment arrangements and collections over 26.5 M, threby improving LUMA's overall collection efforts.
- **Media Outreach:** Conducted proactive media engagement focused on customer bill increases, fuel cost impacts, bill components, reliability initiatives, transmission improvements, grid modernization efforts and DOE-funded infrastructure projects. Outreach included interviews and spokesperson participation to provide context, address misinformation and strengthen customer understanding.
- **Social Media:** Published educational content explaining electric bill charges, cost drivers, and available payment assistance programs, while highlighting reliability improvements, grid modernization projects and ongoing investments in the electric system to promote transparency and customer awareness.
- **Bill Insert and Newsletter:** Deployed a multi-channel education campaign to help customers better understand their electric bills. Efforts included a bill insert focused on bill components and charges, a dedicated section in the customer newsletter, and informational content displayed on monitors at regional Customer Experience offices.





8.3 Customer Impact Highlights

- **Customer assistance**. More than $204 million in financial assistance has been supported since program inception.
- **Distributed energy growth**. Customer Battery Energy Sharing (“CBES”) performed 18 events in the month of October, minimizing or aided in preventing manual load sheds or blackouts, thanks to the nearly 115,000 enrolled participants.
- **Complaint performance**. Customer complaint-rate results continue to be reported based on data published by the PREB
- **NEM activation**. Project activation duration improved 46.9% year over year, decreasing from 15.9 days in Q1 FY2026 to 8.4 days in Q1 FY2027.
- **Reduced customer bills**. Reduced customer bills through energy efficiency initiatives in October by 1,894 MWh totaling nearly 5400MWh year to date

9.0 Regulatory, T&D OMA & Audit Matters

During October, LUMA submitted 20 PREB filings and responded to 13 PREB requests for information, advanced priority federal funding and third-party attachment matters and continued engagement with legislative and executive-branch stakeholders. LUMA also supported ongoing external audit activity and continued documenting PREPA's outstanding obligations under the T&D OMA. Privileged and confidential.

During October, LUMA responded to over 135 T&D OMA related communications including reports, RFIs and other requests to key external stakeholders including P3A, FEMA, COR3, DOE, FOMB and others.

9.1 Regulatory Highlights

LUMA participated in and supported discussions with the PREB across a broad range of topics during the month. For the month of October 2026, we submitted 20 filings and responded to 13 RFIs.

Table 19 Activity by Docket October 2026 Activity

Docket	Docket Name	Filings Submitted	Hearings Attended	RFIs Responded
NEPR-MI-2020-0001	Permanent Rate	1	0	1
NEPR-MI-2023-0001	Wheeling Implementation	2	0	0
NEPR-MI-2019-0007	Legacy Performance Metrics	1	0	0
NEPR-AP-2023-0004	Integrated Resource Plan (IRP)	0	0	2
NEPR-MI-2019-0009	Interconnection Regulation	1	0	0
NEPR-MI-2021-0002	Federal Funding	7	0	5
NEPR-MI-2024-005	Priority Stabilization Plan	1	0	0
NEPR-IN-2025-0001	Electricity Service Interruption from December 31,2024	1	0	0
NEPR-MI-2022-0005	Federally Funded Competitive Process	1	0	0
NEPR-MI-2020-0004	Initial Budgets	1	0	0
NEPR-MI-2022-0001	Energy Efficiency and Demand Response Transition Period Plan	1	0	0
NEPR-MI-2026-0002	Energy Efficiency and Demand Response Three-Year Plan	1	0	1

Docket	Docket Name	Filings Submitted	Hearings Attended	RFIs Responded
NEPR-MI-2021-0013	Electric Vehicles	1	0	0
NEPR-MI-2023-0003	Annual Performance Test Procedure	1	0	4
Total		**20**	**0**	**13**

Table 26 Fiscal YTD Activity

Docket	Docket Name	Filings Submitted	Hearings Attended	RFIs Responded
NEPR-MI-2020-0001	Permanent Rate	7	1	5
NEPR-MI-2026-0005	2026 Permanent Rate	8	0	0
NEPR-MI-2023-0001	Wheeling Implementation	2	0	0
NEPR-MI-2021-0001	System Operation Principles	1	0	4
NEPR-MI-2019-0007	Legacy Performance Metrics	2	0	0
NEPR-AP-2023-0004	Integrated Resource Plan (IRP)	0	0	2
NEPR-MI-2019-0006	DG Interconnection	1	1	0
NEPR-MI-2019-0009	Interconnection Regulation	2	0	0
NEPR-MI-2020-0001	Streetlights	1	0	0
NEPR-MI-2020-0004	Initial Budgets	7	0	0
NEPR-MI-2021-0002	Federal Funding	28	0	8
NEPR-MI-2024-005	Priority Stabilization Plan	10	0	0
NEPR-MI-2019-0005	Vegetation Management Plan	9	0	0
NEPR-MI-2022-0005	Federally Funded Competitive Process	1	0	0
NEPR-MI-2019-0006	Emergency Response Plan	1	0	0

Docket	Docket Name	Filings Submitted	Hearings Attended	RFIs Responded
NEPR-AP-2021-0001	CIRO ONE PPOA	3	0	1
NEPR-MI-2020-0019	System Remediation Plan	2	0	0
NEPR-MI-2024-0001	PREB Approved Investments	1	0	0
NEPR-MI-2022-0001	Energy Efficiency and Demand Response Transition Period Plan	2	0	0
NEPR-MI-2026-0002	Energy Efficiency and Demand Response Three-Year Plan	2	0	1
NEPR-MI-2021-0013	Electric Vehicles	1	0	0
NEPR-AP-2021-0002	Xzerta Tec Solar PPOA	2	0	1
NEPR-AP-2025-0003	Energiza PPOA	1	0	1
NEPR-MI-2024-0002	LUMA's Accelerated Storage Addition Program	3	0	0
NEPR-MI-2023-0003	Annual Performance Test Procedure	1	0	4
NEPR-AP-2023-0004	Integrated Resource Plan	2	0	2
Total		**100**	**2**	**29**

9.1.1 REGULATORY PRIORITY HIGHLIGHTS

- **NEPR-MI-2021-0004 | Initial Budgets** - On October 28, 2026, LUMA submitted the FY2026 Year-End Report to the Puerto Rico Energy Bureau, providing a comprehensive overview of the Company's financial performance, capital execution, and operational results for the fiscal year ended June 30, 2026. The report also highlights key initiatives, major accomplishments, and critical milestones achieved in support of system reliability, resilience, and customer service during FY2026.

- **NEPR-MI-2020-0001 | Permanent Rate -** On October 15, 2026, LUMA provided a monthly update to the PREB regarding Fuel Charge Adjustment ("FCA") and Purchased Power Charge Adjustment ("PPCA")0 budget-to-actual for the September 2026. Actual fuel costs incurred by Genera during that month were $48 million higher than the authorized combined FCA and PPCA revenue requirement approved by PREB.

- **NEPR-MI-2023-0001 | Wheeling Implementation -** On October 14, 2026, LUMA proposed an interim solution for the enrollment of retail electric suppliers and end-use wheeling customer. Additionally, on October 27, 2026, LUMA submitted its Wheeling Implementation Annual Report for Fiscal Year 2026.

The interim solution was submitted in compliance with an April 15, 2026 Resolution and Order by the Energy Bureau.

- **NEPR-AP-2023-0004 | Integrated Resource Plan** - On October 23, 2026, LUMA submitted its responses to the Fourth Set of Post-Filing RFIs on areas such as marginal energy costs, outage representations, build cost updates, battery resource operations in PLEXOS®, and others as ordered by the Energy Bureau on October 8, 2026. On October 30, 2026, LUMA submitted the methodology and results of recent modeling modifications to the Preferred Resource Plan filed in October 2025 and ordered by the Energy Bureau on October 8, 2026.

- **NEPR-MI-2024-0001 | PREB-Approved Project Status Reports**
  During October 2026, LUMA submitted its quarterly status update on PREB-approved projects funded through federal, state, and ratepayer sources. The filing provided project-level progress updates, implementation status, and funding information to support PREB's oversight of approved investments and project execution.
- **NEPR-MI-2020-0019 | System Remediation Plan**
  On October 28, 2026, LUMA submitted its FY2026 Annual Report on the implementation of the System Remediation Plan ("SRP"). The filing provided actual FY2026 spending, portfolio-level implementation updates, schedule status, explanations for project variances, and progress on operational and capital initiatives required under PREB's reporting directives.

9.1.2 TPA ACTIVITIES

- LUMA continues engagement with telecommunications carriers regarding the proposed Pole License Agreement. We are currently working on the final draft, which will be sent to the TPA carriers once completed.

- LUMA continues to perform activities associated with the United States Department of Energy's (DOE) Utility Pole Abatement Program, including pre-surveys, field surveys,
  notifications regarding abandoned cables and non-compliant attachments, removal of abandoned attachments and asset tagging. Companies continue performing partial corrective work on poles as part of the program requirements.

- LUMA held a meeting with the Carriers, the Department of Transportation and Public Works (DTOP) San Juan Region Supervisor and personnel from the permits office of the Municipality of San Juan and Bayamón to discuss and find alternatives to expedite the permitting process in relation with works performed by carriers for the corrective actions of the DOE Utility Pole Abatement Program. LUMA will be scheduling meetings with other municipalities like Carolina, Trujillo Alto, and Cataño.

- The 2026 TPA invoices were prepared and sent to the telecommunications companies.

- On October 13, a meeting was held with PREB to present the Third-Party Attachments Initiative. Coordination for a presentation to the NET remains pending.

9.2 T&D OMA Highlights

LUMA continued documenting and addressing outstanding funding, governance, federal recovery, accounting and shared services matters under the T&D OMA.

9.2.1 PREPA'S NON-COMPLIANCE WITH T&D OMA OBLIGATIONS

- October 2026 is the forty-sixth (46th) consecutive month in which PREPA did not fully fund one or more of the Service Accounts and failed to comply with its contractual obligations, in breach of the T&D OMA.
- October 2026 is the thirty-third (33rd) consecutive month in which PREPA did not provide any funding for the Outage Event Reserve Account.
- October 2026 is the twenty-fifth (25th) consecutive month in which PREPA did not provide the required funding to replenish the Contingency Reserve Account.
- LUMA has issued forty-six (46) non–compliance notices to PREPA and notified P3A as Administrator of the T&D OMA.
- LUMA has issued sixty-three (63) notices to PREPA and notified P3A as Administrator regarding fuel advances made by PREPA to Genera outside of the funding cycle established in the T&D OMA, LTGA OMA and the PGHOA.
- Since January 2023, LUMA has requested PREPA to provide balance sheet reconciliations. Until initial balance sheet reconciliations are provided, including a segregated opening balance sheet for the Transmission and Distribution (T&D) system, LUMA is prevented from providing certain Operation and Maintenance (O&M) services related to financial reporting under T&D OMA. On August 20, 2024, FTI was contracted by the Puerto Rico Fiscal Agency and Financial Advisory Authority (AAFAF) to define the scope of PREPA's Accounting Remediation project, including the balance sheet separation efforts.
- On June 12, 2025, LUMA notified PREPA of its irrevocable delegation of authority as its agent after LUMA obtained on June 2, 2025, a copy of Resolution 5183, to Repeal Resolution 5020 and authorize the Executive Director of PREPA as the Sole Entity Responsible for the management of Grant applications related to the Transmission and Distribution System, approved on April 30, 2025, by the Governing Board of PREPA. Resolution 5183 is null and void given the irrevocable authority granted by PREPA to LUMA under section 5.6(a) of the T&D OMA to represent PREPA before any Governmental Body, which includes FEMA.
- LUMA presented a comprehensive proposal during the March 4, 2026, stakeholder meeting with PREPA to resolve concerns and prevent delays to over $150 million in federal funding for the Monacillos PCC Project, emphasizing that FEMA-identified historic structures do not impede operations and that further progress depends solely on PREPA's agreement to the required MOA to avoid jeopardizing critical grid modernization efforts.

9.2.2 CASH PRIORITIZATION

- **LUMA's Cash Position and Management Actions**

- LUMA has issued a formal notice outlining its current cash-management posture and the steps being taken to ensure financial stability. Formally communicated to PREPA and other key stakeholders on August 12, after months of collaborative efforts between FOMB, PREPA, LUMA, Genera and other stakeholders, that LUMA is operating under tight liquidity conditions (refer to August System Wide Funding Position graph below), prompting a prioritized approach to deploying available cash.

- **Why LUMA Is Prioritizing Cash**
  - LUMA must ensure that limited cash resources are directed first toward essential operational obligations, including employee payroll, critical vendor payments, and core system operations required to maintain reliable electric-grid performance. This prioritization is intended to safeguard uninterrupted service for customers and compliance with regulatory and contractual commitments.

- **Current Cash Position**
  - LUMA's cash reserves are constrained and under active monitoring. LUMA is evaluating and sequencing payments to ensure that its most critical obligations are fully covered and demonstrate a heightened level of financial discipline and caution.

- **Operational & Financial Adjustments**
  - To navigate this environment, LUMA is implementing several measures:
    - **Strict expenditure controls**: Non-essential or discretionary spending is being slowed or deferred.
    - **Enhanced cash-flow review cycles**: LUMA monitors inflows and outflows more frequently.
    - **Protection of critical functions**: Funds are being reserved for operational continuity and safety-related activities.
    - These measures are necessary to maintain reliability of the electrical system while the company manages liquidity pressures.

9.2.3 PREPA REORGANIZATION AND SHARED SERVICES

The T&D OMA contemplated that Shared Services would continue for an initial six-month period following commencement of the GenCo Operator and would not extend beyond three years. Since the original period ended, the Shared Services Agreement has been extended six times. The most recent extension was executed on June 30, 2026, and continues through June 30, 2027.

LUMA continues providing Shared Services to support PREPA while the parties work toward separation. The amended and restated Shared Services Agreement establishes conditions intended to align expectations and demonstrate progress during the current extension period. However, the biweekly reports submitted by PREPA have not met the reporting requirements established in the agreement.

Several structural matters also remain unresolved:

- PREPA has not established a comprehensive financial-governance framework to standardize and consolidate reporting across PREPA, LUMA and Genera.

- PREPA has not established the GridCo legal entity required to support segregation of Transmission and Distribution assets.
- PREPA continues to rely on extensions of the Shared Services Agreement rather than completing its planned exit.
- The absence of coordinated governance and segregated financial information continues to impede accurate and consolidated financial reporting.

LUMA will continue supporting the transition while documenting progress against the conditions established in the current Shared Services extension.

9.3 Legislative & Governor's Office Highlights

During the month of October 2026, LUMA responded to six (6) Requests for Information (RFIs), attended one (1) Public Hearing and one (1) Executive Meeting from the House of Representatives, and received three (3) new RFIs and one (1) Public Hearing summons. LUMA also responded to one (1) RFI and attended one (1) Public Hearing from the Senate.

- On October 13, 2026, LUMA held a meeting with the president and associate commissioners of the Telecommunications Bureau (NET), in compliance with the Energy Bureau's Resolution and Order dated April 15, 2026, in Case No. NEPR-AP-2023-003, to discuss pole-loading protocols, inspection schedules, inventory and audits, and compliance mechanisms.
- On October 19, 2026, LUMA held a meeting with the Puerto Rico Green Energy Trust, which was requested on behalf of the Puerto Rico-Connecticut Trade Commission, to discuss experiences, priorities, and challenges within the energy sector.
- On October 29, 2026, LUMA participated in the "Multisectoral Meeting for Affordable Housing" forum, organized by the Senate of Puerto Rico, with the purpose of creating a space for dialogue and the exchange of ideas among representatives from various sectors to identify challenges, alternatives, and potential courses of action aimed at addressing Puerto Rico's housing needs.
- During the month of October, LUMA held individual meetings with several municipalities, including Bayamón, Toa Baja, Caguas, Morovis, and Vieques, as well as with the Mayors Association, for the purpose of discussing and reviewing the draft Intergovernmental Streetlight Agreements with the municipalities and addressing the questions and concerns raised by each of them.
- During the month of October, LUMA submitted two Cumulative Status Reports in Compliance with the Resolution and Order dated September 22, 2026, regarding Agreements with Municipalities Related to Public Street Lighting, under Docket No. NEPR-MI-2026-0001.
- During the month of October 2026, LUMA participated in four (4) Legislative Service Fairs organized by the Senate and one (1) Legislative Service Fairs organized by the House of Representatives, impacting the San Juan, Arecibo and Ponce Senatorial Districts, as well as the Representative District 1 of San Juan.

Also, LUMA continued supporting coordination and information-sharing efforts with the Executive Branch through the periodic reports submitted by the CEO's Office to the Governor. These reports provided updates on operational performance, recovery and capital projects, system reliability initiatives, and other matters of

public interest. In addition, these updates were shared with the PREPA Governing Board's OMA Contracts Management Committee as part of the materials presented in advance of its regular monthly meetings.

9.4 External Audit Matters Highlights

During the month of October 2026, LUMA continued to support the Office of the Comptroller of Puerto Rico ("OCPR") requests for one RFI which included several items. In addition, LUMA continues to provide PREPA key information regarding the PREPA FY2024 financial statements audit by the end of October LUMA had provided 128 Service Now items or 83% of requests to date.

10.0 Community Engagement Initiatives

LUMA's October community engagement activities reached 10 municipalities through 17 events and directly engaged over 6,000 customers. In addition, the team also supported projects representing more than 76,000 customers, including AMI education, vegetation management, infrastructure improvements and project escalations.



10.1 Leadership in the public conversation

Our President and CEO, Janisse Quiñones, brought LUMA's perspective to two prominent media platforms, connecting immediate customer concerns with the longer-term work of transforming Puerto Rico's electric system.

El Nuevo Día podcast

On Lo de Hoy, Janisse discussed grid conditions, available generation reserves, and LUMA's portion of the customer bill, providing context for the challenges customers are experiencing.

Caribbean Business

The interview focused on sustained long-term planning, alignment with industry standards, and the upgrades needed to support renewable growth. Janisse also emphasized continuity in federally funded reconstruction and the role of interconnection studies in protecting reliability.

10.2 Customer Bills and Outreach

Customer bills and outreach

We have expanded education and engagement to help customers understand electricity costs and find available assistance.

A coordinated response to affordability concerns

We expanded our bill education campaign through explanatory videos, social media graphics, radio and television interviews, and direct engagement. We explained bill components, including fuel and purchased power adjustments, clarified the responsibilities of the entities involved, and connected customers with payment assistance. A video from Norris Gautier Jiménez explained the charges, while Janisse's message acknowledged the financial pressures customers face and encouraged them to seek support.

Business and community engagement

We engaged the Puerto Rico Manufacturers Association, MIDA, business owners, and customers to address questions and information gaps. At MIDA's Board meeting, we discussed fuel adjustments and food supply chain restoration priorities under our Emergency Response Plan. Appearances on Jugando Pelota Dura, Magic, Salsoul, and other stations, along with El Vocero's use of our explanatory content, extended the campaign's reach.

Responding to public concern

Direct outreach to social media influencer Gongo Fishing led him to publicly acknowledge our response, share our perspective, and call on Genera PR to engage. An upcoming meeting was arranged. Amid calls for demonstrations outside our Santurce offices and La Fortaleza and the Governor's public criticism regarding affordability, we coordinated with Corporate Services to implement employee protection measures and communicate safety procedures to affected teams. We reinforced empathy in customer interactions and committed to keeping the Board informed through official updates.

10.3 Industry Collaboration

Industry events and business engagement

We connected with industry and business leaders to discuss grid priorities and provide support tailored to their organizations.

SESA Summit: advancing the conversation

We participated in discussions on grid readiness, customer experience, and the investment needed to integrate renewable energy reliably. Our participation included net metering, energy efficiency, and customer service topics, bringing operational and customer perspectives to the industry dialogue.

A firsthand view of system operations

A visit to Monacillo's Transmission Operations Center gave participants a closer look at how we operate the system, complementing the Summit's discussions and supporting collaboration with industry partners.

ASORE annual convention

At our booth, we provided restaurant industry representatives with service tailored to their businesses, including direct access to Key Accounts representatives. Our Energy Efficiency team offered guidance on business energy assessments to identify efficiency opportunities and help businesses understand which programs, incentives, and other assistance they may be eligible to apply for.

NexoSur 2026

At the Southern Puerto Rico Chamber of Commerce's annual convention, we discussed FEMA-funded projects in Puerto Rico, the electric system under LUMA's management, and training initiatives. These conversations connected our infrastructure and workforce priorities with the needs of the region's business community.

10.4 People and Community

People and community

We strengthened professional development and created opportunities for customers and employees to connect with our work.

Puerto Rico's first RADIATE cohort

We announced the 15 women selected for Puerto Rico's first RADIATE cohort. The initiative connects women in the utility sector with leadership development, professional exchanges, and industry peers across the United States.

Siempre en Contacto opens its doors

Our monthly employee town hall welcomed external guests for the first time. An eight-year-old girl and her family shared her enthusiasm for LUMA after a themed birthday supported by a truck visit. Representative Jerry Nieves Rosario also joined, creating another opportunity to discuss our work and strengthen connections across sectors.

Energy education in the community

At Colegio La Merced in Cayey, we introduced students to energy careers and electrical safety through hands-on demonstrations with bucket trucks and specialized equipment. At Plaza Food Systems, we brought energy efficiency education and direct support to employees, helping them understand their bills and access programs and rebates.

Image 9 Students from Colegio La Merced

