

# Your Electricity Statement

For period of April 17, 2023 to May 18, 2023

**DIAZ RIVERA,ANTONIA**

**Your Account Number:**

8564540052

**This statement was issued:**

May 18, 2023

**Billing Cycle:**

19




**Energy Saving Tip:** Did you know? The average household can save about \$225 in energy costs per year by using LED lighting. Replacing old light bulbs with more energy efficient LEDs reduces energy use and saves you money.

## TOTAL AMOUNT DUE

**\$1,031.03**

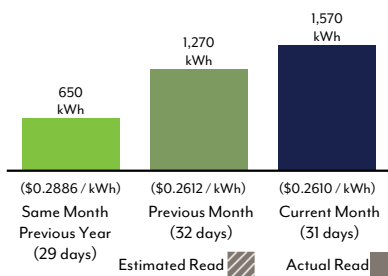
## DUE DATE

 **Jun. 20, 2023**

## kWh USED

 **1,570 kWh**

## YOUR ENERGY USAGE



## COMPARATIVE

This month you used:



**23.6% more energy**  
compared to last month

and



**141.5% more energy**  
compared to 1 year ago

## AVERAGES

Average Cost Per Day

**\$13.22**

Average Daily Use

**51 kWh**

12-Month Average Cost Per kWh

**\$0.2836**

## LUMA Working for You!

Whether you're a business or residential customer, LUMA offers easy payment solutions and flexible plans to all our customers who need help getting back on track. To learn more, call us at 1-844-888-5862 or use the Mi LUMA app to submit a Payment Plan Request.



## Electric System Transformation

LUMA is committed to protecting customers. Through our Fighting Fraud Initiative, we're helping customers avoid scammers. For tips to you protect yourself, visit [lumapr.com/fightingfraud](http://lumapr.com/fightingfraud).



**FOR EMERGENCY OR OUTAGE**  
1-844-888-LUMA (5862)



**LUMA MAILING ADDRESS:**  
PO BOX 363508  
San Juan PR 00936-3508



**FOR PAYMENT AND INQUIRIES**  
1-844-888-LUMA (5862)



**FOR BILLING AND MORE**  
[WWW.LUMAPR.COM](http://WWW.LUMAPR.COM)



LUMA Energy  
PO BOX 363508  
San Juan PR 00936-3508

**Act 57-2014 as amended:** You have until the due date to pay this invoice or register an objection to this invoice. Details on the back.

Attach the stub with your payment. Do not mutilate, bend, staple, stain, write (except amount to be paid) nor use tape on the payment stub.

Account: 8564540052

Amount Due: \$1,031.03

Due Date: June 20, 2023

Amount Enclosed:

DIAZ RIVERA,ANTONIA  
URB PANORAMA VILLAGE  
111 CALLE VISTA DEL MORRO  
BAYAMON PR 00957-4401

00085645400527 000103103 000040975 1

## What are the charges for your electric service?

Charges for your electric service include the following:

- Customer Charge
- Energy Charge
- Demand Charge (if applicable)
- Reconciliation Clauses and Riders

Customer Charges are intended to recover expenses that are independent of customers' energy consumption and demand. These are:

- Meter reads
- Bill print and delivery
- Administrative expenses
- Customer services and
- Expenses related to service and meters

Energy and Demand Charges are intended to recover the costs of:

- Generation
- Transmission
- Distribution of electric energy

Reconciliation Clauses and Riders are intended to recover expenses or grants approved by the Energy Bureau that are not recovered in the charges above. These charges may not apply to all customer types:

- Fuel Charge Adjustment (FCA)
- Purchased Power Charge Adjustment (PPCA)
- Contributions in Lieu of Taxes (CELI-CILTA)
- Subsidies
- Public Lighting (Municipal)
- Other Grants
- Energy Efficiency Charge (EE)
- Subsidy Discounts
- Net Metering Credit (NM) (if applicable)

For a complete list and detailed breakdown of these charges, visit our website at [www.lumapr.com](http://www.lumapr.com) or LUMA's customer service offices.

## Subsidies, Public Lighting (Municipal) and Other Subventions

- Credit for Consumption of Electrical Equipment Needed to Preserve Life
- Residential Service for Public Housing Projects Rate - RH3

- Lifeline Residential Service Rate – LRS (Nutrition Assistance Program)
- Residential Fixed Rate for Public Housing under Ownership of the Public Housing Administration – RFR
- Residential Fuel Subsidy
- Public Lighting (Municipal)

For a complete list and detailed breakdown of all subsidies, visit our website at [www.lumapr.com](http://www.lumapr.com) or LUMA's customer service offices.

## You have the right to object and request an investigation of your utility bill.

You (client) have the right to object to the amount billed and/or request an investigation on your bill. If you timely object or file a request for an investigation, your services will not be affected. You will have until your bill's due date to pay it or to raise your objection or request for investigation.

In order to object or request an investigation, you must pay the amount corresponding to the average of the bills that have not been disputed during the previous six (6) months.

In cases where there is no history of payment of undisputed bills of at least six (6) months, you must pay the amount corresponding to the average of previous bills which have not been objected.

If the average of the non-objected bills is greater than the objected bill, you must pay the amount of the objected bill.

In cases where the objected bill is the first invoice issued by LUMA to you, you must pay a sum equivalent to the deposit required at the time you entered into the electric service contract with LUMA or the amount of the bill that you have objected to, whichever is lower.

You may submit your request for objection or investigation in any of the following ways:

- Personally, in the customer service office closest to you
- Through Mi LUMA at [www.lumapr.com](http://www.lumapr.com)
- By phone at 1-844-888-LUMA (5862)  
By mail to PO Box 9100, San Juan, PR 00908-9100

## Puerto Rico Energy Bureau (PREB)

You may contact PREB, in any of the following ways:

- Through its website [www.energia.pr.gov](http://www.energia.pr.gov)
- By phone at 787-523-6262
- By email to [nepr@jrsp.pr.gov](mailto:nepr@jrsp.pr.gov)
- By mail to the World Plaza Building, 268 Avenida Muñoz Rivera, Nivel Plaza, Suite 202, San Juan, PR 00918

## Independent Consumer Protection Office (OIPC)

The OIPC educates, guides, assists, and represents energy consumers in Puerto Rico. If you have any situation with your energy provider, you may contact the OIPC in any of the following ways:

- Through its website [www.oipc.pr.gov](http://www.oipc.pr.gov)
- Through email at [info@oipc.pr.gov](mailto:info@oipc.pr.gov)
- By mail to 268 – The Hato Rey Center, Suite 802, Floor 8, Avenida Ponce de León, San Juan, PR 00918
- By phone at 787-523-6962
- By fax to 787-523-6961

**OIPC's hours of operation are from Monday to Friday from 8:30 AM to 5 PM**

## Terms of Service

LUMA is regulated by the Puerto Rico Energy Bureau (PREB). As part of the terms that govern the service provided to customers, PREB has approved Terms of Service that include a release of liability to the Puerto Rico Electric Power Authority and LUMA for certain losses related to the operation of the transmission and distribution system and the supply of power and electricity to customers. Under these Terms of Service, LUMA is required to make all reasonable efforts to minimize certain service curtailment, suspension, interruption or reduction events to the extent reasonably practicable, to provide an efficient and reliable service to its customers, and to maintain continuity of service, but cannot guarantee an uninterrupted electricity supply. We encourage you to visit our website at [www.lumapr.com](http://www.lumapr.com) or a customer service office to access these Terms of Service as they include important information and govern situations that may arise with your account or service. At any time, please contact LUMA to discuss your service.



## WAYS TO PAY

For your convenience, LUMA offers several ways to pay.

- Pay online at [www.lumapr.com](http://www.lumapr.com)
- Call our automated payment line at 1-844-888-LUMA (5862)
- Mail payment using the stub provided with this bill
- Visit your local LUMA office

## OVERDUE BALANCE

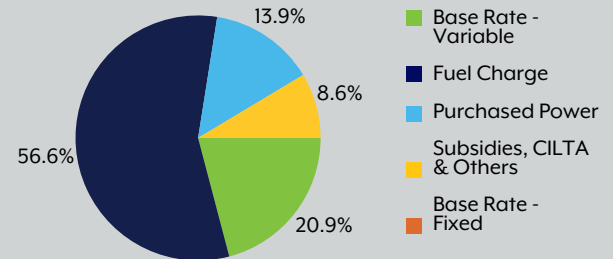
Your credit is maintained and protected by keeping your payments up to date. Partial payments will not prevent the suspension of electricity service if the account continues in arrears and suspension is appropriate. Final accounts that are not timely paid, may be referred to a credit agency, except for those charges that were duly objected to and are under evaluation or adjudication or for which payment is being made in compliance with an approved payment plan. To pay for your overdue balance, please contact us at 1-844-888-LUMA (5862).

The installation of equipment to generate energy from renewable sources may help to reduce your electricity bill and LUMA, through its commercial office or the Internet, shall provide you with information on how you may qualify to enroll in the net metering program. Furthermore, tax benefits are available to incentivize the purchase of this equipment. Additional information about these benefits is available at the Energy Public Policy Program.

## ACCOUNT DETAIL

<b>Balance</b> <i>Pay immediately</i>	<b>\$621.28</b>
Amount Due Previous Period	\$621.28
Payments Credited	\$0.00
<b>Current Charges</b>	<b>\$409.75</b>
<b>Total Amount Due</b>	<b>\$1,031.03</b>

## ELECTRICITY CHARGE BREAKDOWN



Deposit(s) or Bond(s) Received: \$150.00

## SERVICE AND METER INFORMATION

Service Address: E-16 C VISTA DEL MORRO URB PANORAMA VILLAGE BAYAMON PR 00961

Premises ID: 2537612138

Rate: General Residential Service

Period: Apr-17-2023 to May-18-2023

Next Read: 19-Jun

Meter Number	Read Date	Current Read	Previous Read Date	Previous Read	Consumption		Constant
					kWh	Days	
2260716	18-May	9133.00 A	17-Apr	8976.00	1,570.00	31	10

## CURRENT CHARGES DETAIL

DESCRIPTION	TARIFF	CHARGE
<b>Service Charges</b>		
Customer Charge		\$4.00
Consumption Charge	425 kWh x \$0.04944	\$21.01
Additional Consumption Charge	1,145 kWh x \$0.05564	\$63.71
<b>Sub-Total</b>		<b>\$88.72</b>
<b>Reconciliation Clauses and Riders</b>		
Generation Fuel Charge	1,570 kWh x \$0.146236	\$229.59
Power Purchased from Third Party	1,570 kWh x \$0.035997	\$56.52
Qualified Municipality Consumption Subsidy	1,570 kWh x \$0.007362	\$11.56
Help to Citizens Subsidy	1,570 kWh x \$0.014129	\$22.18
Organizations and Public Project Subsidy	1,570 kWh x \$0.000749	\$1.18
<b>Sub-Total</b>		<b>\$321.03</b>
<b>Total</b>		<b>\$409.75</b>

## CONSUMPTION HISTORY(KWH)

Premises ID: 2537612138

