



**U.S. HOUSE OF
REPRESENTATIVES
COMMITTEE ON NATURAL
RESOURCES BRIEFING**

November 17, 2022

INHERITED CONDITIONS



LUMA PROGRESS

In the past 17 months, LUMA has delivered on promises, all without raising the customer base rate and staying within budget.

ENHANCED RELIABILITY



Reduced
**SERVICE
INTERRUPTIONS**
according to SAIFI

EXPANDED RENEWABLES

Connected
36,500+
**CUSTOMERS TO
ROOFTOP SOLAR**
representing
approximately 166 MW



IMPROVED SAFETY

Achieved
68%
**OSHA RECORDABLE
INJURY RATE
IMPROVEMENT**
No serious injuries



INCREASED RESILIENCY

Replaced
3,800+
**BROKEN AND
FAILING UTILITY
POLES**



BETTER CUSTOMER SERVICE

Assisted
1,400,000+
CUSTOMERS



Reopened all **25 customer service centers**

Answered
5,000,000+
CUSTOMER CALLS
with an average call wait
time of **<5 minutes**



ACCELERATED FEMA PROJECTS

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



Advanced
251
PROJECTS
representing over \$6
billion in federal funding



FEMA PROJECT PROGRESS

Since June 1, 2021, LUMA has advanced FEMA projects in Puerto Rico at an unprecedented pace.

	BEFORE LUMA	SINCE LUMA
Projects Initiated	37	251
FEMA Funds	\$1B	\$6B+
Projects Obligated	0	38
Projects In Construction or In Service	0	23

SUSTAINABLE ENERGY TRANSFORMATION

LUMA has done more in 17 months than the former operator did in the prior 10 years. LUMA fully supports the adoption of home solar and empowers the growth of renewable energy across Puerto Rico.

36,500+ customers connected to Net Metering, representing over **166 MW** of renewable energy

~2,200 new Net Metering installations per month

Completed EV plan and studies to connect **1,300 MW** of utility-scale renewable generation



HURRICANE FIONA RESPONSE SUMMARY

LUMA's response and restoration efforts following Hurricane Fiona represented a historic undertaking that has never been seen before in Puerto Rico.

RESTORATION EFFORTS



OVER 90%
Customers restored in 12 days



2,500+
Utility workers deployed



2,500+
Vehicles deployed



239
Total flight hours,
12,000+ miles flown

DAMAGE ASSESSMENTS



54%
of Distribution feeders damaged



30%
of Transmission line damaged



7
Substations submerged or
rendered inaccessible

PUBLIC INFORMATION



435
Updates provided



1,759
Radio announcements



1,135
Social media updates



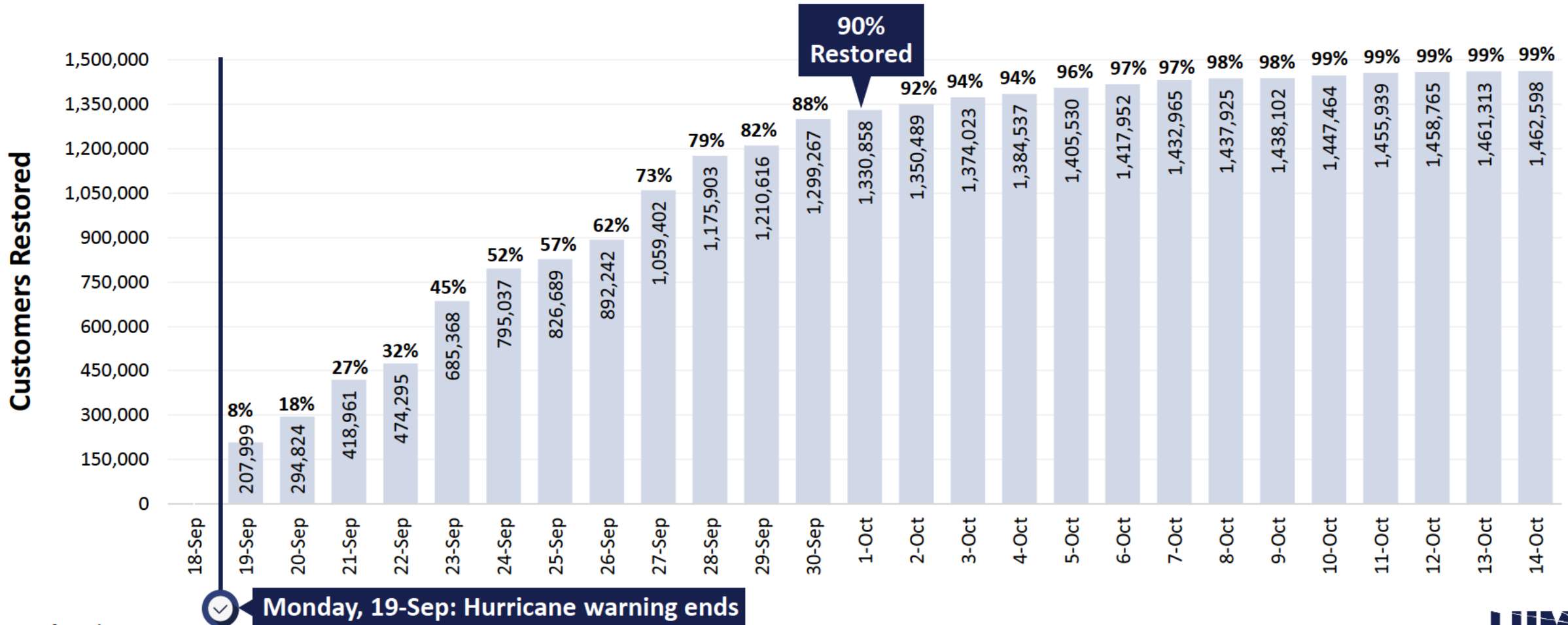
34
Videos posted

HURRICANE FIONA POWER RESTORATION UPDATE

ALL REGIONS

LUMA made historic progress in restoring customers affected by a serious category 1 hurricane.

In less than two weeks, over 90% of customers had their power restored, in stark comparison to Hurricane Maria, where customers waited over a year.





LUMA

Committed to Puerto Rico for the long term

