GOVERNMENT OF PUERTO RICO
PUBLIC SERVICE REGULATORY BOARD
PUERTO RICO ENERGY BUREAU

IN RE: THE PERFORMANCE OF THE PUERTO RICO ELECTRIC POWER AUTHORITY	**CASE NO.:** NEPR-MI-2019-0007 **SUBJECT:** Fiscal Year 2024 12-Month Metrics Summary

RESOLUTION AND ORDER

I. Introduction

On May 14, 2019, the Energy Bureau of the Puerto Rico Public Service Regulatory Board ("Energy Bureau") issued a Resolution and Order ("May 14 Resolution") through which it initiated a proceeding to establish the quarterly reporting of performance metrics for the operation of the electric system. The Energy Bureau has received quarterly metric data reported by the Puerto Rico Electric Power Authority ("PREPA") regarding its performance since it was ordered in the May 14 Resolution.

On May 21, 2021, after an extensive process which included the opportunity for stakeholder and public engagement, the Energy Bureau issued a Resolution and Order ("May 21 Resolution") establishing baselines and benchmarks for certain performance metrics being reported in this docket.[1]

On June 21, 2021, LUMA Energy, LLC as Management Co., and LUMA Energy Servco, LLC (collectively, "LUMA") filed a document titled *Motion Submitting Quarterly Performance Metrics and Request for Additional Time to Submit Data on Several of the Metrics* ("June 21 Submission"), in which it submitted the quarterly report for March, April, and May 2021 on performance metrics based on performance data collected before the Interim Period Service Commencement Date[2]. From June 1, 2021, LUMA took over operation of the transmission and distribution systems to deliver energy to customers on behalf of PREPA and would be responsible for reporting relevant data in this docket.

On August 13, 2021, LUMA filed an updated supplemental submission ("August 13 Updated Submission") to inform the Energy Bureau of clarifications to new performance metrics identified by the Energy Bureau.[3] In the August 13 Updated Submission, LUMA identified that it did not believe the method that PREPA used to calculate technical losses as percent of net generation and technical loss reduction as percent of net generation to be reliable.[4] LUMA also informed the Energy Bureau that had discovered that PREPA had limited the number of lines available to handle call center complaints.[5]

On April 20, 2023, LUMA filed a document titled *Submission of Performance Metrics Report for January through March 2023 and In Compliance with Orders of January 12, 2023 and April 3, 2023* ("April 20 Submission"). In this submission, LUMA submitted the "Resumen Metricas" file along with supporting data spreadsheets. Within this submission, LUMA included a Request for Adoption of LUMA's districts in connection with reliability metrics.

On July 20, 2023, LUMA filed a document titled *Submission of Performance Metrics Report for April through June 2023* ("July 20 Submission"). In this submission, LUMA submitted the "Resumen Metricas" file along with supporting data spreadsheets. This submission includes

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[1] See Resolution and Order, *In Re: The Performance of the Puerto Rico Electric Power Authority*, Case No. NEPR M1-2019-0007, May 21, 2021 ("May 21 Resolution").

[2] *See* Section 2.1 of the *Puerto Rico Transmission and Distribution System Supplemental Term Agreement.*

[3] August 13 Updated Submission, p. 2, ¶ 4.

[4] *Id.*, p. 2, ¶ 5.

[5] *Id.*, pp. 2-3, ¶ 6.

data for the fourth quarter of Fiscal Year 2023 ("FY23"). In this filing, LUMA incorporated LUMA's districts for the reporting of SAIDI and SAIFI metrics. LUMA provided historical data through June 2021 to allow comparisons of the information over time.

On August 16, 2023, the Energy Bureau issued a Resolution and Order ("August 16 Resolution") in which it determined that additional information was needed to evaluate LUMA's request to report SAIDI and SAIFI metrics under LUMA's operational districts instead of the existing regions, as used by PREPA. This Resolution and Order had a set of requirements of information for LUMA on this topic to better understand the reasoning and impact of this change.

On September 6, 2023, LUMA filed a *Motion in Compliance with Resolution and Order of August 16 and Request for Confidential Treatment* containing its responses to the information requests ("September 6 Motion"). This submission included responses to the requests for information that the Energy Bureau had requested along with two Excel workbooks with supporting data.

On October 16, 2023, the Energy Bureau issued a Resolution and Order ("October 16 Resolution") in response to the LUMA's July 20 and September 6 Motions. The Energy Bureau determined that additional information had to properly evaluate LUMA's Fiscal Year 2023 performance as provided in the July 20 Motion and understand the data in the September 6 Motion. This October 16 Resolution included a set of thirteen Requirements of Information ("ROIs") for LUMA to respond to on or before October 31, 2023.

On October 20, 2023, LUMA filed *Submission of Performance Metrics Report for July through September 2023* ("October 20 Submission"). In this submission, LUMA informed that it corrected data entry errors for several customer service metrics for April 2023.

On October 31, 2023, LUMA filed *Motion Submitting Restated Values for the SAIDI and SAIFI Reliability Performance Metrics, Fiscal Year 2023* ("October 31 Motion)" and a document titled *Submission of Responses to Requirements of Information in Compliance with Order of October 16, 2023, and Request for Extension to Respond to ROI 5(c)* ("October 31 Submission"). On December 21, 2023, the Energy Bureau issued a Resolution and Order with subject *Fiscal Year 2023 12-Month Metrics Summary* ("December 21 Resolution"). The Energy Bureau summarized LUMA and PREPA's performance over the twelve months from July 2022 through June 2023 ("Fiscal Year 2023" or "FY23"). In the Resolution and Order, the Energy Bureau determined that it needed additional information to evaluate whether performance has improved or not improved. As part of the December 21 Resolution and Order, the Energy Bureau ordered LUMA to provide additional information on its reliability performance and clarification on requested metrics.

On January 15, 2023, the Energy Bureau approved an operation and maintenance agreement with GENERA PR, LLC ("Genera").[6] Genera has effectively taken over operation of the legacy generation assets beginning on July 1, 2023. While PREPA still owns the legacy generation assets, Genera became responsible for the performance of the units and reporting data to this docket beginning in Fiscal Year 2024 (FY24).

On January 22, 2024, LUMA filed a document titled *Motion to* Request *Extension of Time to Comply with Resolution and Order of December 21, 2023.* LUMA requested an extension until January 29th, 2024 to comply with the Energy Bureau December 21 Resolution.

On January 22, 2024, Genera filed a document titled *Genera's Motion to Request Extension of Time to Comply with Resolution and Order Dated December 21, 2023.* Genera requested an extension until January 29th, 2024 to comply with the Energy Bureau December 21 Resolution.

[6] See Resolution and Order (Energy Compliance Certificate), *In re: Certificate of Energy Compliance.* Case No. NEPR-AP-2022-0001, January 15, 2023 ("Energy Compliance Certificate").

On January 29, 2024, LUMA filed a document titled *Motion in Compliance with Resolution and Order of December 21, 2023* ("January 29 Motion"). , LUMA responded to the Energy Bureau's questions in the December 21 Resolution and discussed measures to improve performance.

On January 29, 2024, Genera filed a document titled *Motion to Submit Response to Requirement of Information in Compliance with Resolution and Order Dated December 21, 2023, and Quarterly Report of Performance Metrics.* , Genera and PREPA responded to the Energy Bureau's questions in the December 21 Resolution. and discussed Genera's plan for the improvement of specific metrics.

On July 22, 2024, LUMA filed a document titled *Submission of Performance Metrics Report on System Data for April through June 2024* ("July 22 Submission"). With the July 22 Submission, LUMA included a file titled "Resumen Metricas Master_July2024.xlsx" along with supporting data spreadsheets. This submission includes data through the fourth quarter of FY24 for metrics reported by both LUMA and Genera. LUMA indicated this file also provided historical values for certain metrics, including corrections to OSHA Fatality and 12-month Rolling OSHA Fatality Rate metrics, as well as the Number of Customer Complaints Closed by Class metric for certain sub-groups.

On August 9, 2024, the Energy Bureau issued a Resolution and Order with subject *Response to LUMA's Submission of Performance Metrics Report for April through June 2024* ("August 9 Resolution"). The Energy Bureau determined that it needed additional information to evaluate LUMA and Genera's Fiscal Year 2024 Performance as provided in the July 22 Submission. As part of the August 9 Resolution, the Energy Bureau ordered LUMA and Genera to provide additional information on its SAIDI, SAIFI, OSHA Severity Rate, AMI, budget, and cost of generation performance metrics.

On August 30, 2024, LUMA filed a document titled *Motion Submitting Response to the Request for Information Issued in the Resolution and Order of August 9, 2024* ("August 30 Motion"). LUMA responded to the Energy Bureau's questions and discussed performance of SAIDI, SAIFI, OSHA Severity Rate, and AMI performance metrics.

On August 30, 2024, Genera filed a document titled *Motion to Submit Response to Request for Information in Compliance with Resolution and Order Dated August 9, 2024.* Genera responded to the Energy Bureau's questions and discussed reasons for reporting missing data.

On September 13, 2024, Genera filed a document titled *Motion to Submit Updated Quarterly Report in Compliance with Resolution and Order August 9, 2024* ("September 13 Motion"). Genera submitted a revised and updated quarterly report containing Fiscal Year 2024 data.

On October 18, 2024, the Energy Bureau issued a Resolution and Order ("October 18 Resolution") in which it directed LUMA to report data for all metrics approved for performance incentive in the *In Re: Performance Targets for LUMA Energy Servco, LLC,* Case No. NEPR-AP-2020-0025 proceeding ("LUMA Targets Proceeding") and to align the quarterly reporting in this docket with the approved method from the LUMA Targets Proceeding for all overlapping metrics starting with Fiscal Year 2025 (FY25).[7] The Energy Bureau also issued a revised data template that added rows for new metrics and removed extraneous metrics that no longer need to be reported. The Energy Bureau ordered LUMA and Genera to populate the data template with data through FY2025 Q1 on or before November 20, 2024.

On November 20, 2024, LUMA filed its Submission of Quarterly Report Data for July through September 2024 and in Compliance with Order of October 18, 2024 ("November 20 Submission"). In this submission, LUMA filed an Excel workbook titled 'Resumen-Metricas-Master_November2024.xlsx' using the revised data template in the October 18 Resolution. This file includes data through the first quarter of FY25 for metrics reported by both LUMA and Genera. LUMA also filed a Motion that stated that it had restated previously reported

[7] *In Re: Performance Targets for LUMA Energy SERVCO, LLC*, Case No.: NEPR-AP-2020-0025, was commenced to establish performance-based incentive mechanism targets for LUMA.

values to increase accuracy. This affected the metrics related to Purchased Energy from PPOA's as well as reliability metrics. Within the 'Resumen-Metricas-Master_November2024.xlsx' file, LUMA had left comments that some additional metrics unrelated to PPOA's and reliability had also been revised to correct data entry errors. The Excel workbook also contained additional months of FY24 data for certain financial metrics reported with a delay to align with Quarter Financial Reporting.

II. Summary of Fiscal Year 2024 Performance

The Energy Bureau has summarized the performance of LUMA and Genera over the twelve-month period from July 2023 through June 2024 ("Fiscal Year 2024" or "FY24"). To produce this summary, the Energy Bureau relied on the FY24 data as recently revised in the "Resumen-Metricas-Master_November2024.xlsx file from LUMA's November 20 Submission..[8] This filing provides the most up-to-date data available, including corrections that LUMA and Genera made to their data since the original July 22, 2024 Submission. Unless otherwise indicated via footnote, the analysis presents the average of the monthly values reported within a fiscal year for the past three fiscal years (FY2022, FY2023, and FY2024). This data is summarized in six data tables.

The tables are organized as follows and are included as Attachment A to this Resolution:

1. Metrics reported by LUMA associated with performance incentives in the LUMA Targets Proceeding
2. Metrics reported by LUMA with benchmarks9
3. Metrics reported by LUMA without benchmarks
4. Metrics reported by Genera that have benchmarks
5. Metrics reported by PREPA without benchmarks
6. Metrics reported by LUMA and Genera for informational purposes

For Tables 1 through 5, the Energy Bureau indicates how LUMA and Genera's reported monthly average values for FY24 have performed relative to the Fiscal Year 2020 (FY20) baseline values and the previous fiscal year's performance (Fiscal Year 2023 or FY23) using the following terminology:

- Improved: Performance has improved relative to FY20 or FY23 by over 5 percent
- Not Improved: Performance has not improved relative to FY20 or FY23 by over 5 percent
- No substantial change: Performance has remained within 5 percent of FY20 or FY23

Depending on the metric, a lower or higher value relative to the established baseline or benchmark corresponds with better performance. For example, decreases in reliability metrics like SAIDI and SAIFI indicate system reliability has improved. For other metrics, better performance is indicated by a value being higher than the established baseline or benchmark, such as with the plant availability metric.

For certain metrics within Tables 1 through 5, additional information is required to determine whether LUMA and Genera's performances has improved. These metrics have been designated as "Under Review."

For Table 6, the Energy Bureau does not categorize metrics as "Improved" or "Not improved." These metrics are not directly within Genera or LUMA's control and not reflective of performance but the metrics still provide important contextual information and so are included. For example, fuel prices are largely outside of either Genera or LUMA's control and

[8] For the capital expenses versus budget metric, the Energy Bureau had to rely on the "Resumen Metricas Master_July2024.xlsx" file from LUMA's July 22 Submission, as this data was not provided in the November 20 Submission.

[9] The benchmarks shown in this docket are not directly connected to the targets being proposed in docket NEPR-AP-2020-0025. Once these targets have been set, the Energy Bureau may update the benchmarks in this docket accordingly.

reflect global market conditions than performance. Metrics that depend on fuel prices still provide important context and should continue to be reported by LUMA and Genera.

In addition to the metric reporting within the tables, the Energy Bureau has selected a set of metrics to provide in graphical form with narratives to highlight some of the observed trends. This discussion is in Attachment B.

To explore the data through FY24 in more detail, interested parties may also view the data online through a web-based dashboard that the Energy Bureau has developed. Through the website, viewers can see data for metrics in graphical form, download the graphs as images, or download the underlying data in spreadsheet form. The dashboard is presented in Spanish and English and can be accessed at the following website: http://dashboard.energia.pr.gov/.

III. Discussion

Reliability Performance

For FY24, LUMA reported an annual system SAIDI value for the combined transmission and distribution system of 1,432 minutes. SAIDI measures the time that an average customer experiences power outages during the year due to disruptions to the transmission and distribution system.[10] This value is calculated by summing the monthly SAIDI (T&D) values for July 2023 through June 2024. This is not an improvement over LUMA's FY23 performance of 1,218 minutes, nor relative to the FY20 baseline of 1,243 minutes. In its August 30 Motion, LUMA explains that in the past year it has experienced 59 extreme weather-related outage events, which was over 33 percent higher than the number of events experienced in FY23.[11] Further, LUMA states that the primary drivers behind the elevated SAIDI in FY24 compared to FY23 were a rise in vegetation related events such as falling trees or tree limbs and a rise in equipment related events such as defective or malfunctioning equipment in the distribution system. In a separate RFI response, LUMA provides an update on the island-wide efforts it is undertaking to improve reliability and resiliency going forward to decrease SAIDI and SAIFI. This includes a FEMA funded vegetation clearing program, a distribution automation program, substation inspections, transmission system assessments and maintenance, distribution system assessments, and pole replacements. LUMA also describes their efforts to onboard and deploy experienced workers for reliability work and outage responses.[12]

The Energy Bureau appreciates LUMA's efforts and recognizes the impact of extreme weather events on the transmission and distribution system. However, the Energy Bureau observes that LUMA's SAIDI performance is significantly worse than the benchmark established in the Energy Bureau's May 21 Resolution. The SAIDI benchmark was set at 102 minutes per year; Puerto Rico is experiencing 119 minutes of outages on average per month. This issue is important to the Energy Bureau and will continue to be monitored closely in this docket and in other proceedings.

After reviewing LUMA's district-level SAIDI, of LUMA's 15 districts, four districts experienced shorter outages on average in FY24 compared to FY23. The remaining eleven experienced the same or longer monthly outages on average relative to the prior year. Because LUMA began reporting reliability data by its current operational districts beginning in quarter four of FY23, the Energy Bureau cannot compare monthly SAIDI and SAIFI by

[10] In addition, LUMA is solely responsible for transmission and distribution infrastructure and their reliability metrics only measure power outages due to failures in this portion of the electrical grid. Generation shortfalls and disturbances from power plants tripping offline cause another significant portion of outages that are not LUMA's responsibility.

[11] See LUMA's August 30 Motion, RFI-LUMA-MI-2019-0007-20240809-PREB-1.

[12] See LUMA's August 30 Motion, RFI-LUMA-MI-2019-0007-20240809-PREB-5.

district between FY24 and PREPA's FY20 baseline.[13] While this limits the district-level historical comparison, the system-level reliability values did not change because of the change in district definitions.

For FY24, LUMA reported an annual system SAIFI value for the combined transmission and distribution system of 7.9 interruptions per customer. Relative to the FY20 baseline of 10.6 interruptions per customer, LUMA has decreased the annual frequency of outages by an average of 2.7 interruptions per customer. This is not an improvement relative to last year's performance, where LUMA reported an average of 7.0 interruptions per customer per year for FY23. In its August 30 Motion, LUMA lists vegetation, equipment, and Transmission and Substation (T&S) related events as primary drivers for the increase in SAIFI. The Energy Bureau notes that LUMA has made good progress reducing SAIFI and that the average customer has benefited by having their service interrupted fewer times per year relative to the FY20 baseline. Per the May 21 Resolution, the Energy Bureau's benchmark for SAIFI performance strives to lower this value to one interruption per-customer per-year.

After reviewing LUMA's district-level SAIFI results for LUMA's 15 districts, two districts experienced fewer outages on average in FY23 compared to FY22. Of the remaining 13, one district experienced roughly the same frequency of outages and 12 experienced more outages than the prior year.

Generation Performance

As of FY24, Genera was responsible for the performance and operation of all legacy generation assets. Performance for years before FY24 is still attributed to PREPA, while performance in FY24 and onward will be attributed to Genera. After reviewing the data, the Energy Bureau notes that generation asset performance in various areas has not improved relative to the FY20 baseline but has made slight improvements relative to FY23 values. Many fossil plants have been experiencing higher forced outage rates and extremely low plant availability compared to both the FY20 baseline and the May 21 Resolution benchmarks.

IV. Metrics Requiring Additional Clarification

After reviewing, the Energy Bureau finds that there is a need for additional information to determine whether performance should be designated as improved or not improved. There are also metrics where the Energy Bureau would like to clarify how to interpret the data currently being presented. These metrics have been designated as "Under Review" throughout Tables 1 through 5. In Attachment C, the Energy Bureau is issuing ROIs to obtain the information it needs to further evaluate certain metrics.

The Energy Bureau **ORDERS** LUMA to respond to the ROIs in Attachment C on or before January 15, 2025.

V. Metrics With Performance Designated as Not Improved

The Energy Bureau **ORDERS** each of Genera and LUMA to file, on or before January 15, 2025, a motion explaining, to the extent possible, the cause underlying the lack of improvement over the period July 2023 to June 2024 for each of those metrics so designated in Tables 1 through 5, save for those metrics already discussed in LUMA's August 30 Motion.

This above explanatory motion will also include Genera's and LUMA's plans for improvement over the next fiscal year.

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[13] See LUMA's September 6 Motion, ROI-LUMA-MI-2019-0007-R1-16AUG23-004. In this motion, LUMA explained that they stopped recording outage data using PREPA's districts after March 2023. Therefore, district-level comparisons are not possible for earlier periods as the districts are defined differently.

The Energy Bureau reserves its right to impose fines for those metrics that have not been improved. The Energy Bureau, pursuant Article 6.36 of Act 57-2014,[14] shall impose severe fines to Genera or LUMA for any metrics in which does not justify such lack of improvement in a way that convinces the Energy Bureau that it is in the best of the public interest to defer or renounce such fine.

Be it notified and published.

Edison Avilés Deliz
Chairman

Sylvia B. Ugarte Araujo
Associate Commissioner

Antonio Torres Miranda
Associate Commissioner

CERTIFICATION

I certify that the majority of the members of the Puerto Rico Energy Bureau has so agreed on December 26, 2024. Associate Commissioners Lillian Mateo Santos and Ferdinand Ramos Soegaard did not intervene. I also certify that on December 26, 2024, I have proceeded with the filing of the Resolution and Order issued by the Puerto Rico Energy Bureau, and was notified by electronic mail to margarita.mercado@us.dlapiper.com, julian.angladapagan@us.dlapiper.com; Yahaira.delarosa@us.dlapiper.com; mvalle@gmlex.net; arivera@gmlex.net; alopez@sbgblaw.com, jfr@sbgblaw.com, hrivera@jrsp.pr.gov, legal@genera-pr.com; regulatory@genera-pr.com.

I sign this in San Juan, Puerto Rico, on December 26, 2024.

Sonia Seda Gaztambide
Clerk

NEGOCIADO DE ENERGÍA DE PUERTO RICO
NEPR
JUNTA REGLAMENTADORA DE SERVICIO PÚBLICO

[14] *See* Puerto Rico Energy Transformation and *RELIEF* Act, as amended ("Act 57-2014").

Attachment A: FY24 Metrics Comparison Tables

See separate PDF.

Attachment B: Discussion of Performance for Selected Metrics

The following figures highlight some trends seen over the past 12 months as shown in the reported data. The metrics we have chosen to focus on span different categories, including reliability, safety, customer service, human resources, and renewable energy.

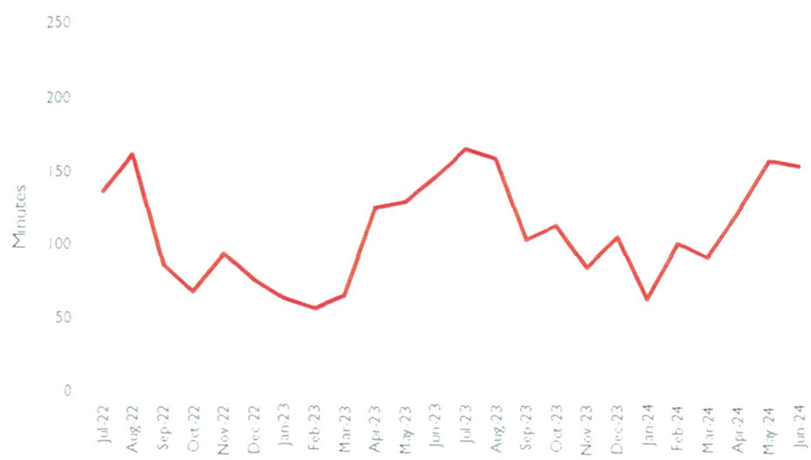
Reliability

System Average Interruption Duration Index (SAIDI)

LUMA's reported monthly System Average Interruption Duration Index (SAIDI) for the entire system over FY24 and FY23 is shown in Figure 1. The system experienced longer outages in the spring and summer months and shorter outages during the fall and winter. Given this monthly fluctuation, the Energy Bureau has not set monthly SAIDI benchmark values.

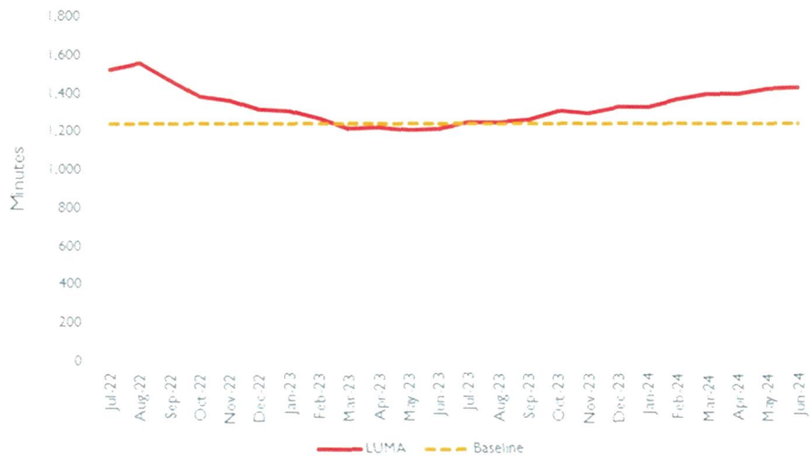
On an annual basis, SAIDI did not improve in FY24 (1,432 minutes), relative to the FY23 (1,218 minutes) performance. In LUMA's August 30 Motion in response to the ROIs in the August 9 Resolution, LUMA states that extreme weather, vegetation, and equipment-related events have increased Customer Minutes of Interruption and contributed to higher SAIDI levels. Also, LUMA states that seasonal impacts cause SAIDI to trend higher in some months than others and the infrastructure LUMA is responsible for continues to suffer from pre-existing damages from Hurricanes, Maria, Irma, and Fiona and severe underinvestment. LUMA states it is engaged in an island-wide vegetation clearing program and the deployment of multiple substations, and Advance Metering Infrastructure (AMI) to improve the reliability, resilience, and sustainability of its system.

Figure 1: Monthly SAIDI



In Figure 2 below, the Energy Bureau presents LUMA's rolling 12-month annual SAIDI levels. LUMA's reported 12-month SAIDI levels had been higher than the Energy Bureau's baseline of 1,243 minutes until March 2023. From March through August 2023, LUMA's performance is similar to PREPA's baseline from FY20. From September 2023 to July 2024 LUMA reported 12-month SAIDI levels higher than the established baseline. The benchmark for this metric is 102 minutes, which is still significantly lower than LUMA's current level of outages.

Figure 2: Rolling 12-month SAIDI



System Average Interruption Frequency Index (SAIFI)

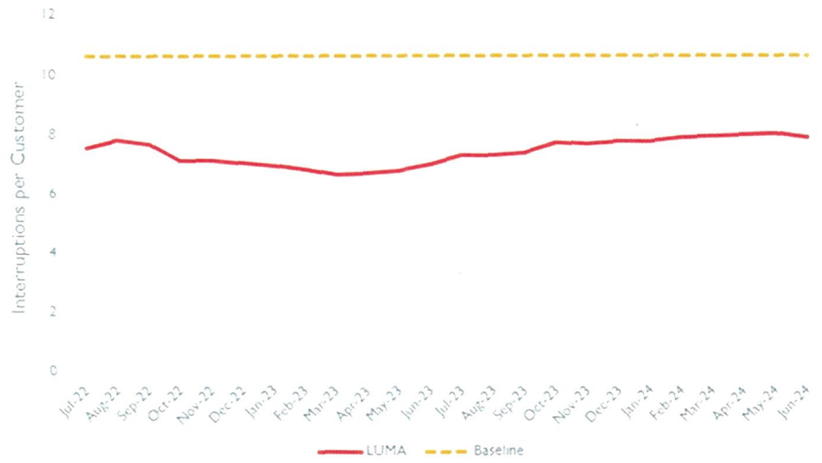
The Energy Bureau observes that LUMA's monthly System Average Interruption Frequency Index (SAIFI) for the entire system has varied a lot over the past two years, as in Figure 3. While monthly outage frequencies have been occurring less than once per customer, July 2023 recorded the highest monthly SAIFI value since LUMA's transition.

Figure 3: Monthly SAIFI

Annual System SAIFI had gone up in FY24 (7.9 interruptions) relative to FY23 (7.0 interruptions). In response to the August 9 R&O, LUMA attributes this increase in SAIFI levels to vegetation, equipment, and transmissions and substation related events. On an annual basis, LUMA is performing better than the historical baseline value set by the Energy Bureau, as in

Figure 4 below. However, LUMA has yet to achieve the benchmark value of one interruption per customer per year.

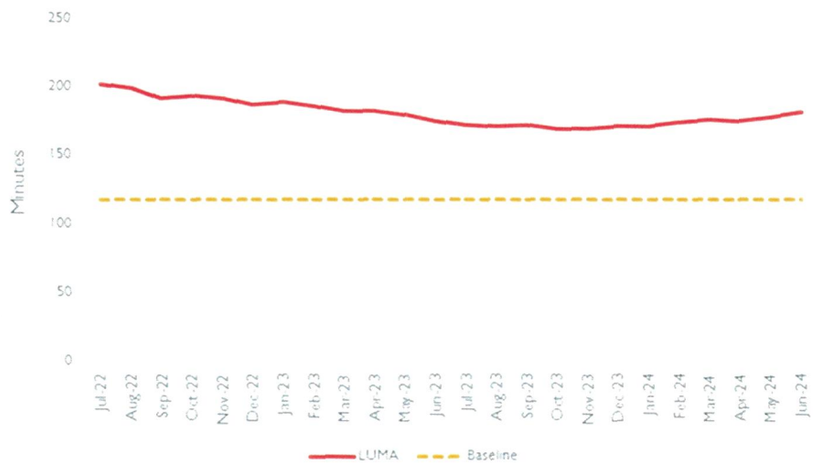
Figure 4: Rolling 12-month SAIFI



Customer Average Interruption Duration Index (CAIDI)

Figure 5 shows LUMA's reported Customer Average Interruption Duration Index (CAIDI) performance. CAIDI decreased through FY23 and increased slightly through FY24. These values are higher than the baseline value set by the Energy Bureau.[15] This trend is largely caused by higher SAIDI values and lower SAIFI values, since CAIDI is calculated as SAIDI divided by SAIFI and represents the average duration of a single outage.

Figure 5: Annual CAIDI

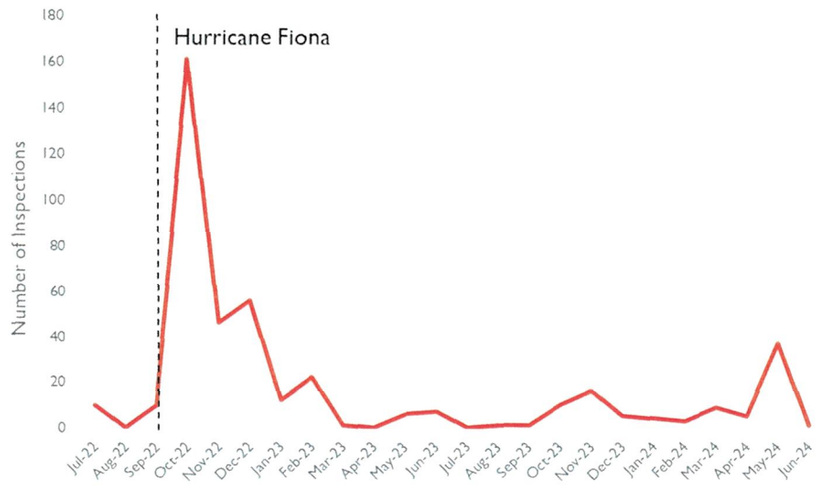


[15] The baseline CAIDI value is calculated by dividing the rolling 12-month SAIDI baseline by the 12-month rolling SAIFI baseline from FY20. 1,243 minutes divided by 10.6 interruptions per customer results in an annual average of 117 minutes per interruption. In the Energy Bureau's August 18 Resolution, the CAIDI baseline was reported as 145 minutes. This value is outdated and was based on SAIDI and SAIFI values that included outages due to generation-related load shedding. LUMA discovered this in their September 20 Submission and provided revised SAIDI and SAIFI values in its November 9 Submission. See "TC-RFI-LUMA-MI-19-0007-211104-PREB-002_Exhibit 1" as provided with the November 9 Submission for the relevant data.

Transmission Line Inspections

LUMA began reporting transmission, distribution, and substation inspections in its April 20, 2023 quarterly report. In its submission, LUMA provided historical data on this metric through June 2021 (see Figure 6). During FY23, LUMA conducted the highest number of transmission line inspections in October 2022 and conducted few inspections in March 2023 through April 2024. In its October 31 ROI response, LUMA stated that it conducted a higher number of visual assessments of the transmission and distribution system after Hurricane Fiona to perform post-storm damage assessments.[16]

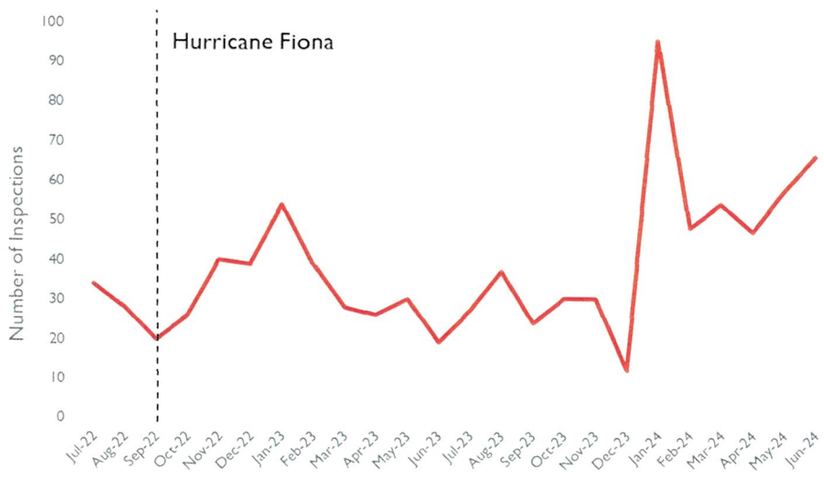
Figure 6: Transmission Line Inspections



Distribution Line Inspections

LUMA conducted an average of 44 distribution line inspections per month in FY24, an increase from FY23's average of 32 inspections per month. During FY24, LUMA conducted the highest number of transmission line inspections in January 2024 and the number of inspections has been on an increasing trend in the past two months. Figure 7 shows this data.

Figure 7: Distribution Line Inspections

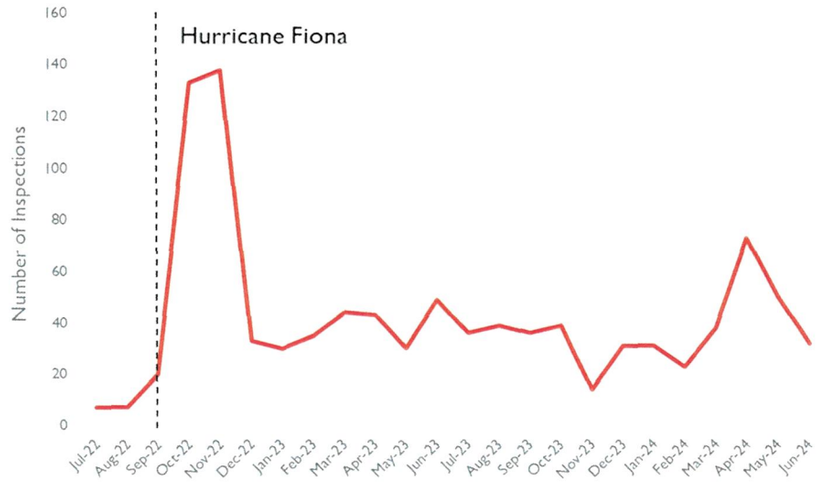


T&D Substation Inspections

Figure 8 shows LUMA's monthly T&D substation inspections. LUMA conducted an average of 37 substation inspections per month in FY24, which is a decrease from FY23's average of 47 inspections per month. Throughout FY24, LUMA conducted the highest number of transmission line inspections in April 2024.

[16] See LUMA's October 31 Submission, Response ROI-LUMA-MI-2019-0007-R2-16OCT23-002

Figure 8: T&D Substation Inspections

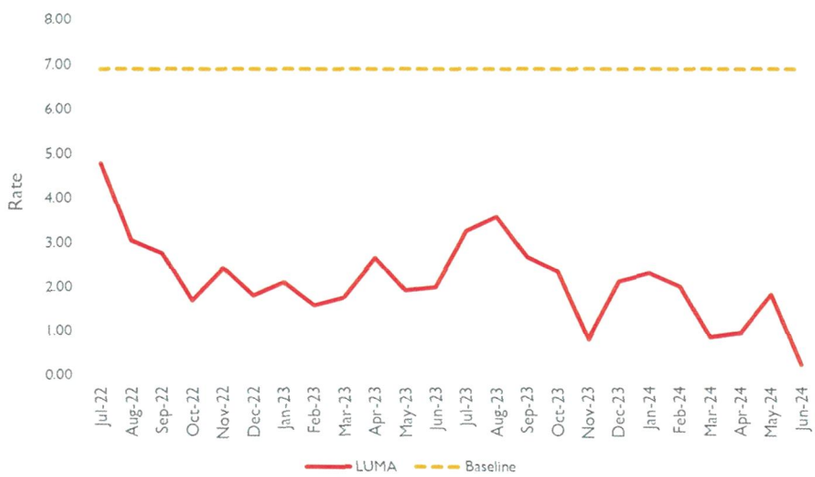


Safety

OSHA Recordable Rate

Figure 9 shows LUMA's OSHA recordable rate. LUMA's average for FY23 and FY24 was 2.2 and 1.9 respectively, both of which are within the benchmark value of 2.3 set by the Energy Bureau. Since July 2022, this value has shown a generally decreasing trend which represents a reduction in lost workdays and an improvement in safety.

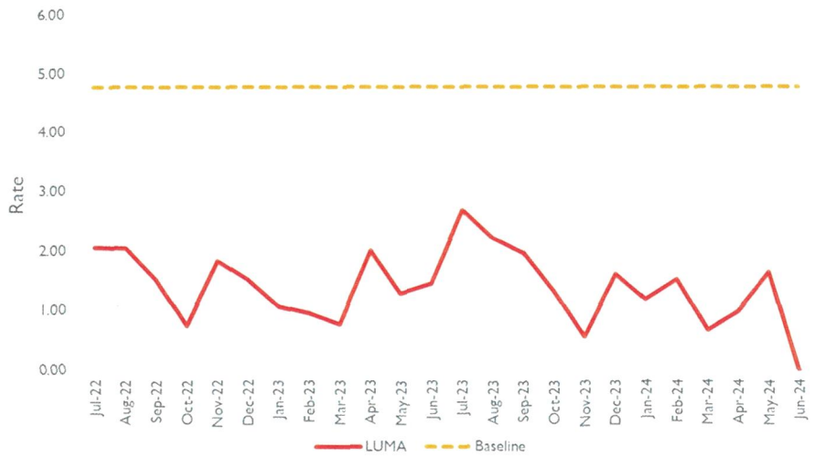
Figure 9: OSHA Recordable Rate



OSHA Days Away, Restricted, and Transfer (DART) Rate

Figure 10 shows LUMA's OSHA DART Rate. This metric measures the number of recordable injuries or illnesses that resulted in days away, restricted, or transferred. A lower value means fewer incidents per employee hours worked. For FY23 and FY24, LUMA's reported OSHA DART rate was 1.3 on average, which is an improvement over the FY2020 baseline of 4.8 and FY22's performance of 1.8. This is still higher than the benchmark of 1.1.

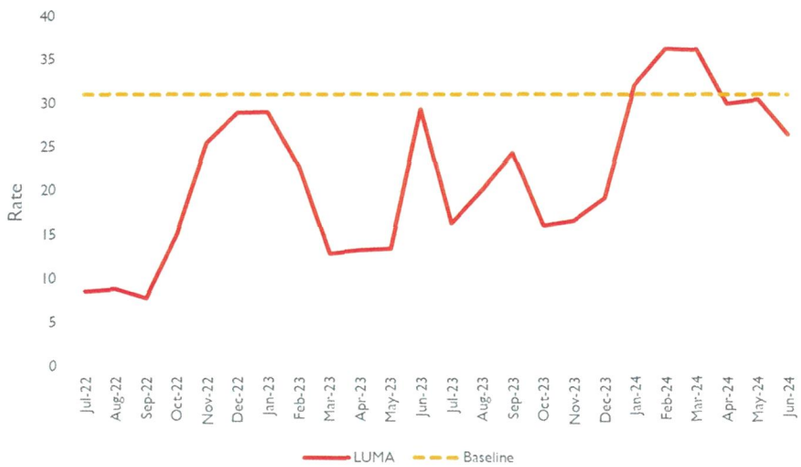
Figure 10: OSHA DART Rate



OSHA Severity Rate

Figure 11 shows LUMA's OSHA Severity Rate performance. This measures the number of restricted and lost days due to a work-related injury. LUMA's three highest recorded severity rate values since taking over operation have all occurred in FY2023. December 2022, January 2023, and June 2023 experienced values between 28 and 30. In FY24 LUMA reported even higher values exceeding the baseline from January through April 2024. While severity rates have been going down in the past several months, LUMA's average FY24 performance did not improve relative to FY22 or FY23.

Figure 11: OSHA Severity Rate



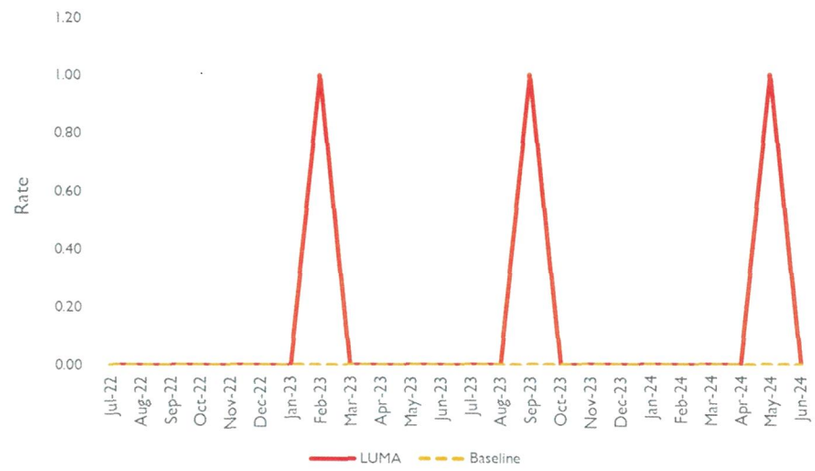
OSHA Fatalities

On February 22, 2023, a substation technician passed away while performing maintenance work on a substation in Barranquitas. On March 13, 2023, the Energy Bureau issued a Resolution and Order to initiate an investigation into the February 22 incident and required LUMA to file a summary of the incident, corrective or other actions, and other information regarding the OSHA investigation.[17] This was the first time since the Energy Bureau began collecting data in this docket that a non-zero value was reported. The baseline and benchmark for OSHA Fatalities is zero. The electrical accident occurred in circumstances over which the employer (LUMA) had no direct control. Puerto Rico Occupational Safety and Health Administration (PROSHA) concluded that no violation of the regulations administered by the entity was found. Given all the elements analyzed, no violation is found on the part of LUMA that holds it responsible for the fatality that occurred on February 22,

[17] See Docket NEPR-IN-2023-0001

2023. On the contrary, it is forced to conclude that LUMA, in charge of the administration of the transmission system of the Authority's energy system, scheduled the tasks under the safety requirements and standards. This assertion has been validated by PROSHA. In September 2023, and May 2024 LUMA reported two more fatalities.

Figure 12: OSHA Fatalities



Customer Service

Act 57 Claims Opened and Closed

Since June 2021, LUMA has reported data on the number of formal and informal Act 57-2014 claims opened and closed. The Energy Bureau observes that the number of Act 57-2014 claims opened reached historic highs in April and June 2024 as shown in Figure 13, and the number of claims closed by LUMA was highest in April as shown in Figure 14. Most resolved claims were under the Commercial and Public residential categories.

Figure 13: Number of Act 57 Claims Opened

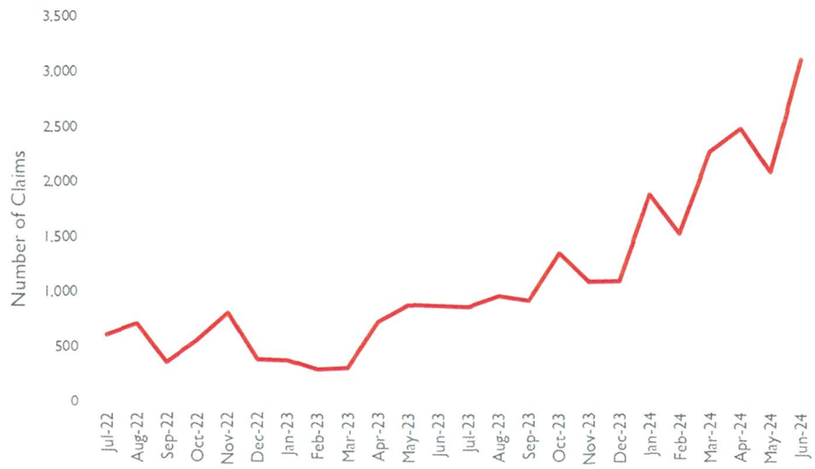
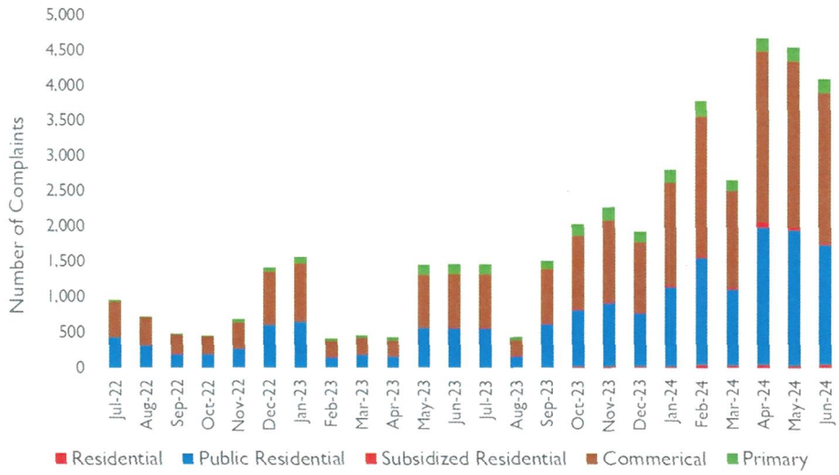


Figure 14: Number of Act 57 Claims Closed



Average Time to Resolve Act 57 Billing Disputes

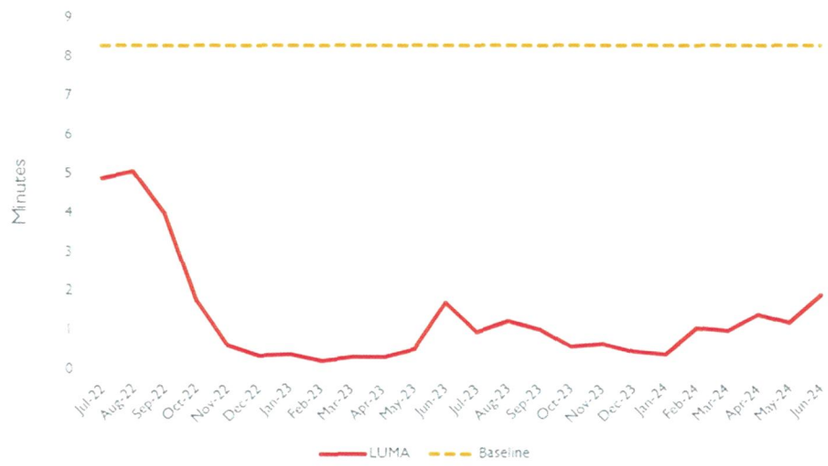
Figure 15 shows LUMA's average time to resolve Act 57 Billing Disputes. The chart shows that the number of days required has been trending downward since December 2022. In FY24, the Energy Bureau observes that the average time to resolve disputes was 33 days relative to FY23's average time of 54 days.

Figure 15: Average Time to Resolve Act 57 Billing Disputes

Average Speed to Answer

Figure 16 below shows LUMA's average speed to answer phone calls. The Energy Bureau observes that LUMA has consistently maintained an average speed to answer below the Energy Bureau's baseline of 8.3 minutes.

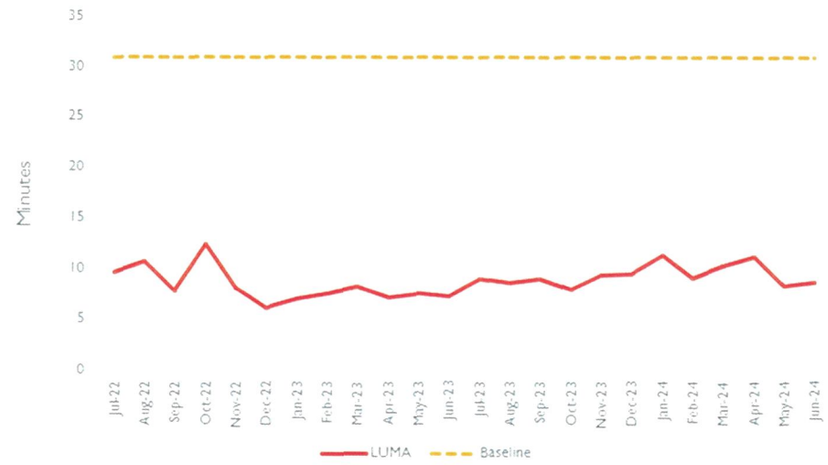
Figure 16 Average Speed to Answer



Average Wait Time at Customer Service Centers

Figure 17 below shows the average wait time at LUMA's customer service centers. The figure shows that the average wait time has fluctuated between 6 to 15 minutes. The Energy Bureau notes that LUMA's reported average wait times are substantially below the baseline level of 31 minutes.

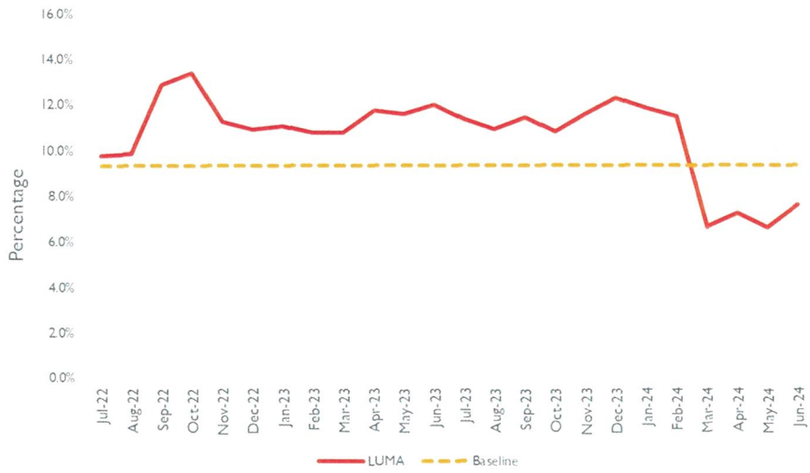
Figure 17 Average Wait Time Customer Service Center



Percent of Bills Estimated vs. Read

Figure 18 below shows LUMA's percent of bills estimated versus read. The higher the percentage, the more bills are estimated versus actually read. In the last four months of FY24 LUMA reported a percentage on or below baseline, showing it has made recent improvements in meter reading.

Figure 18 Bills: Percent Estimated Versus Read

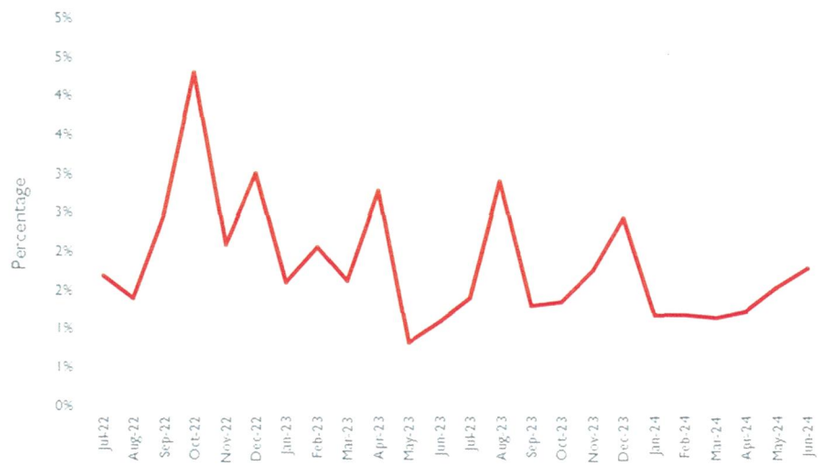


Human Resources

Turnover Rate

LUMA defines turnover rate as the number of divided by the total employees at end of period.[18] Figure 20 shows LUMA's turnover rate for FY23 and FY24. The Energy Bureau notes that LUMA's FY24 turnover rate has gone down slightly relative to FY23 (2.1 percent to 2 percent). However, this value follows or is lower than the United States Bureau of Labor Statistics data on average separation rates for utilities from this period.[19]

Figure 19. LUMA Employee Turnover Rate



[18] LUMA response TC-RFI-LUMA-MI-19-0007-220224-PREB-005.

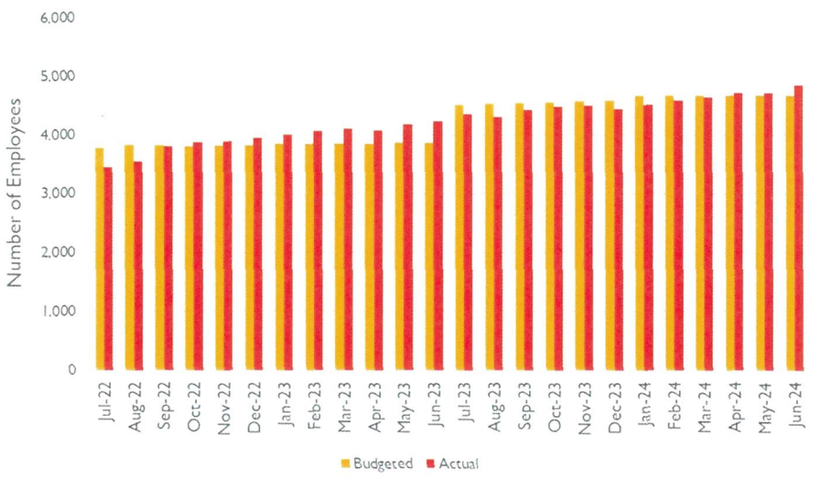
[19] US Department of Labor. September2024. *Job Openings and Labor Turnover*. Available at: https://www.bls.gov/news.release/pdf/jolts.pdf

Budgeted and Actual Head Counts

LUMA has been reporting the total number of budgeted and actual employees since June 2021.

Figure 21 shows the number of employees employed by LUMA over the last twelve months. From October 2022 to June 2023, actual employees exceeded the budgeted number of employees. The Energy Bureau previously categorized these metrics as under review and has included questions on this in FY2023 Summary Attachment C. In response to Attachment D in January 29 Motion, LUMA explains that in January 2023, there was an internal reclassification and redistribution of some resources from LUMA's Utility Transformation area to other areas of LUMA to improve the organizational alignment. The realignment affected the actual headcount of employees by type and because the budgeted headcount by type remained as originally budgeted, this resulted in data that indicated actual headcounts exceeded budgeted headcounts. From July 2023 to March 2024, actual employees did not exceed the budgeted number of employees. However, actual employees exceeded budgeted employees in the final three months of FY24.

Figure 20 LUMA Employee Headcount

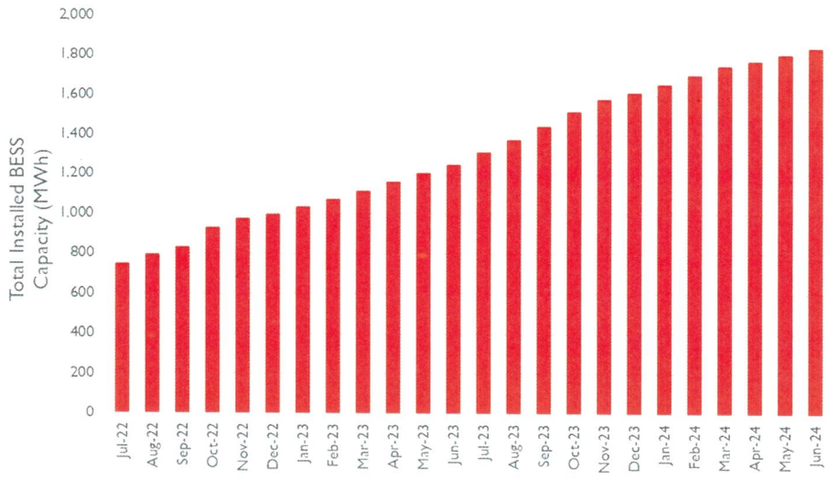


Renewable Energy

Figure 221 and Figure 22 below show the amount of installed distributed solar and battery storage capacity. The capacity installed continues to steadily increase, likely due to natural market adoption drivers. The amount of distributed solar installed in Puerto Rico has increased by 53 percent over the last year, while the amount of battery storage has increased by 47 percent relative to FY22. On average over FY23, LUMA interconnected roughly 3,500 new distributed solar photovoltaic (PV) systems and 3,200 new battery storage systems per month. This is a substantial increase relative to the installation rates reported in years prior. For reference, PREPA installed about 570 new distributed solar systems per month in FY2020.

Figure 21 Distributed Solar Capacity

Figure 22 BESS Installed Capacity



Attachment C: Requirements of Information

1. For each Distribution Line, Transmission Line, and T&D Substation Inspections

    a. Explain how LUMA determines the number of inspections it plans to conduct.

    b. State whether LUMA conducted greater or fewer inspections than planned during FY24.

    c. Explain the reason for any deviations between the actual and planned number of inspections for FY24.

2. Net monthly work orders balance

    a. Explain the reason for the increase in work orders relative to FY23.

    b. Provide the work order balance as of the close of FY24 by the categories defined in LUMA's response RFI-LUMA-MI-2019-0007-20231221-PREB-Attachment D-6 as provided in LUMA's January 29 Motion.

3. Reliability metrics by district for Bayamón

    a. Confirm whether LUMA defined the reliability district of Bayamón using the same method throughout FY23 and FY24.

    b. If not confirmed, explain what changed and the reason for the change.

4. DSO (Days Sales Outstanding), Government customers

    a. Explain the reason for the negative values reported for December and January (-18, -17 respectively).

    b. State what LUMA is doing to close out invoice reading objections by the government entities and by when resolution is expected.

Attachment A: FY24 Metrics Comparison Tables

Table 1. LUMA's FY24 Performance for Metrics Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*Proposed Benchmark*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
Safety	12-Month Rolling OSHA DART Rate	T&D	Rate	Below	4.77	1.1	1.7	1.4	1.3	IMPROVED*	NO SUBSTANTIAL CHANGE*
Safety	12-Month Rolling OSHA Severity Rate	T&D	Rate	Below	31.00	To be determined	10.4	17.8	25.8	IMPROVED*	NOT IMPROVED*
Safety	12-Month Rolling OSHA Fatality	T&D	Rate	Below	0.00	0.0	0.0	1.0	2.0	NOT IMPROVED*	NOT IMPROVED*
Safety	12-Month Rolling OSHA Recordable Rate	T&D	Rate	Below	6.90	2.3	2.8	2.3	1.9	IMPROVED*	IMPROVED*
Finance	Operational expenses vs. budget	T&D	Percentage	Close to 0%	N/A	Within Budget	5%	-2%	37%	N/A**	NOT IMPROVED
Finance	Capital expenses vs. budget****	T&D	Percentage	Close to 0%	N/A	Within Budget	-68%	-26%	-2%	N/A**	IMPROVED
Reliability	Distribution line inspections	System	Number of inspections	Above	N/A	To be determined	54	32	44	N/A**	UNDER REVIEW
Reliability	Transmission line inspections	System	Number of inspections	Above	N/A	To be determined	19	28	8	N/A**	UNDER REVIEW
Reliability	T&D substation inspections	System	Number of inspections	Above	N/A	To be determined	12	47	37	N/A**	UNDER REVIEW
Reliability	SAIDI (T&D) 12-month rolling average	System	Minutes	Below	1,243	102	1,564	1,218	1,432	NOT IMPROVED***	NOT IMPROVED***
Reliability	SAIFI (T&D) 12-month rolling average	System	Interruptions per customer	Below	10.60	1.0	7.5	7.0	7.9	IMPROVED***	NOT IMPROVED***
Finance	DSO (Days Sales Outstanding)	Government customers	Days	Below	619	48	179	167	48	IMPROVED	IMPROVED
Finance	DSO (Days Sales Outstanding)	General customers	Days	Below	132	48	114	124	143	NOT IMPROVED	NOT IMPROVED
Finance	Overtime		Percentage	Below	N/A	To be determined	27%	25%	25%	N/A**	NO SUBSTANTIAL CHANGE
Customer Service	Call abandonment rate		Percentage	Below	N/A	To be determined	15%	9%	7%	N/A**	IMPROVED
Customer Service	Average speed to answer		Minutes	Below	8.25	0.40	3.2	1.7	1.0	IMPROVED	IMPROVED

Note: improved means performance has improved by over 5 percent.
Not improved means that performance has not improved by over 5 percent.
No substantial change means performance has remained within 5 percent.

*The FY22,FY23, and FY24 values reflect that rate at the end of the fiscal year, rather than the monthly average.
**No baseline data is available.
***This data represents the annual total, rather than the monthly average.
****This data is sourced from Resumen Métricas Máster_July2024.xlsx and contains data through March 2024.

Table 2. LUMA's FY24 Performance for Metrics with Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*Proposed Benchmark*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
Safety	OSHA DART Rate	T&D	Rate	Below	4.8	1.1	1.8	1.4	1.4	IMPROVED	IMPROVED
Safety	OSHA Severity Rate	T&D	Rate	Below	31.0	To be determined	10.7	18.0	25.3	IMPROVED	NOT IMPROVED
Safety	OSHA Fatality	T&D	Rate	Below	0.0	0.0	0.0	0.1	0.2	NOT IMPROVED	NOT IMPROVED
Safety	OSHA Recordable Rate	T&D	Rate	Below	6.9	2.3	2.9	2.4	1.9	IMPROVED	IMPROVED
Safety	12-Month Rolling OSHA DART Rate	T&D	Rate	Below	4.77	1.1	1.7	1.4	1.3	IMPROVED*	NO SUBSTANTIAL CHANGE*
Safety	12-Month Rolling OSHA Severity Rate	T&D	Rate	Below	31.00	To be determined	10.4	17.8	25.8	IMPROVED*	NOT IMPROVED*
Safety	12-Month Rolling OSHA Fatality	T&D	Rate	Below	0.00	0.0	0.0	1.0	2.0	NOT IMPROVED*	NOT IMPROVED*
Safety	12-Month Rolling OSHA Recordable Rate	T&D	Rate	Below	6.90	2.3	2.8	2.3	1.9	IMPROVED*	IMPROVED*
Reliability	Monthly CAIDI		Minutes	Below	117	101	207	175	180	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Finance	Operational expenses vs. budget	T&D	Percentage	Close to 0%	N/A	Within Budget	5%	-2%	37%	N/A**	NOT IMPROVED
Finance	Capital expenses vs. budget****	T&D	Percentage	Close to 0%	N/A	Within Budget	-68%	-26%	-2%	N/A**	IMPROVED
Reliability	SAIDI (T&D) 12-month rolling average	System	Minutes	Below	1,243	102	1,564	1,218	1,432	NOT IMPROVED***	NOT IMPROVED***
Reliability	SAIFI (T&D) 12-month rolling average	System	Interruptions per customer	Below	10.60	1	8	7	8	IMPROVED***	NOT IMPROVED***
Finance	DSO (Days Sales Outstanding)	Total customers	Days	Below	197	48	123	129	124	IMPROVED	NO SUBSTANTIAL CHANGE
Finance	DSO (Days Sales Outstanding)	Government customers	Days	Below	619	48	179	167	48	IMPROVED	IMPROVED
Finance	DSO (Days Sales Outstanding)	General customers	Days	Below	132	48	114	124	143	NOT IMPROVED	NOT IMPROVED
Customer Service	Percent of customer calls answered		Percentage	Above	N/A	100%	81%	88%	90%	N/A**	NO SUBSTANTIAL CHANGE
Customer Service	Average speed to answer		Minutes	Below	8.3	0.4	3.2	1.7	1.0	IMPROVED	IMPROVED

Note: improved means performance has improved by over 5 percent., not improved means that performance has not improved by over 5 percent, no substantial change means performance has remained within 5 percent.

*The FY22,FY23, and FY24 values reflect that rate at the end of the fiscal year, rather than the monthly average.
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Customer Service	Wait time in Customer Service Centers		Minutes	Below	30.9	30.9	8.9	8.3	9.4	IMPROVED	NOT IMPROVED
Customer Service	Average time to resolve billing disputes (Act 57 Claims)		Days	Below	Awaiting revision	No more than 60 days	57	54	33	N/A**	IMPROVED
Customer Service	Percent of customers billed		Percentage	Above	99.2%	100.0%	98.8%	99.3%	99.2%	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Customer Service	Percent of bills estimated vs. read		Percentage	Below	9.4%	5.0%	10.8%	11.3%	10.0%	NOT IMPROVED	IMPROVED
Customer Service	Average time to respond to service and outage complaints		Days	Below	N/A	To be determined	9	5	3	N/A**	IMPROVED
RE and DSM	Generation from RPS-eligible PPOA's (percent of sales)	Total	Percentage	Above	2.6%	40% by 2025 (includes DERs)	2.8%	2.5%	2.3%	NOT IMPROVED	NOT IMPROVED

Note: improved means performance has improved by over 5 percent.
Not improved means that performance has not improved by over 5 percent.
No substantial change means performance has remained within 5 percent.

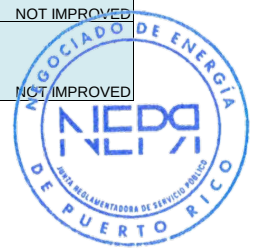
**No baseline data is available.

Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
Human Resources	Turnover rate		Percentage	Below	N/A	1.7%	2.1%	1.6%	N/A*	IMPROVED
Reliability	Monthly SAIDI Distribution	Arecibo	Minutes	Below	N/A	158	35	69	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Utuado	Minutes	Below	N/A	143	127	166	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Bayamón	Minutes	Below	N/A	125	101	103	N/A**	UNDER REVIEW***
Reliability	Monthly SAIDI Distribution	Vega Baja	Minutes	Below	N/A	58	68	95	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Barranquitas	Minutes	Below	N/A	44	79	102	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Caguas	Minutes	Below	N/A	146	69	105	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Humacao	Minutes	Below	N/A	119	88	76	N/A**	IMPROVED
Reliability	Monthly SAIDI Distribution	Canóvanas	Minutes	Below	N/A	55	60	80	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Fajardo	Minutes	Below	N/A	47	43	52	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Aguadilla	Minutes	Below	N/A	58	65	74	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Mayagüez	Minutes	Below	N/A	232	123	117	N/A**	IMPROVED
Reliability	Monthly SAIDI Distribution	Guayama	Minutes	Below	N/A	24	25	33	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	Ponce	Minutes	Below	N/A	81	45	60	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Distribution	San Juan	Minutes	Below	N/A	108	102	156	N/A**	NOT IMPROVED

Note: improved means performance has improved by over 5 percent.
Not improved means that performance has not improved by over 5 percent.
No substantial change means performance has remained within 5 percent.

*LUMA took control of the transmission and distribution system in June 2021. Therefore, no baseline data is available for FY20 for these metrics.
** District definitions for SAIDI and SAIFI changed and can no longer be compared to PREPA's data from FY20.
*** District definition for Bayamon may have changed between FY23 and FY24 and is under review.



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Reliability	Monthly SAIDI Distribution	Yauco	Minutes	Below	N/A	49	86	61	N/A**	IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Arecibo	Minutes	Below	N/A	59	13	20	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Utuado	Minutes	Below	N/A	29	75	55	N/A**	IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Bayamón	Minutes	Below	N/A	48	26	21	N/A**	UNDER REVIEW***
Reliability	Monthly SAIDI Transmission Substation	Vega Baja	Minutes	Below	N/A	17	36	30	N/A**	IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Barranquitas	Minutes	Below	N/A	18	13	20	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Caguas	Minutes	Below	N/A	20	15	22	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Humacao	Minutes	Below	N/A	39	29	20	N/A**	IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Canóvanas	Minutes	Below	N/A	13	15	14	N/A**	NO SUBSTANTIAL CHANGE
Reliability	Monthly SAIDI Transmission Substation	Fajardo	Minutes	Below	N/A	8	20	13	N/A**	IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Aguadilla	Minutes	Below	N/A	23	42	18	N/A**	IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Mayagüez	Minutes	Below	N/A	67	27	42	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Guayama	Minutes	Below	N/A	20	8	18	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Transmission Substation	Ponce	Minutes	Below	N/A	50	20	32	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI Transmission Substation	San Juan	Minutes	Below	N/A	19	16	16	N/A**	NO SUBSTANTIAL CHANGE

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** District definitions for SAIDI and SAIFI changed and can no longer be compared to PREPA's data from FY20.
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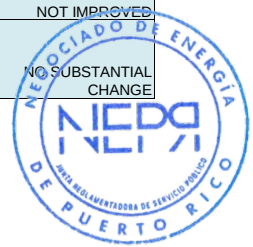

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Reliability	Monthly SAIDI Transmission Substation	Yauco	Minutes	Below	N/A	27	36	47	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Arecibo	Minutes	Below	N/A	217	48	90	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Utuado	Minutes	Below	N/A	173	202	221	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Bayamón	Minutes	Below	N/A	174	127	125	N/A**	UNDER REVIEW***
Reliability	Monthly SAIDI (T&D)	Vega Baja	Minutes	Below	N/A	74	104	125	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Barranquitas	Minutes	Below	N/A	62	92	122	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Caguas	Minutes	Below	N/A	166	84	127	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Humacao	Minutes	Below	N/A	158	117	96	N/A**	IMPROVED
Reliability	Monthly SAIDI (T&D)	Canóvanas	Minutes	Below	N/A	68	75	94	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Fajardo	Minutes	Below	N/A	55	63	65	N/A**	NO SUBSTANTIAL CHANGE
Reliability	Monthly SAIDI (T&D)	Aguadilla	Minutes	Below	N/A	81	107	92	N/A**	IMPROVED
Reliability	Monthly SAIDI (T&D)	Mayagüez	Minutes	Below	N/A	299	150	158	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Guayama	Minutes	Below	N/A	44	33	50	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	Ponce	Minutes	Below	N/A	131	65	92	N/A**	NOT IMPROVED
Reliability	Monthly SAIDI (T&D)	San Juan	Minutes	Below	N/A	127	118	172	N/A**	NOT IMPROVED

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Reliability	Monthly SAIDI (T&D)	Yauco	Minutes	Below	N/A	76	122	108	N/A**	IMPROVED
Reliability	Monthly SAIFI Distribution	Arecibo	Interruptions per customer	Below	N/A	0.63	0.18	0.29	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Utuado	Interruptions per customer	Below	N/A	0.52	0.40	0.48	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Bayamón	Interruptions per customer	Below	N/A	0.54	0.51	0.48	N/A**	UNDER REVIEW***
Reliability	Monthly SAIFI Distribution	Vega Baja	Interruptions per customer	Below	N/A	0.24	0.34	0.44	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Barranquitas	Interruptions per customer	Below	N/A	0.15	0.33	0.38	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Caguas	Interruptions per customer	Below	N/A	0.48	0.31	0.42	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Humacao	Interruptions per customer	Below	N/A	0.42	0.45	0.36	N/A**	IMPROVED
Reliability	Monthly SAIFI Distribution	Canóvanas	Interruptions per customer	Below	N/A	0.26	0.45	0.60	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Fajardo	Interruptions per customer	Below	N/A	0.23	0.24	0.30	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Aguadilla	Interruptions per customer	Below	N/A	0.19	0.27	0.32	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Mayagüez	Interruptions per customer	Below	N/A	0.71	0.48	0.45	N/A**	IMPROVED
Reliability	Monthly SAIFI Distribution	Guayama	Interruptions per customer	Below	N/A	0.13	0.17	0.18	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	Ponce	Interruptions per customer	Below	N/A	0.38	0.30	0.37	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Distribution	San Juan	Interruptions per customer	Below	N/A	0.68	0.64	0.77	N/A**	NOT IMPROVED

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Reliability	Monthly SAIFI Distribution	Yauco	Interruptions per customer	Below	N/A	0.19	0.32	0.29	N/A**	IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Arecibo	Interruptions per customer	Below	N/A	0.41	0.11	0.10	N/A**	IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Utuado	Interruptions per customer	Below	N/A	0.35	0.57	0.69	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Bayamón	Interruptions per customer	Below	N/A	0.30	0.19	0.17	N/A**	UNDER REVIEW***
Reliability	Monthly SAIFI Transmission Substation	Vega Baja	Interruptions per customer	Below	N/A	0.11	0.25	0.31	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Barranquitas	Interruptions per customer	Below	N/A	0.09	0.11	0.16	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Caguas	Interruptions per customer	Below	N/A	0.18	0.19	0.20	N/A**	NO SUBSTANTIAL CHANGE
Reliability	Monthly SAIFI Transmission Substation	Humacao	Interruptions per customer	Below	N/A	0.29	0.25	0.18	N/A**	IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Canóvanas	Interruptions per customer	Below	N/A	0.10	0.13	0.11	N/A**	IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Fajardo	Interruptions per customer	Below	N/A	0.10	0.17	0.15	N/A**	IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Aguadilla	Interruptions per customer	Below	N/A	0.18	0.17	0.17	N/A**	NO SUBSTANTIAL CHANGE
Reliability	Monthly SAIFI Transmission Substation	Mayagüez	Interruptions per customer	Below	N/A	0.42	0.21	0.29	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Guayama	Interruptions per customer	Below	N/A	0.26	0.14	0.19	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Transmission Substation	Ponce	Interruptions per customer	Below	N/A	0.28	0.15	0.29	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI Transmission Substation	San Juan	Interruptions per customer	Below	N/A	0.16	0.15	0.20	N/A**	NOT IMPROVED

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Reliability	Monthly SAIFI Transmission Substation	Yauco	Interruptions per customer	Below	N/A	0.25	0.27	0.30	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Arecibo	Interruptions per customer	Below	N/A	1.04	0.29	0.39	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Utuado	Interruptions per customer	Below	N/A	0.87	0.97	1.17	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Bayamón	Interruptions per customer	Below	N/A	0.83	0.70	0.65	N/A**	UNDER REVIEW***
Reliability	Monthly SAIFI (T&D)	Vega Baja	Interruptions per customer	Below	N/A	0.36	0.59	0.74	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Barranquitas	Interruptions per customer	Below	N/A	0.24	0.44	0.53	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Caguas	Interruptions per customer	Below	N/A	0.66	0.50	0.61	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Humacao	Interruptions per customer	Below	N/A	0.71	0.70	0.55	N/A**	IMPROVED
Reliability	Monthly SAIFI (T&D)	Canóvanas	Interruptions per customer	Below	N/A	0.36	0.58	0.71	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Fajardo	Interruptions per customer	Below	N/A	0.34	0.40	0.45	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Aguadilla	Interruptions per customer	Below	N/A	0.37	0.43	0.49	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Mayagüez	Interruptions per customer	Below	N/A	1.13	0.70	0.73	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Guayama	Interruptions per customer	Below	N/A	0.39	0.31	0.37	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	Ponce	Interruptions per customer	Below	N/A	0.66	0.45	0.66	N/A**	NOT IMPROVED
Reliability	Monthly SAIFI (T&D)	San Juan	Interruptions per customer	Below	N/A	0.84	0.78	0.97	N/A**	NOT IMPROVED

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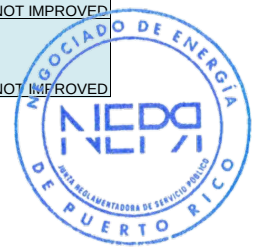

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Reliability	Monthly SAIFI (T&D)	Yauco	Interruptions per customer	Below	N/A	0.45	0.59	0.59	N/A**	NO SUBSTANTIAL CHANGE
Generation	Technical losses as % of net generation		Percentage	Below	N/A	8.37%	8.35%	8.39%	N/A*	NO SUBSTANTIAL CHANGE
Customer Service	Number of Act 57 Claims Opened		Number of cases	Below	N/A	366	577	1642	N/A*	NOT IMPROVED
Customer Service	Number of customer complaints closed by class (Act 57 Claims)	Total	Number of cases	Above	N/A	437	459	1,390	N/A*	IMPROVED
Customer Service	Number of customer complaints closed by class (Act 57 Claims)	Commercial	Number of cases	Above	N/A	45	57	164	N/A*	IMPROVED
Customer Service	Number of customer complaints closed by class (Act 57 Claims)	Primary	Number of cases	Above	N/A	12	4	30	N/A*	IMPROVED
Customer Service	Number of customer complaints closed by class (Act 57 Claims)	Residential	Number of cases	Above	N/A	328	358	1,085	N/A*	IMPROVED
Customer Service	Number of customer complaints closed by class (Act 57 Claims)	Public Residential	Number of cases	Above	N/A	13	4	21	N/A*	IMPROVED
Customer Service	Number of customer complaints closed by class (Act 57 Claims)	Subsidized Residential	Number of cases	Above	N/A	40	37	91	N/A*	IMPROVED
Fleet	Total available vehicles in service (system)	T&D	Number of vehicles	Above	2,709	1,406	2,037	2,049	N/A*	NO SUBSTANTIAL CHANGE
Fuel	Fuel Expenditure vs Forecast	Diesel #2	Percentage	Below	5620%	247%	39%	209%	IMPROVED*	NOT IMPROVED*
Fuel	Fuel Expenditure vs Forecast	#6	Percentage	Below	13%	31%	-5%	4%	IMPROVED*	NOT IMPROVED*
Fuel	MMBTU consumed vs. forecast	Diesel #2	Percentage	Below	5340%	233%	25%	183%	IMPROVED*	NOT IMPROVED*
Fuel	MMBTU consumed vs. forecast	#6	Percentage	Below	8%	15%	-2%	0%	IMPROVED*	NOT IMPROVED*
Fuel	MMBTU consumed vs. forecast	NG	Percentage	Above	-19%	-13%	-6%	-18%	IMPROVED*	NOT IMPROVED*

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RE and DSM	Mean time to interconnect utility-scale RPS-eligible projects		Days	N/A	N/A	N/A	N/A	N/A	N/A*	N/A*
RE and DSM	Total installed BESS capacity	Total	kWh	Above	N/A	529,526	1,005,845	1,610,554	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Adjuntas	kWh	Above	N/A	528	903	1,732	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Aguada	kWh	Above	N/A	2,447	4,884	9,130	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Aguadilla	kWh	Above	N/A	3,548	8,876	17,398	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Aguas Buenas	kWh	Above	N/A	1,044	2,685	5,668	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Aibonito	kWh	Above	N/A	965	2,561	4,921	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Añasco	kWh	Above	N/A	1,757	3,851	6,885	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Arecibo	kWh	Above	N/A	7,939	17,525	33,900	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Arroyo	kWh	Above	N/A	1,856	4,911	9,664	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Barceloneta	kWh	Above	N/A	2,175	5,992	11,756	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Barranquitas	kWh	Above	N/A	843	2,301	4,888	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Bayamón	kWh	Above	N/A	21,654	50,633	92,860	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Cabo Rojo	kWh	Above	N/A	6,148	13,413	22,125	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Caguas	kWh	Above	N/A	15,663	35,368	64,124	N/A*	IMPROVED

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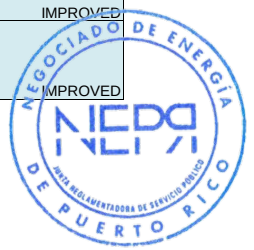

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RE and DSM	Total installed BESS capacity	Camuy	kWh	Above	N/A	1,919	4,757	9,435	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Canóvanas	kWh	Above	N/A	5,090	11,788	22,172	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Carolina	kWh	Above	N/A	46,668	65,432	94,870	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Cataño	kWh	Above	N/A	2,156	4,799	8,399	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Cayey	kWh	Above	N/A	51,413	55,686	61,740	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Ceiba	kWh	Above	N/A	896	2,129	4,674	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Ciales	kWh	Above	N/A	762	2,002	3,917	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Cidra	kWh	Above	N/A	3,029	7,641	14,299	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Coamo	kWh	Above	N/A	3,215	8,204	14,724	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Comerío	kWh	Above	N/A	434	1,454	3,551	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Corozal	kWh	Above	N/A	2,093	5,392	9,922	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Culebra	kWh	Above	N/A	N/A	286	557	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Dorado	kWh	Above	N/A	5,580	12,644	22,087	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Fajardo	kWh	Above	N/A	2,850	7,322	14,202	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Florida	kWh	Above	N/A	559	1,834	3,676	N/A*	IMPROVED

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RE and DSM	Total installed BESS capacity	Guánica	kWh	Above	N/A	726	2,329	4,837	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Guayama	kWh	Above	N/A	24,292	30,286	38,854	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Guayanilla	kWh	Above	N/A	996	2,369	4,859	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Guaynabo	kWh	Above	N/A	12,222	25,138	42,518	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Gurabo	kWh	Above	N/A	6,633	15,665	28,291	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Hatillo	kWh	Above	N/A	2,964	5,877	11,026	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Hormigueros	kWh	Above	N/A	1,639	3,327	5,777	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Humacao	kWh	Above	N/A	4,796	13,569	26,711	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Isabela	kWh	Above	N/A	2,524	6,467	12,337	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Jayuya	kWh	Above	N/A	797	1,254	2,287	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Juana Díaz	kWh	Above	N/A	6,236	31,812	49,408	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Juncos	kWh	Above	N/A	4,028	38,473	57,584	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Lajas	kWh	Above	N/A	1,459	3,688	7,027	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Lares	kWh	Above	N/A	1,127	2,119	4,003	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Las Marías	kWh	Above	N/A	205	517	1,146	N/A*	IMPROVED

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RE and DSM	Total installed BESS capacity	Las Piedras	kWh	Above	N/A	4,554	10,862	20,184	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Loíza	kWh	Above	N/A	877	2,371	6,038	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Luquillo	kWh	Above	N/A	1,633	4,310	8,721	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Manatí	kWh	Above	N/A	3,582	8,669	17,455	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Maricao	kWh	Above	N/A	117	225	464	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Maunabo	kWh	Above	N/A	285	1,222	2,828	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Mayagüez	kWh	Above	N/A	4,662	9,484	17,849	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Moca	kWh	Above	N/A	1,640	3,720	7,374	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Morovis	kWh	Above	N/A	1,718	4,897	9,978	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Naguabo	kWh	Above	N/A	2,794	6,490	12,881	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Naranjito	kWh	Above	N/A	1,267	3,050	6,299	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Orocovis	kWh	Above	N/A	700	1,598	3,977	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Patillas	kWh	Above	N/A	882	2,804	6,129	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Peñuelas	kWh	Above	N/A	887	2,677	5,585	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Ponce	kWh	Above	N/A	13,237	72,605	98,794	N/A*	IMPROVED

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Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total installed BESS capacity	Quebradillas	kWh	Above	N/A	1,382	3,085	5,802	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Rincón	kWh	Above	N/A	771	1,877	4,183	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Río Grande	kWh	Above	N/A	5,430	12,763	23,813	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Río Piedras	kWh	Above	N/A	44	112	174	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Sabana Grande	kWh	Above	N/A	2,213	4,818	8,236	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Salinas	kWh	Above	N/A	44,333	48,880	55,186	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	San Germán	kWh	Above	N/A	2,057	5,113	9,145	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	San Juan	kWh	Above	N/A	51,817	78,509	120,825	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	San Lorenzo	kWh	Above	N/A	3,811	8,793	15,661	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	San Sebastián	kWh	Above	N/A	2,230	4,618	8,925	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Santa Isabel	kWh	Above	N/A	3,041	7,713	13,821	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Santurce	kWh	Above	N/A	59	116	1,744	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Toa Alta	kWh	Above	N/A	9,302	23,567	39,585	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Toa Baja	kWh	Above	N/A	8,012	19,822	35,165	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Trujillo Alto	kWh	Above	N/A	6,833	14,989	25,669	N/A*	IMPROVED

Note: improved means performance has improved by over 5 percent.
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*LUMA took control of the transmission and distribution system in June 2021. Therefore, no baseline data is available for FY20 for these metrics.

Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total installed BESS capacity	Utuado	kWh	Above	N/A	1,109	2,069	5,133	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Vega Alta	kWh	Above	N/A	3,240	7,279	15,902	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Vega Baja	kWh	Above	N/A	54,950	63,830	76,286	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Vieques	kWh	Above	N/A	68	338	1,949	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Villalba	kWh	Above	N/A	1,185	2,702	5,701	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Yabucoa	kWh	Above	N/A	1,478	3,816	8,901	N/A*	IMPROVED
RE and DSM	Total installed BESS capacity	Yauco	kWh	Above	N/A	23,454	27,896	34,254	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Total	Number of facilities	Above	N/A	20,182	47,635	86,860	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Adjuntas	Number of facilities	Above	N/A	29	55	116	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Aguada	Number of facilities	Above	N/A	171	341	609	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Aguadilla	Number of facilities	Above	N/A	263	621	1,196	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Aguas Buenas	Number of facilities	Above	N/A	76	194	398	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Aibonito	Number of facilities	Above	N/A	55	173	337	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Añasco	Number of facilities	Above	N/A	127	261	471	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Arecibo	Number of facilities	Above	N/A	563	1,264	2,391	N/A*	IMPROVED

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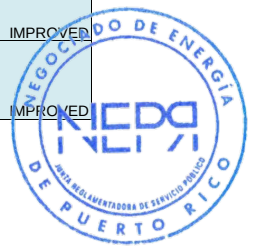

Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total number of BESS installations	Arroyo	Number of facilities	Above	N/A	141	374	719	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Barceloneta	Number of facilities	Above	N/A	166	445	854	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Barranquitas	Number of facilities	Above	N/A	61	170	359	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Bayamón	Number of facilities	Above	N/A	1,531	3,563	6,286	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Cabo Rojo	Number of facilities	Above	N/A	430	945	1,529	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Caguas	Number of facilities	Above	N/A	1,123	2,505	4,364	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Camuy	Number of facilities	Above	N/A	146	345	673	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Canóvanas	Number of facilities	Above	N/A	357	827	1,510	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Carolina	Number of facilities	Above	N/A	1,047	2,361	4,275	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Cataño	Number of facilities	Above	N/A	144	326	557	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Cayey	Number of facilities	Above	N/A	233	545	966	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Ceiba	Number of facilities	Above	N/A	66	154	331	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Ciales	Number of facilities	Above	N/A	56	144	271	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Cidra	Number of facilities	Above	N/A	215	545	996	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Coamo	Number of facilities	Above	N/A	222	583	1,043	N/A*	IMPROVED

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Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total number of BESS installations	Comerío	Number of facilities	Above	N/A	30	106	259	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Corozal	Number of facilities	Above	N/A	139	380	698	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Culebra	Number of facilities	Above	N/A	0	26	50	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Dorado	Number of facilities	Above	N/A	375	831	1,411	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Fajardo	Number of facilities	Above	N/A	194	509	968	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Florida	Number of facilities	Above	N/A	47	145	276	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Guánica	Number of facilities	Above	N/A	55	171	346	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Guayama	Number of facilities	Above	N/A	263	701	1,305	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Guayanilla	Number of facilities	Above	N/A	72	169	338	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Guaynabo	Number of facilities	Above	N/A	795	1,645	2,680	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Gurabo	Number of facilities	Above	N/A	496	1,117	1,937	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Hatillo	Number of facilities	Above	N/A	194	394	740	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Hormigueros	Number of facilities	Above	N/A	120	243	404	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Humacao	Number of facilities	Above	N/A	325	902	1,785	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Isabela	Number of facilities	Above	N/A	183	456	845	N/A*	IMPROVED

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Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total number of BESS installations	Jayuya	Number of facilities	Above	N/A	37	68	147	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Juana Díaz	Number of facilities	Above	N/A	435	967	1,760	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Juncos	Number of facilities	Above	N/A	288	789	1,469	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Lajas	Number of facilities	Above	N/A	106	268	505	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Lares	Number of facilities	Above	N/A	49	123	256	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Las Marías	Number of facilities	Above	N/A	15	39	85	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Las Piedras	Number of facilities	Above	N/A	349	810	1,447	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Loíza	Number of facilities	Above	N/A	67	173	421	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Luquillo	Number of facilities	Above	N/A	110	288	572	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Manatí	Number of facilities	Above	N/A	272	638	1,214	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Maricao	Number of facilities	Above	N/A	8	16	33	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Maunabo	Number of facilities	Above	N/A	20	84	199	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Mayagüez	Number of facilities	Above	N/A	347	695	1,241	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Moca	Number of facilities	Above	N/A	116	262	503	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Morovis	Number of facilities	Above	N/A	130	370	726	N/A*	IMPROVED

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Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total number of BESS installations	Naguabo	Number of facilities	Above	N/A	186	432	884	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Naranjito	Number of facilities	Above	N/A	90	226	444	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Orocovis	Number of facilities	Above	N/A	51	120	307	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Patillas	Number of facilities	Above	N/A	67	211	440	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Peñuelas	Number of facilities	Above	N/A	64	191	392	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Ponce	Number of facilities	Above	N/A	883	2,215	3,970	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Quebradillas	Number of facilities	Above	N/A	101	238	423	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Rincón	Number of facilities	Above	N/A	55	134	276	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Río Grande	Number of facilities	Above	N/A	381	892	1,634	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Río Piedras	Number of facilities	Above	N/A	4	8	12	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Sabana Grande	Number of facilities	Above	N/A	146	334	571	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Salinas	Number of facilities	Above	N/A	195	518	951	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	San Germán	Number of facilities	Above	N/A	155	379	644	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	San Juan	Number of facilities	Above	N/A	1,494	3,284	5,875	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	San Lorenzo	Number of facilities	Above	N/A	278	641	1,132	N/A*	IMPROVED

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Table 3. LUMA's FY24 Performance for Metrics without Benchmarks and Not Proposed to be Included in Docket NEPR-AP-2020-0025

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Performance Relative to FY2023*
RE and DSM	Total number of BESS installations	San Sebastián	Number of facilities	Above	N/A	148	318	608	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Santa Isabel	Number of facilities	Above	N/A	197	534	954	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Santurce	Number of facilities	Above	N/A	3	8	186	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Toa Alta	Number of facilities	Above	N/A	670	1,659	2,692	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Toa Baja	Number of facilities	Above	N/A	589	1,441	2,455	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Trujillo Alto	Number of facilities	Above	N/A	497	1,062	1,688	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Utuado	Number of facilities	Above	N/A	67	140	374	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Vega Alta	Number of facilities	Above	N/A	203	477	1,089	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Vega Baja	Number of facilities	Above	N/A	355	976	1,757	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Vieques	Number of facilities	Above	N/A	5	24	138	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Villalba	Number of facilities	Above	N/A	78	189	432	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Yabucoa	Number of facilities	Above	N/A	102	274	640	N/A*	IMPROVED
RE and DSM	Total number of BESS installations	Yauco	Number of facilities	Above	N/A	263	587	1,024	N/A*	IMPROVED

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Table 4. Genera's FY24 Performance For Metrics with Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*Proposed Benchmark*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Safety	OSHA Recordable Rate	Generation	Rate	Below	6.9	1.8	4.4	3.5	0.3	IMPROVED	IMPROVED
Safety	OSHA DART Rate	Generation	Rate	Below	4.8	0.9	3.2	3.1	2.1	IMPROVED	IMPROVED
Safety	OSHA Severity Rate	Generation	Rate	Below	31.0	To be determined	20.3	16.6	3.1	IMPROVED	IMPROVED
Safety	OSHA Fatality	Generation	Rate	Below	0.0	0.0	0.0	0.0	0.0	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Human Resources	Absenteeism		Percentage	Below	13%	2%	18%	14%	5%	IMPROVED	IMPROVED
Finance	Operational expenses vs. budget	System	Percentage	close to 0%	80%	Within Budget	8%	41%	91%	NOT IMPROVED	NOT IMPROVED
Finance	Operational expenses vs. budget	Labor	Percentage	close to 0%	N/A	Within Budget	N/A	N/A	89%	N/A*	N/A*
Finance	Operational expenses vs. budget	Non-Labor	Percentage	close to 0%	N/A	Within Budget	N/A	N/A	92%	N/A*	N/A*
Finance	Capital expenses vs. budget	System	Percentage	close to 0%	7%	Within Budget	65%	2%	0%	IMPROVED	IMPROVED
Finance	Capital expenses vs. budget	NME	Percentage	close to 0%	N/A	Within Budget	N/A	N/A	88%	N/A*	N/A*
Finance	Capital expenses vs. budget	Federally funded	Percentage	close to 0%	N/A	Within Budget	N/A	N/A	0%	N/A*	N/A*
Finance	Capital expenses vs. budget	Non-federally funded	Percentage	close to 0%	N/A	Within Budget	N/A	N/A	88%	N/A*	N/A*
Generation	Average heat rate (by plant)	San Juan - Steam	BTU/kWh	Below	12,519	10,236	11,583	10,070	12,218	NO SUBSTANTIAL CHANGE	NOT IMPROVED
Generation	Average heat rate (by plant)	Palo Seco - Steam	BTU/kWh	Below	11,411	10,236	10,943	10,452	4,624	IMPROVED	IMPROVED
Generation	Average heat rate (by plant)	Costa Sur - Steam	BTU/kWh	Below	11,923	10,236	11,544	11,964	14,628	NOT IMPROVED	NOT IMPROVED

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*This is a new metric that Genera began reporting in FY24. Therefore, no historical data is available.

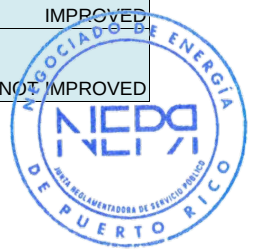

Table 4. Genera's FY24 Performance For Metrics with Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*Proposed Benchmark*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Average heat rate (by plant)	Aguirre - Steam	BTU/kWh	Below	10,986	10,236	11,307	10,981	12,039	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Ciclo Combinado San Juan	BTU/kWh	Below	8,870	9,662	8,959	9,096	8,718	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Ciclo Combinado - Aguirre	BTU/kWh	Below	13,838	9,662	14,574	13,573	14,276	NO SUBSTANTIAL CHANGE	NOT IMPROVED
Generation	Average heat rate (by plant)	Mayagüez - Gas	BTU/kWh	Below	10,326	13,315	10,551	10,729	10,968	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Palo Seco - Gas	BTU/kWh	Below	13,995	13,315	15,719	12,808	15,832	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Costa Sur - Gas	BTU/kWh	Below	N/A	13,315	-	2,123	N/A	N/A***	N/A***
Generation	Average heat rate (by plant)	Aguirre - Gas	BTU/kWh	Below	15,377	13,315	3,906	5,877	2,743	IMPROVED	IMPROVED
Generation	Average heat rate (by plant)	Yabucoa - Gas	BTU/kWh	Below	14,780	13,315	13,243	8,681	15,892	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Daguao - Gas	BTU/kWh	Below	15,640	13,315	14,999	15,556	15,530	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Jobos - Gas	BTU/kWh	Below	15,080	13,315	15,043	15,354	15,156	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Vega Baja - Gas	BTU/kWh	N/A	13,709	13,315	1,351	-	-	N/A***	N/A***
Generation	Average heat rate (by plant)	Cambalache - Gas	BTU/kWh	Below	12,482	13,315	13,029	12,957	12,771	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Vieques - Diesel	BTU/kWh	N/A	9,380	10,325	-	-	-	N/A***	N/A***
Generation	Average heat rate (by plant)	Culebra - Diesel	BTU/kWh	N/A	8,092	10,325	-	-	-	N/A***	N/A***
Generation	Plant availability (by plant)	San Juan - Steam	Percentage	Above	42%	74%	47%	37%	40%	NOT IMPROVED	IMPROVED

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**No generation occurred, therefore an average heat rate cannot be calculated.

Table 4. Genera's FY24 Performance For Metrics with Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*Proposed Benchmark*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Plant availability (by plant)	Palo Seco - Steam	Percentage	Above	48%	83%	63%	51%	18%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Costa Sur - Steam	Percentage	Above	42%	85%	62%	56%	36%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Aguirre - Steam	Percentage	Above	46%	85%	48%	27%	40%	NOT IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Ciclo Combinado San Juan	Percentage	Above	71%	88%	69%	81%	80%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Ciclo Combinado - Aguirre	Percentage	Above	52%	88%	33%	24%	28%	NOT IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Mayagüez - Gas	Percentage	Above	57%	89%	51%	81%	87%	IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Palo Seco - Gas	Percentage	Above	46%	87%	30%	37%	59%	IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Costa Sur - Gas	Percentage	Above	0%	87%	0%	1%	0%	NO SUBSTANTIAL CHANGE	NOT IMPROVED
Generation	Plant availability (by plant)	Aguirre - Gas	Percentage	Above	15%	87%	9%	3%	0%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Yabucoa - Gas	Percentage	Above	49%	87%	38%	23%	47%	NO SUBSTANTIAL CHANGE	IMPROVED
Generation	Plant availability (by plant)	Daguao - Gas	Percentage	Above	83%	87%	91%	96%	97%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Jobos - Gas	Percentage	Above	53%	87%	88%	70%	49%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Vega Baja - Gas	Percentage	Above	32%	87%	12%	0%	0%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Cambalache - Gas	Percentage	Above	93%	89%	86%	88%	87%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Vieques - Diesel	Percentage	Above	92%	92%	85%	58%	78%	NOT IMPROVED	IMPROVED

Note: improved means performance has improved by over 5 percent.
Not improved means that performance has not improved by over 5 percent.
No substantial change means performance has remained within 5 percent.

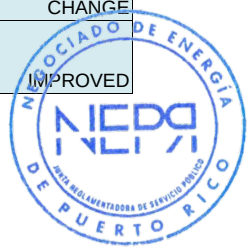

Table 4. Genera's FY24 Performance For Metrics with Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*Proposed Benchmark*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Plant availability (by plant)	Culebra - Diesel	Percentage	Above	92%	92%	100%	96%	99%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Hydro	Percentage	Above	22%	80%	30%	30%	31%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	San Juan - Steam	Percentage	Below	13%	34%	33%	39%	32%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Palo Seco - Steam	Percentage	Below	19%	16%	17%	26%	48%	NOT IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Costa Sur - Steam	Percentage	Below	54%	To be determined	26%	4%	5%	IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Aguirre - Steam	Percentage	Below	31%	39%	10%	53%	47%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Ciclo Combinado San Juan	Percentage	Below	8%	2%	6%	12%	16%	NOT IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Ciclo Combinado - Aguirre	Percentage	Below	9%	2%	30%	35%	29%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Mayagüez - Gas	Percentage	Below	15%	30%	35%	12%	5%	IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Palo Seco - Gas	Percentage	Below	52%	55%	69%	54%	30%	IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Costa Sur - Gas	Percentage	Below	100%	55%	100%	99%	100%	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Aguirre - Gas	Percentage	Below	85%	55%	90%	97%	100%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Yabucoa - Gas	Percentage	Below	50%	55%	62%	71%	22%	IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Daguao - Gas	Percentage	Below	13%	55%	6%	0%	0%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Jobos - Gas	Percentage	Below	45%	55%	10%	28%	50%	NOT IMPROVED	NOT IMPROVED

Note: improved means performance has improved by over 5 percent.
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Table 4. Genera's FY24 Performance For Metrics with Benchmarks											
Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	**Performance improves if above or below**	***FY2020 Baseline***	***Proposed Benchmark***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***	***FY2024 Performance Relative to 2020 Baseline***	***FY2024 Relative to FY2023***
Generation	Forced outages (by plant)	Vega Baja - Gas	Percentage	Below	67%	55%	88%	100%	100%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Cambalache - Gas	Percentage	Below	1%	30%	0%	1%	1%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Vieques - Diesel	Percentage	Below	0%	21%	14%	40%	21%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Culebra - Diesel	Percentage	Below	0%	21%	0%	4%	0%	NO SUBSTANTIAL CHANGE	IMPROVED
Generation	Forced outages (by plant)	Hydro	Percentage	Below	48%	10%	44%	51%	66%	NOT IMPROVED	NOT IMPROVED

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Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Safety	OSHA Recordable Rate	Generation	Rate	Below	6.90	4.45	3.46	0.26	IMPROVED	IMPROVED
Safety	OSHA DART Rate	Generation	Rate	Below	4.77	3.18	3.08	2.14	IMPROVED	IMPROVED
Safety	OSHA Severity Rate	Generation	Rate	Below	31.00	20.26	16.60	3.06	IMPROVED	IMPROVED
Safety	OSHA Fatality	Generation	Rate	Below	0.00	0.00	0.00	0.00	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Human Resources	Budgeted headcounts by employee type	Exempt	Number	N/A	N/A	N/A	N/A	311	N/A*	N/A*
Human Resources	Budgeted headcounts by employee type	Non-exempt	Number	N/A	N/A	N/A	N/A	492	N/A*	N/A*
Human Resources	Actual headcounts by employee type	Exempt	Number	N/A	N/A	N/A	N/A	242	N/A*	N/A*
Human Resources	Actual headcounts by employee type	Non-exempt	Number	N/A	N/A	N/A	N/A	469	N/A*	N/A*
Human Resources	Absenteeism		Percentage	Below	13%	18%	14%	5%	IMPROVED	IMPROVED
Finance	Operational expenses vs. budget	System	Percentage	close to 0%	80%	8%	41%	91%	NOT IMPROVED	NOT IMPROVED
Finance	Operational expenses vs. budget	Labor	Percentage	close to 0%	N/A	N/A	N/A	89%	N/A*	N/A*
Finance	Operational expenses vs. budget	Non-Labor	Percentage	close to 0%	N/A	N/A	N/A	92%	N/A*	N/A*
Finance	Capital expenses vs. budget	System	Percentage	close to 0%	7%	65%	2%	0%	IMPROVED	IMPROVED

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*This is a new metric that Genera began reporting in FY24. Therefore, no historical data is available.

Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Finance	Capital expenses vs. budget	NME	Percentage	close to 0%	N/A	N/A	N/A	88%	N/A*	N/A*
Finance	Capital expenses vs. budget	Federally funded	Percentage	close to 0%	N/A	N/A	N/A	0%	N/A*	N/A*
Finance	Capital expenses vs. budget	Non-federally funded	Percentage	close to 0%	N/A	N/A	N/A	88%	N/A*	N/A*
Generation	Plant availability (system)		Percentage	Above	51%	56%	47%	45%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (system)		Percentage	Below	29%	24%	30%	28%	NO SUBSTANTIAL CHANGE	IMPROVED
Generation	Cost of generation (system total), excluding PPOA's gen		$/kWh	N/A	$0.14	$0.18	$0.13	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (system: O&M), excluding PPOA's gen)		$/kWh	N/A	$0.01	$0.01	$0.01	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (by Plant Type)	Steam - Fuel	$/kWh	Below	$0.09	$0.15	$0.13	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (by Plant Type)	Gas - Fuel	$/kWh	Below	$0.35	$0.47	$0.28	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (by Plant Type)	Steam - O&M	$/kWh	Below	$0.01	$0.01	$0.01	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (by Plant Type)	Gas - O&M	$/kWh	Below	$0.01	$0.03	$0.02	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (by Plant Type)	Steam - Total	$/kWh	Below	$0.10	$0.16	$0.14	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Cost of generation (by Plant Type)	Gas - Total	$/kWh	Below	$0.36	$0.51	$0.30	N/A	UNDER REVIEW**	UNDER REVIEW**

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**Genera has not yet provided this data for FY24.

Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Cost of generation (by Plant Type)	Hydro Total	$/kWh	Below	$0.08	$0.14	$0.07	N/A	UNDER REVIEW**	UNDER REVIEW**
Generation	Monthly thermal generation (system), excluding PPOA's gen		GWh	N/A	N/A	1021.56	997.88	955.66	N/A	N/A
Generation	Average heat rate (system)		BTU/kWh	Below	11,410	11,111	11,154	11,166	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	San Juan - Steam	BTU/kWh	Below	12,519	11,583	10,070	12,218	NO SUBSTANTIAL CHANGE	NOT IMPROVED
Generation	Average heat rate (by plant)	Palo Seco - Steam	BTU/kWh	Below	11,411	10,943	10,452	4,624	IMPROVED	IMPROVED
Generation	Average heat rate (by plant)	Costa Sur - Steam	BTU/kWh	Below	11,923	11,544	11,964	14,628	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Aguirre - Steam	BTU/kWh	Below	10,986	11,307	10,981	12,039	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Ciclo Combinado San Juan	BTU/kWh	Below	8,870	8,959	9,096	8,718	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Ciclo Combinado - Aguirre	BTU/kWh	Below	13,838	14,574	13,573	14,276	NO SUBSTANTIAL CHANGE	NOT IMPROVED
Generation	Average heat rate (by plant)	Mayagüez - Gas	BTU/kWh	Below	10,326	10,551	10,729	10,968	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Palo Seco - Gas	BTU/kWh	Below	13,995	15,719	12,808	15,832	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Costa Sur - Gas	BTU/kWh	Below	N/A	-	2,123	N/A	N/A***	N/A***
Generation	Average heat rate (by plant)	Aguirre - Gas	BTU/kWh	Below	15,377	3,906	5,877	2,743	IMPROVED	IMPROVED

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**Genera has not yet provided this data for FY24.

Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Average heat rate (by plant)	Yabucoa - Gas	BTU/kWh	Below	14,780	13,243	8,681	15,892	NOT IMPROVED	NOT IMPROVED
Generation	Average heat rate (by plant)	Daguao - Gas	BTU/kWh	Below	15,640	14,999	15,556	15,530	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Jobos - Gas	BTU/kWh	Below	15,080	15,043	15,354	15,156	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Vega Baja - Gas	BTU/kWh	N/A	13,709	1,351	-	-	N/A***	N/A***
Generation	Average heat rate (by plant)	Cambalache - Gas	BTU/kWh	Below	12,482	13,029	12,957	12,771	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Average heat rate (by plant)	Vieques - Diesel	BTU/kWh	N/A	9,380	-	-	-	N/A***	N/A***
Generation	Average heat rate (by plant)	Culebra - Diesel	BTU/kWh	N/A	8,092	-	-	-	N/A***	N/A***
Generation	Plant availability (by plant)	San Juan - Steam	Percentage	Above	42%	47%	37%	40%	NOT IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Palo Seco - Steam	Percentage	Above	48%	63%	51%	18%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Costa Sur - Steam	Percentage	Above	42%	62%	56%	36%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Aguirre - Steam	Percentage	Above	46%	48%	27%	40%	NOT IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Ciclo Combinado San Juan	Percentage	Above	71%	69%	81%	80%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Ciclo Combinado - Aguirre	Percentage	Above	52%	33%	24%	28%	NOT IMPROVED	IMPROVED

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***No generation occurred, therefore an average heat rate cannot be calculated.

Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Plant availability (by plant)	Mayagüez - Gas	Percentage	Above	57%	51%	81%	87%	IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Palo Seco - Gas	Percentage	Above	46%	30%	37%	59%	IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Costa Sur - Gas	Percentage	Above	0%	0%	1%	0%	NO SUBSTANTIAL CHANGE	NOT IMPROVED
Generation	Plant availability (by plant)	Aguirre - Gas	Percentage	Above	15%	9%	3%	0%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Yabucoa - Gas	Percentage	Above	49%	38%	23%	47%	NO SUBSTANTIAL CHANGE	IMPROVED
Generation	Plant availability (by plant)	Daguao - Gas	Percentage	Above	83%	91%	96%	97%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Jobos - Gas	Percentage	Above	53%	88%	70%	49%	NOT IMPROVED	NOT IMPROVED
Generation	Plant availability (by plant)	Vega Baja - Gas	Percentage	Above	32%	12%	0%	0%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Cambalache - Gas	Percentage	Above	93%	86%	88%	87%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Vieques - Diesel	Percentage	Above	92%	85%	58%	78%	NOT IMPROVED	IMPROVED
Generation	Plant availability (by plant)	Culebra - Diesel	Percentage	Above	92%	100%	96%	99%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Plant availability (by plant)	Hydro	Percentage	Above	22%	30%	30%	31%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	San Juan - Steam	Percentage	Below	13%	33%	39%	32%	NOT IMPROVED	IMPROVED

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Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Forced outages (by plant)	Palo Seco - Steam	Percentage	Below	19%	17%	26%	48%	NOT IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Costa Sur - Steam	Percentage	Below	54%	26%	4%	5%	IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Aguirre - Steam	Percentage	Below	31%	10%	53%	47%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Ciclo Combinado San Juan	Percentage	Below	8%	6%	12%	16%	NOT IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Ciclo Combinado - Aguirre	Percentage	Below	9%	30%	35%	29%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Mayagüez - Gas	Percentage	Below	15%	35%	12%	5%	IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Palo Seco - Gas	Percentage	Below	52%	69%	54%	30%	IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Costa Sur - Gas	Percentage	Below	100%	100%	99%	100%	NO SUBSTANTIAL CHANGE	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Aguirre - Gas	Percentage	Below	85%	90%	97%	100%	NOT IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Yabucoa - Gas	Percentage	Below	50%	62%	71%	22%	IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Daguao - Gas	Percentage	Below	13%	6%	0%	0%	IMPROVED	NO SUBSTANTIAL CHANGE
Generation	Forced outages (by plant)	Jobos - Gas	Percentage	Below	45%	10%	28%	50%	NOT IMPROVED	NOT IMPROVED
Generation	Forced outages (by plant)	Vega Baja - Gas	Percentage	Below	67%	88%	100%	100%	NOT IMPROVED	NO SUBSTANTIAL CHANGE

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Table 5. Genera's FY24 Performance For Metrics without Benchmarks

Metric Category	Metric	Sub-Group	Unit of Measure	Performance improves if above or below	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*	*FY2024 Performance Relative to 2020 Baseline*	*FY2024 Relative to FY2023*
Generation	Forced outages (by plant)	Cambalache - Gas	Percentage	Below	1%	0%	1%	1%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Vieques - Diesel	Percentage	Below	0%	14%	40%	21%	NOT IMPROVED	IMPROVED
Generation	Forced outages (by plant)	Culebra - Diesel	Percentage	Below	0%	0%	4%	0%	NO SUBSTANTIAL CHANGE	IMPROVED
Generation	Forced outages (by plant)	Hydro	Percentage	Below	48%	44%	51%	66%	NOT IMPROVED	NOT IMPROVED
Fuel	MMBTU consumed	Diesel #2	Million MMBTU	Below	3.81	2.06	1.97	2.31	IMPROVED	NOT IMPROVED
Fuel	MMBTU consumed	#6	Million MMBTU	Below	4.85	5.86	5.25	3.82	IMPROVED	IMPROVED
Fuel	MMBTU consumed	NG	Million MMBTU	Below	2.07	4.60	5.21	5.97	NOT IMPROVED	NOT IMPROVED
Fuel	Average fuel price vs. forecast price	Diesel #2	Percentage	close to 0%	2%	21%	2%	4%	NOT IMPROVED	NOT IMPROVED
Fuel	Average fuel price vs. forecast price	#6	Percentage	close to 0%	6%	21%	-3%	1%	IMPROVED	IMPROVED
Fuel	Average fuel price vs. forecast price	NG	Percentage	close to 0%	-10%	16%	-5%	2%	IMPROVED	IMPROVED
Planning and Enviromental	Carbon intensity of fossil generation		tons / MWH	Below	Missing	0.81	0.78	0.75	N/A	NO SUBSTANTIAL CHANGE
Fleet	Fleet out of service (system)	Generation	Percentage	Below	16%	73%	28%	21%	NOT IMPROVED	IMPROVED
Fleet	Total available vehicles in service (system)	Generation	Number of vehicles	N/A	2709	273	185	99	N/A****	N/A****

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****Due to changes in vehicle ownership, it is not relevant to compare FY24 to FY20 or FY23.

Table 6. Genera's FY24 Performance for Metrics Being Reported for Informational Purposes

Metric Category	Metric	Sub-Group	Unit of Measure	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*
Generation	Cost of generation (system: fuel)		$/kWh	$0.13	$0.17	$0.18	$0.17
Generation	Monthly thermal generation (by plant)	San Juan - Steam	GWh	63.2	73.4	59.5	61.1
Generation	Monthly thermal generation (by plant)	Palo Seco - Steam	GWh	163.3	163.5	141.5	48.3
Generation	Monthly thermal generation (by plant)	Costa Sur - Steam	GWh	175.2	267.5	277.8	177.7
Generation	Monthly thermal generation (by plant)	Aguirre - Steam	GWh	212.4	234.2	136.4	184.3
Generation	Monthly thermal generation (by plant)	San Juan - Combined Cycle	GWh	164.1	171.6	219.6	221.2
Generation	Monthly thermal generation (by plant)	Aguirre - Combined Cycle	GWh	98.6	54.6	49.8	49.7
Generation	Monthly thermal generation (by plant)	Mayagüez - Gas	GWh	17.6	18.6	29.1	45.2
Generation	Monthly thermal generation (by plant)	Palo Seco - Gas	GWh	40.9	5.2	13.4	10.1
Generation	Monthly thermal generation (by plant)	Costa Sur - Gas	GWh	0.0	0.0	0.0	0.0
Generation	Monthly thermal generation (by plant)	Aguirre - Gas	GWh	0.9	1.4	0.1	0.0
Generation	Monthly thermal generation (by plant)	Yabucoa - Gas	GWh	2.3	1.0	0.9	2.1
Generation	Monthly thermal generation (by plant)	Daguao - Gas	GWh	3.3	3.5	4.2	5.4

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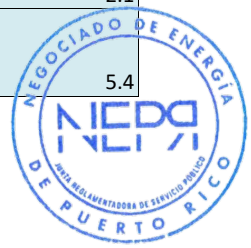

Table 6. Genera's FY24 Performance for Metrics Being Reported for Informational Purposes							
Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Generation	Monthly thermal generation (by plant)	Jobos - Gas	GWh	2.8	3.9	2.7	2.7
Generation	Monthly thermal generation (by plant)	Vega Baja - Gas	GWh	1.2	0.6	0.0	0.0
Generation	Monthly thermal generation (by plant)	Cambalache - Gas	GWh	23.8	22.1	27.1	35.1
Generation	Monthly thermal generation (by plant)	Vieques - Diesel	GWh	0.0	0.0	0.0	0.0
Generation	Monthly thermal generation (by plant)	Culebra - Diesel	GWh	0.0	0.0	0.1	0.0
Fuel	Average fuel price	Diesel #2	$ / MMBTU	$14.09	$20.47	$25.58	$21.86
Fuel	Average fuel price	#6	$ / MMBTU	$11.77	$16.04	$16.35	$15.37
Fuel	Average fuel price	NG	$ / MMBTU	$7.83	$13.17	$11.26	$9.09

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Table 7. LUMA's FY24 Performance for Metrics Being Reported for Informational Purposes							
Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Human Resources	Budgeted headcounts by employee type	Total	Number	N/A	3,236	3,833	4,613
Human Resources	Budgeted headcounts by employee type	Customer Experience	Number	N/A	649	834	877
Human Resources	Budgeted headcounts by employee type	Operations	Number	N/A	1,574	1,487	1,718
Human Resources	Budgeted headcounts by employee type	Support Services	Number	N/A	472	603	668
Human Resources	Budgeted headcounts by employee type	Utility Transformation	Number	N/A	542	908	1,350
Human Resources	Actual headcounts by employee type	Total	Number	N/A	3,274	3,930	4,549
Human Resources	Actual headcounts by employee type	Customer Experience	Number	N/A	703	763	800
Human Resources	Actual headcounts by employee type	Operations	Number	N/A	1,574	1,912	1,897
Human Resources	Actual headcounts by employee type	Support Services	Number	N/A	451	575	783
Human Resources	Actual headcounts by employee type	Utility Transformation	Number	N/A	547	681	1,070
Overall System	Number of customers by customer class	Total	Number of customers	1,466,878	1,493,055	1,503,699	1,510,473
Overall System	Number of customers by customer class	Residential	Number of customers	1,341,477	1,365,448	1,375,109	1,382,172
Overall System	Number of customers by customer class	Commercial	Number of customers	121,551	123,762	124,741	124,456

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Table 7. LUMA's FY24 Performance for Metrics Being Reported for Informational Purposes

Metric Category	Metric	Sub-Group	Unit of Measure	*FY2020 Baseline*	*FY2022 Average*	*FY2023 Average*	*FY2024 Average*
Overall System	Number of customers by customer class	Industrial	Number of customers	588	591	586	584
Overall System	Number of customers by customer class	Public Lighting	Number of customers	2,166	2,155	2,162	2,167
Overall System	Number of customers by customer class	Agriculture	Number of customers	1,094	1,095	1,100	1,093
Overall System	Number of customers by customer class	Others	Number of customers	2	2	2	2
Overall System	Monthly system sales by customer class	Total	GWh	1,327.89	1,356.50	1,295.42	1,446.58
Overall System	Monthly system sales by customer class	Residential	GWh	535.81	573.00	526.42	610.17
Overall System	Monthly system sales by customer class	Commercial	GWh	597.52	600.42	600.33	668.67
Overall System	Monthly system sales by customer class	Industrial	GWh	162.92	155.58	140.08	136.50
Overall System	Monthly system sales by customer class	Public Lighting	GWh	26.05	22.25	23.58	25.83
Overall System	Monthly system sales by customer class	Agriculture	GWh	2.11	2.08	1.92	2.08
Overall System	Monthly system sales by customer class	Others	GWh	3.47	2.83	3.00	3.08
Overall System	Monthly sales by Municipality	Total	GWh	1,327.89	1,377.55	1,295.37	1,446.55
Overall System	Monthly sales by Municipality	Adjuntas	GWh	2.63	3.15	2.85	3.20

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Overall System	Monthly sales by Municipality	Aguada	GWh	8.09	8.71	8.55	10.01
Overall System	Monthly sales by Municipality	Aguadilla	GWh	24.38	27.40	23.44	25.99
Overall System	Monthly sales by Municipality	Aguas Buenas	GWh	4.45	4.92	4.71	5.24
Overall System	Monthly sales by Municipality	Aibonito	GWh	8.18	9.17	8.91	7.77
Overall System	Monthly sales by Municipality	Añasco	GWh	9.37	10.78	11.04	11.99
Overall System	Monthly sales by Municipality	Arecibo	GWh	37.52	44.02	39.16	41.46
Overall System	Monthly sales by Municipality	Arroyo	GWh	5.01	5.28	5.12	5.49
Overall System	Monthly sales by Municipality	Barceloneta	GWh	15.69	16.49	14.50	15.40
Overall System	Monthly sales by Municipality	Barranquitas	GWh	4.75	5.44	5.15	5.91
Overall System	Monthly sales by Municipality	Bayamón	GWh	79.96	81.36	79.44	87.94
Overall System	Monthly sales by Municipality	Cabo Rojo	GWh	12.62	13.89	13.33	15.87
Overall System	Monthly sales by Municipality	Caguas	GWh	54.50	56.51	52.90	58.11
Overall System	Monthly sales by Municipality	Camuy	GWh	6.68	7.46	7.24	8.16

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Overall System	Monthly sales by Municipality	Canóvanas	GWh	12.66	14.24	14.25	15.92
Overall System	Monthly sales by Municipality	Carolina	GWh	78.26	71.04	66.92	80.32
Overall System	Monthly sales by Municipality	Cataño	GWh	13.64	13.84	13.70	13.93
Overall System	Monthly sales by Municipality	Cayey	GWh	18.34	17.88	17.52	18.69
Overall System	Monthly sales by Municipality	Ceiba	GWh	3.44	3.69	3.31	3.87
Overall System	Monthly sales by Municipality	Ciales	GWh	3.32	3.86	3.61	4.09
Overall System	Monthly sales by Municipality	Cidra	GWh	12.52	11.09	11.31	12.73
Overall System	Monthly sales by Municipality	Coamo	GWh	8.24	8.70	8.35	9.27
Overall System	Monthly sales by Municipality	Comerío	GWh	3.52	3.95	3.83	4.31
Overall System	Monthly sales by Municipality	Corozal	GWh	6.58	7.50	7.20	7.81
Overall System	Monthly sales by Municipality	Culebra	GWh	1.02	1.05	1.08	1.26
Overall System	Monthly sales by Municipality	Dorado	GWh	23.46	18.55	17.42	23.20
Overall System	Monthly sales by Municipality	Fajardo	GWh	24.40	16.62	15.87	19.83

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Table 7. LUMA's FY24 Performance for Metrics Being Reported for Informational Purposes							
Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Overall System	Monthly sales by Municipality	Florida	GWh	2.27	2.60	2.50	2.79
Overall System	Monthly sales by Municipality	Guánica	GWh	3.56	3.52	3.27	4.12
Overall System	Monthly sales by Municipality	Guayama	GWh	19.94	21.17	21.06	20.90
Overall System	Monthly sales by Municipality	Guayanilla	GWh	5.51	5.28	5.44	5.70
Overall System	Monthly sales by Municipality	Guaynabo	GWh	65.17	62.49	62.52	68.63
Overall System	Monthly sales by Municipality	Gurabo	GWh	16.15	17.00	16.29	17.64
Overall System	Monthly sales by Municipality	Hatillo	GWh	10.70	11.04	10.72	12.52
Overall System	Monthly sales by Municipality	Hormigueros	GWh	3.58	3.91	3.74	4.32
Overall System	Monthly sales by Municipality	Humacao	GWh	31.98	34.62	31.97	36.61
Overall System	Monthly sales by Municipality	Isabela	GWh	10.16	10.89	10.69	12.45
Overall System	Monthly sales by Municipality	Jayuya	GWh	4.08	4.10	3.99	3.51
Overall System	Monthly sales by Municipality	Juana Díaz	GWh	N/A	17.99	12.87	13.38
Overall System	Monthly sales by Municipality	Juncos	GWh	17.62	17.40	17.65	17.90

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Overall System	Monthly sales by Municipality	Lajas	GWh	5.50	5.59	5.26	6.28
Overall System	Monthly sales by Municipality	Lares	GWh	5.17	5.98	5.61	6.04
Overall System	Monthly sales by Municipality	Las Marías	GWh	N/A	2.17	1.81	1.98
Overall System	Monthly sales by Municipality	Las Piedras	GWh	16.81	18.70	16.47	18.39
Overall System	Monthly sales by Municipality	Loíza	GWh	3.89	4.23	4.28	4.84
Overall System	Monthly sales by Municipality	Luquillo	GWh	6.28	5.66	5.39	6.43
Overall System	Monthly sales by Municipality	Manatí	GWh	26.53	25.93	25.38	25.95
Overall System	Monthly sales by Municipality	Maricao	GWh	2.05	2.16	2.08	2.33
Overall System	Monthly sales by Municipality	Maunabo	GWh	2.13	2.40	2.25	2.79
Overall System	Monthly sales by Municipality	Mayagüez	GWh	35.76	35.94	36.24	39.98
Overall System	Monthly sales by Municipality	Moca	GWh	7.09	7.58	7.40	8.52
Overall System	Monthly sales by Municipality	Morovis	GWh	5.11	5.87	5.87	6.37
Overall System	Monthly sales by Municipality	Naguabo	GWh	6.07	7.10	6.32	7.40

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Overall System	Monthly sales by Municipality	Naranjito	GWh	5.35	6.03	5.45	6.48
Overall System	Monthly sales by Municipality	Orocovis	GWh	3.77	4.47	3.89	4.55
Overall System	Monthly sales by Municipality	Patillas	GWh	3.65	4.21	3.98	4.56
Overall System	Monthly sales by Municipality	Peñuelas	GWh	4.72	4.80	4.80	5.13
Overall System	Monthly sales by Municipality	Ponce	GWh	64.77	63.63	61.07	70.19
Overall System	Monthly sales by Municipality	Quebradillas	GWh	4.95	5.37	5.18	5.86
Overall System	Monthly sales by Municipality	Rincón	GWh	4.45	4.85	4.70	5.73
Overall System	Monthly sales by Municipality	Río Grande	GWh	15.73	15.86	13.79	17.92
Overall System	Monthly sales by Municipality	Sabana Grande	GWh	5.39	5.15	4.58	5.80
Overall System	Monthly sales by Municipality	Salinas	GWh	7.71	8.44	7.92	9.63
Overall System	Monthly sales by Municipality	San Germán	GWh	9.09	9.39	9.55	10.87
Overall System	Monthly sales by Municipality	San Juan	GWh	232.39	238.66	235.13	256.16
Overall System	Monthly sales by Municipality	San Lorenzo	GWh	8.97	9.26	8.80	9.77

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Overall System	Monthly sales by Municipality	San Sebastián	GWh	8.47	8.93	8.78	9.75
Overall System	Monthly sales by Municipality	Santa Isabel	GWh	10.11	10.23	9.68	10.91
Overall System	Monthly sales by Municipality	Toa Alta	GWh	17.81	19.59	18.69	19.84
Overall System	Monthly sales by Municipality	Toa Baja	GWh	22.95	23.86	23.03	26.63
Overall System	Monthly sales by Municipality	Trujillo Alto	GWh	20.37	22.52	19.99	21.75
Overall System	Monthly sales by Municipality	Utuado	GWh	5.44	6.39	6.25	6.75
Overall System	Monthly sales by Municipality	Vega Alta	GWh	9.88	10.40	10.01	11.80
Overall System	Monthly sales by Municipality	Vega Baja	GWh	20.11	17.96	17.15	21.20
Overall System	Monthly sales by Municipality	Vieques	GWh	2.95	3.24	3.23	3.58
Overall System	Monthly sales by Municipality	Villalba	GWh	5.89	7.71	4.38	6.75
Overall System	Monthly sales by Municipality	Yabucoa	GWh	6.56	7.07	6.78	7.49
Overall System	Monthly sales by Municipality	Yauco	GWh	10.21	10.87	10.81	11.94
Overall System	Monthly system peak		MW	2,911	2,677	2,603	2,844

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Generation	Cost of generation per customer (system)		$/customer	$90	$140.63	$143.21	$113.72
Generation	Average revenue per kilowatt-hour sold		$/kWh	$0.22	$0.26	$0.28	$0.23
Generation	Purchased energy from thermal PPOA's	Total	GWh	0.00	537.82	499.66	508.20
Generation	Purchased energy from thermal PPOA's	EcoEléctrica	GWh	0.00	274.89	268.21	293.13
Generation	Purchased energy from thermal PPOA's	AES	GWh	0.00	262.93	231.45	215.08
Generation	Cost of capacity purchased from thermal PPOA's	EcoEléctrica	$ / kW-month	$33.26	$25.48	$27.27	$28.44
Generation	Cost of capacity purchased from thermal PPOA's	AES	$ / kW-month	$29.34	$24.84	$20.80	$24.37
Generation	Cost of energy (base + excess) purchased from thermal PPOA's	EcoEléctrica	$ / MWh	$40.75	$52.69	$60.68	$53.22
Generation	Cost of energy (base + excess) purchased from thermal PPOA's	AES	$ / MWh	$45.56	$93.48	$90.73	$113.29
Customer Service	Total number of calls received		Number	N/A	275,208	255,672	214,552
Customer Service	Percent of automatically-generated NTL leads found to be occurrences of theft		Percentage	N/A	N/A	15.56%	9.30%
Customer Service	Number of disconnections by customer class*	Total	Number of disconnections	13,206	N/A	2524	15459
Customer Service	Number of disconnections by customer class*	Residential	Number of disconnections	Missing	N/A	0	12543

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*These values are the number of annual disconnections and not monthly average.

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Customer Service	Number of disconnections by customer class*	Commercial	Number of disconnections	Missing	N/A	2480	2878
Customer Service	Number of disconnections by customer class*	Industrial	Number of disconnections	Missing	N/A	17	35
Customer Service	Number of disconnections by customer class*	Public Lighting	Number of disconnections	Missing	N/A	0	0
Customer Service	Number of disconnections by customer class*	Agriculture	Number of disconnections	Missing	N/A	21	3
Customer Service	Number of disconnections by customer class*	Others	Number of disconnections	Missing	N/A	6	0
Customer Service	Number of disconnections by Area*	Total	Number of disconnections	13,206	N/A	2524	15459
Customer Service	Number of disconnections by Area*	Arecibo	Number of disconnections	1,931	N/A	216	1208
Customer Service	Number of disconnections by Area*	Bayamón	Number of disconnections	2,052	N/A	393	2710
Customer Service	Number of disconnections by Area*	Caguas	Number of disconnections	1,729	N/A	369	2601
Customer Service	Number of disconnections by Area*	Mayagüez	Number of disconnections	2,240	N/A	258	1224
Customer Service	Number of disconnections by Area*	Metro	Number of disconnections	3,143	N/A	983	5794
Customer Service	Number of disconnections by Area*	Ponce	Number of disconnections	1,388	N/A	305	1922
Customer Service	Number of customers enrolled in extended payment plans by class	Total	Number of customers	32,460	18,791	23,826	26,396

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
Customer Service	Number of customers enrolled in extended payment plans by class	Residencial	Number of customers	27,610	14,653	20,821	24,474
Customer Service	Number of customers enrolled in extended payment plans by class	Gobierno	Number of customers	16	10	8	18
Customer Service	Number of customers enrolled in extended payment plans by class	Uso Indebido	Number of customers	6,945	4,128	2,997	1,904
Customer Service	Number of customers defaulting on extended payment plans by class	Total	Number of customers	8,439	5,641	8,778	5,808
Customer Service	Number of customers defaulting on extended payment plans by class	Residencial	Number of customers	6,067	4,273	7,581	5,031
Customer Service	Number of customers defaulting on extended payment plans by class	Gobierno	Number of customers	9	7	3	9
Customer Service	Number of customers defaulting on extended payment plans by class	Uso Indebido	Number of customers	2,363	1,361	1,193	769
Customer Service	Number of customers completing extended payment plans by class	Total	Number of customers	1,882	414	342	347
Customer Service	Number of customers completing extended payment plans by class	Residencial	Number of customers	1,713	371	307	313
Customer Service	Number of customers completing extended payment plans by class	Gobierno	Number of customers	1	-	-	0
Customer Service	Number of customers completing extended payment plans by class	Uso Indebido	Number of customers	168	43	35	34
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Total	Hours	N/A	10	55	15
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Pattern Santa Isabel	Hours	N/A	0	11	0

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Punta Lima Wind Farm	Hours	N/A	0	0	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	AES Ilumina	Hours	N/A	0	12	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Windmar Cantera Martinó	Hours	N/A	0	0	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	San Fermín Solar Farm	Hours	N/A	0	0	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Horizon Energy	Hours	N/A	0	1	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Landfill Gas Technologies Fajardo (LFGT)	Hours	N/A	6	0	14
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Oriana Energy	Hours	N/A	0	21	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Windmar Coto Laurel SolarFarm	Hours	N/A	0	0	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Humacao Solar Project	Hours	N/A	0	9	0
RE and DSM	Number of curtailed hours from RPS-eligible capacity	Landfill Gas Technologies Toa Baja (LFGT)	Hours	N/A	4	0	0
RE and DSM	Average capacity factor of RPS-eligible capacity	Pattern Santa Isabel	Percentage	22%	26%	18%	15%
RE and DSM	Average capacity factor of RPS-eligible capacity	Punta Lima Wind Farm	Percentage	Missing	0%	0%	16%
RE and DSM	Average capacity factor of RPS-eligible capacity	AES Ilumina	Percentage	22%	21%	20%	19%

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Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
RE and DSM	Average capacity factor of RPS-eligible capacity	Windmar Cantera Martinó	Percentage	25%	24%	22%	21%
RE and DSM	Average capacity factor of RPS-eligible capacity	San Fermín Solar Farm	Percentage	20%	17%	11%	10%
RE and DSM	Average capacity factor of RPS-eligible capacity	Horizon Energy	Percentage	26%	24%	25%	25%
RE and DSM	Average capacity factor of RPS-eligible capacity	Landfill Gas Technologies Fajardo (LFGT)	Percentage	23%	22%	16%	11%
RE and DSM	Average capacity factor of RPS-eligible capacity	Oriana Energy	Percentage	20%	22%	22%	22%
RE and DSM	Average capacity factor of RPS-eligible capacity	Windmar Coto Laurel SolarFarm	Percentage	18%	22%	21%	19%
RE and DSM	Average capacity factor of RPS-eligible capacity	Humacao Solar Project	Percentage	19%	21%	19%	18%
RE and DSM	Average capacity factor of RPS-eligible capacity	Landfill Gas Technologies Toa Baja (LFGT)	Percentage	37%	48%	32%	44%
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Pattern Santa Isabel	GWh	11.90	14.21	9.98	9.14
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Punta Lima Wind Farm	GWh	0.00	0.00	0.00	2.32
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	AES Ilumina	GWh	3.20	3.10	2.89	2.78
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Windmar Cantera Martinó	GWh	0.39	0.45	0.34	0.32
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	San Fermín Solar Farm	GWh	2.93	2.45	1.60	1.52

Note: improved means performance has improved by over 5 percent.
Not improved means that performance has not improved by over 5 percent.
No substantial change means performance has remained within 5 percent.

Table 7. LUMA's FY24 Performance for Metrics Being Reported for Informational Purposes							
Metric Category	**Metric**	**Sub-Group**	**Unit of Measure**	***FY2020 Baseline***	***FY2022 Average***	***FY2023 Average***	***FY2024 Average***
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Horizon Energy	GWh	1.94	1.76	1.80	1.81
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Landfill Gas Technologies Fajardo (LFGT)	GWh	0.41	0.39	0.30	0.19
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Oriana Energy	GWh	6.85	7.41	7.23	7.35
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Windmar Coto Laurel SolarFarm	GWh	1.31	1.57	1.50	1.36
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Humacao Solar Project	GWh	4.56	5.70	5.53	5.34
RE and DSM	Generation from RPS-eligible PPOA's (by unit)	Landfill Gas Technologies Toa Baja (LFGT)	GWh	0.65	0.84	0.57	0.77

Note: improved means performance has improved by over 5 percent.
Not improved means that performance has not improved by over 5 percent.
No substantial change means performance has remained within 5 percent.