

Terms of Service

Privacy and Confidentiality

It is the policy of the Cooperativa Hidroeléctrica de la Montaña to protect the privacy and confidentiality of the Owner-Member's information in accordance with the privacy and confidentiality policy in the Cooperativa Hidroeléctrica de la Montaña's Clauses and Regulations.

Consumer Protection and Consent to Fair Debt Collection Practices

Cooperativa Hidroeléctrica de la Montaña will contact the Owner-Member by phone, text message, or email using the contact information provided in the "Applicant Information" form included in the Owner-Member Membership Application. These communications will be intended to provide assistance related to your account. Contact methods may include pre-recorded or artificial voicemail and/or use of an automatic dialing device, as applicable, even if this may result in additional charges to the Owner-Partner.

Billing, Payments, Claims Procedure, and Service Suspension

The billing cycle for the electric service provided by the Cooperative under this contract will be monthly (30 days from the 1st of each month). The Owner-Member must pay the full amount of their invoice on or before the due date. In the event of non-payment, electric service may be suspended after two (2) consecutive monthly billing cycles without receipt of full payment. Partial payments will not prevent the suspension of electric service.

If the due date falls on a weekend or holiday, it will be moved to the next business day. The invoice will be considered overdue if full payment has not been made by such date or if no formal objection has been filed. The Cooperative agrees not to suspend electric service on weekends (Friday, Saturday or Sunday) or on holidays recognized by the Commonwealth of Puerto Rico. The Cooperative notifies the Owner-Member that neither health conditions or medical problems of people in the residence or premises where the electric service is provided, nor inclement weather or other similar circumstances, will prevent the disconnection of the service due to non-payment. Any suspension action shall be preceded by at least ten (10) days' written notice, stating the reason and expected date for the interruption of service. The suspension of the service does not relieve the Owner-Member of the obligations assumed under this Agreement.

Invoice Objection and Investigation Process

Every Owner-Member shall have the right to object to their invoice and request an investigation of it. The Owner-Member will have until the due date of the invoice to pay it, or present their objection. In order to object or request an investigation, which will not affect the provision of the service, the Owner-Member must pay the amount

corresponding to the average of the undisputed invoices during the six (6) months prior to the disputed invoice. In the event that there is not a history of at least six (6) months of undisputed invoices, the Owner-Member must pay the amount corresponding to the average of the previous undisputed invoices. In case it is the first invoice or that the average of the invoices not objected to is greater than the invoice objected, the Owner-Member must pay the amount of the invoice objected. The Cooperative shall have a period of thirty (30) days to initiate the corresponding investigation. After the investigation has been initiated, the Cooperative will have a term of sixty (60) days to complete it and notify the Owner-Member of its determination. If the Owner-Member is not satisfied with the Cooperative's initial determination, he/she may, within twenty (20) days, request a reconsideration from the Cooperative. The Cooperative shall have a term of thirty (30) days to issue its final determination and notify the Owner-Member. If the Owner-Member is not satisfied with the final determination of the Cooperative, he/she may, within thirty (30) days, request a formal review before the Puerto Rico Energy Bureau.

Complaints about the Electric Service

Any Owner-Member of the Cooperative may file any complaint about the electric energy service not related to an objection of bills before the management of the Cooperative. The Cooperative shall resolve the complaint within thirty (30) days. If the Cooperative does not take action within such term or if it is not satisfied with the result, it may go to the Puerto Rico Energy Bureau within thirty (30) days, counted from the date of notification of the determination or the expiration date of the original term of thirty (30) days, whichever comes first.

Complaint Channels

The Owner-Member may submit a request for review of the Cooperative's decision through the following means:

Puerto Rico Energy Bureau

- Digital platform: <https://energia.pr.gov/>
- Mail: 268 Ave. Muñoz Rivera, Edificio World Plaza Suite 202, San Juan, PR 00918
- Personal delivery: At the Secretariat of the Energy Bureau, at the aforementioned address
- Telephone for inquiries: 787-523-6262

Assistance from the Independent Office of Consumer Protection (OIPC)

The Independent Office of Consumer Protection educates, guides, assists, and represents energy consumers in Puerto Rico.

- Phone: 787-523-6962
- Fax: 787-523-6961 or 787-999-6127
- Email: info@oipc.pr.gov
- Mail: 500 Ave. Roberto H. Todd, San Juan, PR 00907-3941