

December 12, 2024

To: Puerto Rico Electric Power Authority ("PREPA")

Attention: Josue A. Colon Ortiz
Executive Director
PO BOX 364267
San Juan, Puerto Rico 00936-4267

RE: PREPA.com and AEEPR.com Domain Migration

Pursuant to LUMA's previous transmittal 24.11.27_LUMA-PREP-T-00834, LUMA is systematically completing the preparation steps for migrating PREPA.com and AEEPR.com. LUMA met with Mr. Edgar Erazo Alvelo from PREPA on December 5, 2024 and December 9, 2024 to collaborate on the final migration steps.

Key updates since our last transmittal:

I. Disabling of Service Accounts

All known Service Accounts are disabled. PREPA IT is aligned and did not provide any feedback regarding additional Service Accounts.

Risk: The PREPA domains were undocumented when LUMA assumed them and the domains potentially contain Service Accounts unknown to LUMA.

Mitigation: PREPA IT, as previous administrator of the domains, has reviewed the list of disabled Service Accounts attached to our previous transmittal 24.11.27_LUMA-PREP-T-00834 and has not identified any additional Service Accounts. Further, LUMA and PREPA will need to collaborate closely for resolution if an unknown Service Account emerges during the migration process.

II. VPN Transition

LUMA, PREPA, and Genera successfully completed the VPN transition on November 30, 2024.

III. Disconnect Microsoft Exchange Services

The disconnection of Exchange Services in both domains is in progress and on track. PREPA IT is aligned and has no additional feedback. This work will be completed by December 13, 2024.

IV. Removal of Public URLs

- A. The removal of public Uniform Resource Locators ("URLs") from the PREPA.com domain is also in progress and on track. Exchange-related dependencies will be removed by December 13, 2024.
- B. On December 9, 2024 PREPA IT confirmed that there are no dependencies with Retiro in the domains. However, as PREPA has not completed the migration of Retiro servers to PREPA's



infrastructure, LUMA will continue to host and support Retiro servers in LUMA's infrastructure. Until PREPA completes that transition, LUMA will also provide temporary Domain Name System ("DNS") services to ensure continuity for Retiro access.

LUMA emphasizes that these are temporary accommodations in the interest of PREPA's retirees. PREPA's migration is a year delayed as Retiro migration was scheduled to be completed by December 31, 2023. LUMA requests that PREPA provide LUMA with a migration plan and estimated completion date that all parties can work towards.

V. Deactivate PREPA and Genera active PREPA.com and AEEPR.com emails

PREPA and Genera's active PREPA.com and AEEPR.com emails will be deactivated on December 13, 2024. The list of users affected was attached to our previous transmittal 24.11.27_LUMA-PREP-T-00834. PREPA.com and AEEPR.com emails will no longer be available for use or for authentication for both PREPA and Genera. The PREPA.com and AEEPR.com emails being forwarded to PREPA and Genera users will be discontinued as of December 13, 2024.

Risk: With the deactivation of PREPA.com emails, PREPA and Genera users will not be able to submit tickets in the Shared Services Portal (SSP) after December 13, 2024. SSP tickets are the required control and documentation for the shared services performed by LUMA for both PREPA and Genera in line with the Amended and Restarted Shared Services Agreement ('A&R SSA'). LUMA will not fulfil any Shared Services received verbally, by email, phone call, letter or other communication.

Mitigation: In our previous transmittal 24.11.27_LUMA-PREP-T-00834, LUMA requested that both PREPA and Genera provide authorized users by December 6, 2024 for the Shared Services Portal – 2 users for IT Shared Services and 2 users for Finance Shared Services. The users specified would be enabled to submit tickets on behalf of PREPA and Genera in the Shared Services Portal. LUMA has not received the specified users from either PREPA or Genera.

VI. Domain Transfer

LUMA will move forward with the Domain transfer activities between December 16 through 20, 2024.

The process involves the following steps:

- **Unlock the Domain:** The domain must first be unlocked within NetworkSolutions to enable the transfer.
- **Obtain Authorization Code:** This authorization code is essential to initiate the transfer.
- **Initiate the Transfer Request:** The new owner (PREPA) will need to request the transfer using the Authorization Code provided.
- **Confirmation Process:** NetworkSolutions will send emails to both parties (current and new owners) to confirm the transfer request.

Once confirmed, the transfer typically takes 5 to 7 business days to complete. Barring any unusual items, LUMA expects the transfer to be completed on time by December 31, 2024.

Risk: During this transfer period, if PREPA publishes duplicate DNS records for AEEPR.COM or PREPA.COM, PREPA's DNS services may be affected due to resolution inconsistencies. These inconsistencies will only affect PREPA. For example, PREPA's critical services (Retiro, applications, etc.) may experience instability.

Mitigation: PREPA should avoid publishing DNS records without coordinating with LUMA.

VII. DNS Services Removal

LUMA will continue to disable and disconnect LUMA's DNS and public URLs from PREPA domains. This work will continue past the transfer of domain ownership to PREPA with estimated completion by January 15, 2025.

LUMA IT will continue to coordinate with PREPA IT for the remainder of this process.

Please do not hesitate to contact LUMA for any additional clarifications.

Sincerely,


Crystal Allen (Dec 12, 2024 20:26 AST)

Crystal Allen

Chief Information Officer

C: Josue Colon Ortiz, Executive Director, PREPA; josue.colon@prepa.pr.gov
Lionel Santa Crispin, Counsel, PREPA; lionel.santa@prepa.pr.gov
Nelson Morales, Director of Finance, PREPA; nelson.morales@prepa.pr.gov
Juan Rivera, IT/OT Administrator, PREPA; juan.rivera@prepa.pr.gov
Edgar Erazo, Restructuring Project Specialist; edgar.erazo@prepa.pr.gov
Chief Executive Officer, Genera; winnie@genera-pr.com
Hector Vazquez, Chief Information Officer, Genera; hvazquez@genera-pr.com
Gerardo Loran Butron, Director of Project Monitoring, P3A; Gerardo.loran@p3.pr.gov
Sheila Torres Sterling, Chief Legal Counsel, P3A; Sheila.Torres@p3.pr.gov
Ruben Lugo, Contract Compliance and Control Manager, P3A; Ruben.lugo@p3.pr.gov
Angel Rotger, Chief Legal Officer, LUMA; angel.rotger@lumapr.com
Mario Hurtado, Chief Regulatory Officer, LUMA; mario.hurtado@lumapr.com
Alejandro Figueroa, Vice President, Regulatory, LUMA; Alejandro.figueroa@lumapr.com
Francisco Prego, Vice President T&D OMA Contract Management, LUMA; francisco.prego@lumapr.com
Kazi Hasan, Chief Financial Officer, LUMA; kazi.hasan@lumapr.com