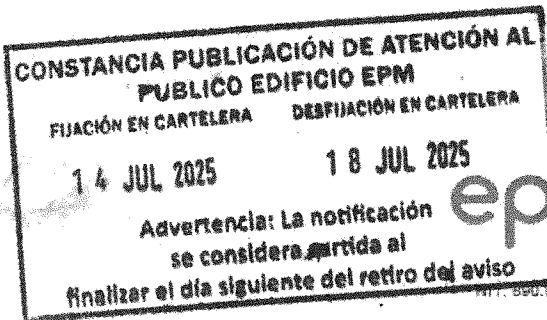


Medellín, 28 de Mayo de 2025



Señor (a).

MANUEL JOSE FRANCO VALENCIA

PQR-12684475-N2S6A

RURAL_190190200719035000_VEREDA EL LIMON

CISNEROS, Antioquia

Teléfono:

Asunto: Notificación por aviso

PQR-12684475-N2S6

Empresas Públicas de Medellín E.S.P., garantizándole sus derechos como cliente y en cumplimiento de la normatividad vigente, se permite notificarle la respuesta a su requerimiento a través de este aviso, con el cual se remite copia íntegra del acto administrativo.

Acto expedido por: Empresas Públicas de Medellín E.S.P.

Fecha del acto que se notifica: 19/05/2025

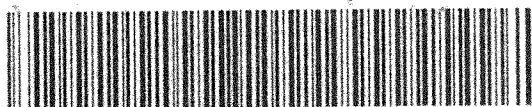
Contra esta decisión procede el recurso de reposición ante nuestra Entidad, y en subsidio el de apelación para que sea resuelto por la Superintendencia de Servicios Públicos Domiciliarios. La presentación de estos deberá hacerse por escrito a través del Portal WEB o radicando la comunicación en cualquier oficina de atención al cliente de EPM, dentro de los cinco (5) días hábiles siguientes a la notificación realizada de manera personal, o por aviso, o vencimiento del término de publicación, para ello deberá cumplir con todos los requisitos exigidos en el artículo 77 del Código de Procedimiento Administrativo y de lo Contencioso Administrativo y en la Ley 142 de 1994, en particular con lo establecido en el artículo 155, acreditando el pago de las sumas no reclamadas.

Se hace constar que la notificación se considerará surtida al finalizar el día siguiente de la entrega del aviso en el lugar de destino, de conformidad con lo establecido en el artículo 69 de la Ley 1437 de 2011.

Cordialmente,

Carlos A. Orrego Fdez

CARLOS ARTURO ORREGO FERNANDEZ



190190200719035000-4-0

Empresas Públicas de Medellín E.S.P.



RESULTADO A SU SOLICITUD

NIT. 990.904.996 - 1

Caso Nro: PQR-12684475-N2S6 Fecha Creación: 12/05/2025 09:02:44 AM
Contacto: Manuel Jose Franco Valencia
Instalación: 190190200719035000
Dirección: RURAL_190190200719035000_VEREDA EL LIMON
Meses Reclamados: Mayo-2025;
Servicio: Energía Mercado Regulado Municipio: CISNEROS
Causa: Inconformidad con el consumo o producción facturado Departamento: Antioquia

Detalle de lo solicitado:

Usuario en calidad de propietario solicita que la empresa revise los consumos de energía cobrados en la factura de mayo de 2025, manifiesta que la cuenta se le incrementó demasiado. Usuario no autoriza notificación de la respuesta del reclamo diferente a la personal, debido a que no cuenta con correo electrónico. Se hace entrega de factura por \$172.166 con la cual puede pagar los valores que no son objeto de reclamo, mientras se da respuesta al reclamo. Se dejan en reclamación 1.751 kilovatios hora (kwh) por un valor de \$1.565.378.

Nro. Respuesta: PQR-12684475-N2S6 Fecha Respuesta: 19/05/2025 09:53:00 AM
Resultado: Accede imputable a EPM

Decisión:

De acuerdo con la revisión realizada el día viernes 16 de mayo de 2025, se detectó una inconsistencia en la lectura reportada. Por lo tanto, se modifica el consumo facturado para el mes de mayo del 2025, cobrando 134 kilovatios hora (kWh), en lugar de 1892 kWh. Con base en la lectura anterior de 240 kWh, tomada el lunes 13 de enero de 2025 y la lectura de 423 kWh obtenida en la revisión. Por lo anterior, se reconsideran los valores facturados para el mes de mayo del 2025, generando una modificación por \$1.570.906. Se adjunta factura.

Contra esta decisión procede el recurso de reposición ante nuestra Entidad, y en subsidio el de apelación para que sea resuelto por la Superintendencia de Servicios Públicos Domiciliarios. La presentación de estos deberá hacerse por escrito a través del Portal WEB o radicando la comunicación en cualquier oficina de atención al cliente de EPM, dentro de los cinco (5) días hábiles siguientes a la notificación realizada de manera personal, o por aviso, o vencimiento del término de publicación, para ello deberá cumplir con todos los requisitos exigidos en el artículo 77 del Código de Procedimiento Administrativo y de lo Contencioso Administrativo y en la Ley 142 de 1994, en particular con lo establecido en el artículo 155, acreditando el pago de las sumas no reclamadas.

Resuelto por:

Carlos A. Orrego Fdez.

CARLOS ARTURO ORREGO FERNANDEZ

Empresas Públicas de Medellín E.S.P.

Empresas Públicas de Medellín E.S.P.

CONTRATO: 13097125

DIRECCIÓN ENTREGA:

VEREDA EL LIMON

MUNICIPIO: CISNEROS-ANTIOQUIA

DOCUMENTO No. 1450092638

CLIENTE: FRANCO VALENCIA MANUEL JOSE

CC/NIT: 98472105

CICLO: 103 - ESTRATO: 3

Facturación de:
MAYO/2025

Día Mes Año
Fecha máxima pago: 10/07/2025

REFERENTE DE PAGO:
1076161241-41

190190200719035000-103-010385125

RESUMEN DE DOCUMENTO DE COBRO POR SERVICIOS

SERVICIO	MES ANTERIOR		MES ACTUAL	
	CONSUMO	VALOR	CONSUMO	VALOR
 ENERGÍA	161 kwh	\$119.904,00	1892 kwh	\$1.178.827,46

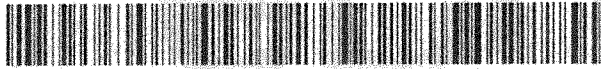
TOTAL EPM \$1.178.827,61

TOTAL COBRO PARA OTRAS ENTIDADES \$3.802,46

TOTAL A PAGAR GRUPO EPM \$166.637,00

Grandes contribuyentes - Retenedores de IVA - Auto retenedores - Res. 547 del 25/01/2002

Tus servicios de Energía, Acueducto, Saneamiento y Gas han sido subsidiados. Con este subsidio te estás ahorrado: \$41.748,22



(415)7707173981008(8020)107616124141(3900)166637(96)20250710

CONTRATO:
13097125

TOTAL A PAGAR \$166.637,00

* ESTADO DE CUENTA *

PRODUCTO 100

Consulta y paga tu factura en línea a través de www.epm.com.co

Si el pago es realizado en cheque, éste debe ser girado a favor de Empresas Públicas de Medellín E.S.P.

Destinatario	Remitente
Número Razón Social: MANUEL JOSE FRANCO VALENCIA Dirección: BURLA 19806000000 VERDEALLUVION Ciudad: CISNEROS ANTIOQUIA Departamento: ANTIOQUIA Código postal: Fecha admisión:	Número Razón Social: SPECTAROL SHERA DIVERSUM S.A. MEDELIN Dirección: CARRERA 5B N° 42 - 125 Ciudad: MEDELIN ANTIOQUIA Departamento: ANTIOQUIA Código postal: 050035072 Envío: RA5267883HC00

CUMAYOS

3000
025

472

[illegible]

1. The first step is to identify the problem. In this case, the problem is that the system is not working properly.

33334693000025RA526788385C0

Envío Operativo : 171315131		Remitente		Causal Devoluciones:																	
Nombre Razón Social: EMPRESAS PUBLICAS DE MEDELLIN - EMPRESAS PUBLICAS - MEDELLIN Dirección: CARRETERA 58 Nº 42 - 125 Teléfono: 3603080 Código Postal: 050035072 Código Operativo: 3333468		Ciudad: MEDELLIN, ANTIOQUIA Dpto.: ANTIOQUIA		<table border="1"> <tr> <td>RE</td> <td>RETRASADO</td> <td>CA</td> <td>CA</td> </tr> <tr> <td>NE</td> <td>NO EXISTE</td> <td>IN</td> <td>IN</td> </tr> <tr> <td>NS</td> <td>NO RECIBE</td> <td>FA</td> <td>FA</td> </tr> <tr> <td>NR</td> <td>NO RECONOCIDO</td> <td>AC</td> <td>AC</td> </tr> </table>		RE	RETRASADO	CA	CA	NE	NO EXISTE	IN	IN	NS	NO RECIBE	FA	FA	NR	NO RECONOCIDO	AC	AC
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NE	NO EXISTE	IN	IN																		
NS	NO RECIBE	FA	FA																		
NR	NO RECONOCIDO	AC	AC																		
Referencia: PQR-12684475-N36A-0158 Ciudad: MEDELLIN, ANTIOQUIA Dpto.: ANTIOQUIA		Nombre Razón Social: MANUEL JOSE FRANKO VALENZUELA Dirección: RUPAL...190190200719035000...VEREDA EL LIMON Tel.: 3108318625 Código Postal: 3000025 Código Operativo: 3000025		Firma nombre y/o sello de quien recibe:  Tatiana A. Tel.: Hora:																	
Ciudad: CISNEROS, ANTIOQUIA Dpto.: ANTIOQUIA		Dice Contener : *		Fecha de entrega: C.C.: 083304 Distrito:																	
Peso Fisico(gf): 200 Peso Volumetrico(gf): 0 Peso Facturado(gf): 200 Valor Declarado: \$0 Valor Flete: \$22.650 Costo de manejo: \$0 Valor Total: \$22.650 COP		Observaciones del cliente : PQR-12684475-N36A-0158		Fecha de entrega: C.C.: 2005 Tel.:																	
				3333 468																	
PO. MEDELLIN NOR-OCIDENTE				3333 469																	

SERVICIOS POSTALES NACIONALES S.A. NIT 900.062.917-9
Banco Cooperativo de Cafetal
CORREO CERTIFICADO NACIONAL 2025
Fechado en Medellín

Fecha Pre-Admission: 03/06/2025 11:20:55

RA526788385C0

1. The first step in the process of creating a new product is to identify a market need. This involves conducting market research to understand what consumers want and what problems they are facing. Once a need is identified, the next step is to develop a concept that addresses this need. This is often done through brainstorming sessions with a team of designers and engineers.

2. After a concept is developed, the next step is to create a prototype. This is a physical model of the product that allows designers to test and refine their ideas. Prototyping can be done in a variety of ways, from simple 3D printing to more complex methods like CNC machining. The goal is to create a model that is as close to the final product as possible.

3. Once a prototype is created, the next step is to conduct a feasibility study. This involves testing the prototype to see if it can be manufactured at a reasonable cost and if it meets the required specifications. This study also helps to identify any potential issues or challenges that may arise during the manufacturing process.

4. After the feasibility study is complete, the next step is to develop a detailed design. This involves creating a set of technical drawings and specifications that will be used to guide the manufacturing process. These drawings typically include a cross-section of the product, a top-down view, and a side view. They also specify the materials to be used and the tolerances for each part.

5. The final step in the process is to manufacture the product. This involves using the technical drawings and specifications to create the final product. Manufacturing can be done in a variety of ways, from small-scale production to large-scale manufacturing. The goal is to create a product that is of high quality and meets the needs of the market.

6. Once the product is manufactured, the next step is to test it. This involves conducting a series of tests to ensure that the product is safe, reliable, and meets the required specifications. These tests can include stress testing, vibration testing, and environmental testing. The goal is to identify any potential issues or weaknesses in the product before it is released to the market.

7. After the product is tested, the next step is to launch it. This involves marketing the product to the target audience and getting it into the hands of consumers. This can be done through a variety of channels, including retail stores, online marketplaces, and direct sales. The goal is to create a successful launch that generates interest and sales for the new product.

8. Finally, the next step is to monitor the product's performance in the market. This involves tracking sales, customer feedback, and any issues that may arise. This information is used to make improvements to the product and to develop new products in the future. The goal is to ensure that the product remains competitive and meets the needs of the market over time.

9. The process of creating a new product is a complex one that involves many steps and a lot of collaboration. It requires a deep understanding of the market and a willingness to experiment and iterate. By following these steps, designers and engineers can create products that are innovative, useful, and successful.

10. In conclusion, the process of creating a new product is a multi-step process that involves identifying a market need, developing a concept, creating a prototype, conducting a feasibility study, developing a detailed design, manufacturing the product, testing it, launching it, and monitoring its performance. Each step is crucial to the success of the product, and it is important to approach each step with care and attention.

11. The first step in the process of creating a new product is to identify a market need. This involves conducting market research to understand what consumers want and what problems they are facing. Once a need is identified, the next step is to develop a concept that addresses this need. This is often done through brainstorming sessions with a team of designers and engineers.

12. After a concept is developed, the next step is to create a prototype. This is a physical model of the product that allows designers to test and refine their ideas. Prototyping can be done in a variety of ways, from simple 3D printing to more complex methods like CNC machining. The goal is to create a model that is as close to the final product as possible.

13. Once a prototype is created, the next step is to conduct a feasibility study. This involves testing the prototype to see if it can be manufactured at a reasonable cost and if it meets the required specifications. This study also helps to identify any potential issues or challenges that may arise during the manufacturing process.

14. After the feasibility study is complete, the next step is to develop a detailed design. This involves creating a set of technical drawings and specifications that will be used to guide the manufacturing process. These drawings typically include a cross-section of the product, a top-down view, and a side view. They also specify the materials to be used and the tolerances for each part.

15. The final step in the process is to manufacture the product. This involves using the technical drawings and specifications to create the final product. Manufacturing can be done in a variety of ways, from small-scale production to large-scale manufacturing. The goal is to create a product that is of high quality and meets the needs of the market.

16. Once the product is manufactured, the next step is to test it. This involves conducting a series of tests to ensure that the product is safe, reliable, and meets the required specifications. These tests can include stress testing, vibration testing, and environmental testing. The goal is to identify any potential issues or weaknesses in the product before it is released to the market.

17. After the product is tested, the next step is to launch it. This involves marketing the product to the target audience and getting it into the hands of consumers. This can be done through a variety of channels, including retail stores, online marketplaces, and direct sales. The goal is to create a successful launch that generates interest and sales for the new product.

18. Finally, the next step is to monitor the product's performance in the market. This involves tracking sales, customer feedback, and any issues that may arise. This information is used to make improvements to the product and to develop new products in the future. The goal is to ensure that the product remains competitive and meets the needs of the market over time.

19. The process of creating a new product is a complex one that involves many steps and a lot of collaboration. It requires a deep understanding of the market and a willingness to experiment and iterate. By following these steps, designers and engineers can create products that are innovative, useful, and successful.

20. In conclusion, the process of creating a new product is a multi-step process that involves identifying a market need, developing a concept, creating a prototype, conducting a feasibility study, developing a detailed design, manufacturing the product, testing it, launching it, and monitoring its performance. Each step is crucial to the success of the product, and it is important to approach each step with care and attention.