

Energy Savings Tips

- Use ENERGY STAR® certified light bulbs, appliances and electronics.
- Turn off lights, appliances, TVs, stereos, gaming systems and computers when they are not in use.
- Unplug chargers, laptops and any items with a remote control or instant-on feature.
- Use the smallest pan possible for your stovetop cooking.
- Wash your clothes in cold water, and air dry them whenever possible.
- Turn off air conditioners or fans if a room is unoccupied.
- Keep your home from overheating or overcooling when you're away. If you're not going to be at home, keep your thermostat at 78° F or higher in the summer (and in the winter, set it to 68° F or lower).
- Change your air conditioner's thermostat fan setting from "continuous" fan operation to "auto."
- Clean your heating and cooling systems' filters every other month.

For More Information

Customer Service 1-855-RIE-1101
Collections 1-855-RIE-1104
Website www.rienergy.com
E-Mail customerservice@rienergy.com



Rhode Island Energy™
a PPL company

RIE7588 RI (3/23)



Assistance Options for Rhode Islanders

**Not sure you can pay
your next energy bill?**

We can help.



Rhode Island Energy™
a PPL company



If you need help, we're here for you.

If you have trouble paying your bill, we have programs and services to make things a little easier:

Discount Rates

You could qualify for either 25% or 30% off your Rhode Island Energy electric and natural gas bills, based on your eligibility.

Get a 25% discount if you:

- Receive Food Stamps / Supplemental Nutrition Assistance Program (SNAP), or
- Qualify for Heating Assistance / Home Energy Assistance Program (HEAP, which is described on the next page), or
- Receive Supplemental Security Income (SSI).

Or, get a 30% discount if you:

- Receive Medicaid, or
- Receive assistance from the Rhode Island Works Program, or
- Receive General Public Assistance

Please apply for our discount rate via email, mail or fax, and provide a confirmation letter from your assistance organization.

Visit www.rienergy.com/help or call **1-855-RIE-1101** to learn more.

Heating Assistance / Home Energy Assistance Program (HEAP)

Heating Assistance, also known as HEAP, is a federal grant program designed to help income-qualifying customers pay their heating bills. Your Rhode Island Energy account will be credited with the grant amount, or it will be applied directly to your home's heating source company (if you do not heat with gas or electric). You do not need to repay these funds.

Good Neighbor Energy Fund

The Good Neighbor Energy Fund helps you pay your heating bill if you are experiencing temporary financial difficulty, but are not eligible for HEAP.

www.rienergy.com/help | 1-855-RIE-1101





Payment Agreements

Income eligible customers who meet the Forgiveness Program guidelines may be provided with a payment plan. If you make payments on time, part of your past-due amount may be forgiven.

- If your account is still active, no down payment is required.
- If your service has been shut off for non-payment, a down payment is required.

If you are not on an income eligible discount rate code or you don't meet the Forgiveness Program guidelines, other payment plan options are available.

Shut-off Protection

Protections help keep your electricity and natural gas heat on if you have problems paying your energy bills and:

- Are elderly, or
- Have an infant under 24 months old, or
- Have a serious illness.

Payment Options

Budget Plan

This option spreads your projected annual energy costs into 12 predictable monthly payments, removing highs and lows in your bill from month to month.

Convenient Ways to Pay

Rhode Island Energy offers many easy ways to pay:

- Convenient no-fee cash locations
- Pay-by-phone
- Paperless e-billing
- Automatic online payments
- Traditional mail

www.rienergy.com/help | 1-855-RIE-1101





**"I'm here
to help."**

*Carlos,
Customer Advocate
at Rhode Island Energy*

Energy Efficiency Opportunities

A no cost energy assessment of your home can help you save energy and money, while making sure you and your family are healthy and comfortable. If you're income eligible, you may even qualify for a new, no cost efficient heating system, refrigerator, clothes washer and other appliances, plus home insulation and air sealing of leaks.

To learn more about no cost home energy efficiency assessments for income eligible customers, please call our program expert CLEAResult at **1-401-351-1800**.

Your Personal Energy Advocate

You are invited to meet with a Rhode Island Energy Customer Advocate to talk about the resources available to help manage your energy costs.

For more information about meeting locations and times, please visit **www.rienergy.com/help** or email **consumeradvocatesRI@rienergy.com**.

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