

CONSIDERING ANOTHER ELECTRIC SUPPLIER?

INFORMATION ABOUT COMPETITIVE ELECTRIC SUPPLY IN RHODE ISLAND

In Rhode Island, a customer can choose to buy electricity from a company other than Rhode Island Energy. This is known as customer choice and the other company is known as a nonregulated power producer or competitive supplier.

A customer who chooses to purchase electricity from a competitive supplier will still receive a bill from Rhode Island Energy to cover the cost of delivering the electricity to your home or business.

If you are a residential customer, you will not receive a separate bill from the competitive supplier. Instead, the only part of the bill that will change will be the "Supplier Services" portion.

You do not have to choose a competitive supplier.

You may or may not save money if you switch to a competitive supplier.

Questions to ask

There are several things to keep in mind when deciding whether or not to choose a competitive supplier.

- ◇ What am I paying for energy? You can look at your bill under Supplier Services or, if you have not chosen a competitive supplier, you may check the utility's website or the PUC's website.
- ◇ Is the competitive supplier offering a fixed rate, ceiling price, or a variable rate that changes with the market?
- ◇ If it is a fixed rate or ceiling price, how long will the rate be in effect?
- ◇ What will happen when my initial promotional rate expires?
- ◇ If it is a variable rate, when will I know what the actual rate is?
- ◇ Am I entering into a contract with the competitive supplier for a term?
- ◇ Will the term of the contract end with the last billing cycle of the month or on the last day of the month?
- ◇ Is there an early termination fee and if so, how much is it?
- ◇ How do I contact the competitive supplier while I am buying electricity from them or to cancel? Will that method work for me?

Things to remember

- ◇ Once you choose a new supplier, you need to remember to review your bill every month and pay attention to the pricing or you may find yourself paying a very different amount from that which you thought you were.
- ◇ Know the billing cycle during which your power started coming from the competitive supplier.
- ◇ Mark on the calendar at least 30 days before your contract term or initial rate offering expires so you can follow up with the supplier before the expiration.

- ◇ If it is up to you to contact the competitive supplier at the end of the term or the end of the initial rate offering (a fixed or ceiling price that is in effect through a certain date), you can't forget to make contact in case the supplier doesn't contact you first. Know when your billing cycle is.
- ◇ If you agreed to a term of service that goes to the end of a month, you may be charged a termination fee if you try to switch at the end of the billing cycle just before that date. This could expose you to different pricing between the end of the term and your next meter read.
- ◇ When in doubt, contact your competitive supplier with questions.

Changing your mind

- ◇ You may choose to go back to Rhode Island Energy for your supply.
- ◇ You may also choose another competitive supplier.
- ◇ You must contact your competitive supplier in order to return or to choose a different supplier. It is the supplier's responsibility to notify Rhode Island Energy of the change in a timely manner.
- ◇ Keep in mind that Rhode Island Energy requires two business days prior to your next meter read to make the change to your account. You need to give the competitive supplier enough time to contact Rhode Island Energy.

IN AN EMERGENCY OR IF THERE IS A POWER OUTAGE, CALL

Rhode Island Energy - 855-743-1102

Other Important Contact Info

Rhode Island Energy website: <https://www.rienergy.com/RI-Home/Default.aspx>

Rhode Island Public Utilities Commission website: <http://www.ripuc.ri.gov>

⇒ Contains links to prices to compare, FAQs, and other electric information, including who is registered as a (competitive supplier)

Division of Public Utilities and Carriers consumer section: 401-780-9700