

STEVEN J. BOYAJIAN

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Providence, RI 02903-2485
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Fax (401) 709-3399
sboyajian@rc.com
Direct (401) 709-3359

Also admitted in Massachusetts

March 19, 2025

VIA HAND DELIVERY AND ELECTRONIC MAIL

Stephanie De La Rosa, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket No. 25-04-EL – The Narragansett Electric Company d/b/a Rhode Island Energy
2025 Annual Retail Rate Filing
Response to PUC Data Requests – Set 2**

Dear Ms. De La Rosa:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (the “Company”), I have enclosed the Company’s response to the Rhode Island Public Utilities Commission’s Second Set of Data Requests in the above-referenced docket. Please note that the Company is continuing to gather the information needed to respond to parts g. through i. and subpart e.ii of data request PUC 2-1. The Company will supplement its response as soon as possible.

Thank you for your attention to this matter. If you have any questions, please contact me at (401) 709-3359.

Sincerely,



Steven J. Boyajian

Enclosure

cc: Docket No. 25-04-EL Service List

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate were electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Heidi J. Seddon

March 19, 2025

Date

**Rhode Island Energy – 2025 Annual Retail Rate Filing - Docket No. 25-04-EL
Service List Updated 2/26/2025**

Name/Address	E-mail Distribution	Phone
The Narragansett Electric Company d/b/a Rhode Island Energy Celia B. O'Brien, Esq. 280 Melrose St. Providence, RI 02907	COBrien@pplweb.com ;	401-578-2700
	JScanlon@pplweb.com ;	
	SBriggs@pplweb.com ;	
	JOliveira@pplweb.com ;	
	ASpinu@ng.rienergy.com ;	
	PBlazunas@ceadvisors.com ;	
	NSouza@ceadvisors.com ;	
Steven J. Boyajian, Esq. Robinson & Cole LLC Robinson & Cole LLP One Financial Plaza 14th Floor Providence, RI 02903	SBoyajian@rc.com ;	401-709-3359
Division of Public Utilities Christy Hetherington, Esq. Division of Public Utilities	Margaret.L.Hogan@dpuc.ri.gov ;	401-222-2424
	John.bell@dpuc.ri.gov ;	
	Joel.munoz@dpuc.ri.gov ;	
	Al.mancini@dpuc.ri.gov ;	
	Donna.Daigle@dpuc.ri.gov ;	
	Al.contente@dpuc.ri.gov ;	
	Christy.hetherington@dpuc.ri.gov ;	
	leo.wold@dpuc.ri.gov ;	
	mark.a.simpkins@dpuc.ri.gov ;	
	gregory.schultz@dpuc.ri.gov ;	
	kyle.j.lynch@dpuc.ri.gov ;	
	Machaela.Seaton@dpuc.ri.gov ;	
	Ellen.golde@dpuc.ri.gov ;	
diana.moniz@dpuc.ri.gov ;		

Daymark Energy Advisors Aliea Munger Louisa Lund	aafnan@daymarkea.com ; llund@daymarkea.com ;	
Original & 9 copies file w/ PUC: Stephanie De La Rosa, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Stephanie.DeLaRosa@puc.ri.gov ;	401-780-2017
	Cynthia.WilsonFrias@puc.ri.gov ;	
	Alan.nault@puc.ri.gov ;	
	Christopher.Caramello@puc.ri.gov ;	
	Todd.bianco@puc.ri.gov ;	
	Kristen.L.Masse@puc.ri.gov ; Jordan.Sasa@puc.ri.gov ;	
Office of Energy Resources Adam Fague, Esq. Christopher Kearns	adam.fague@doa.ri.gov ;	401-222-8880
	nancy.russolino@doa.ri.gov ;	
	Christopher.Kearns@energy.ri.gov ;	
	Shauna.Beland@energy.ri.gov ;	
	William.Owen@energy.ri.gov ;	
Green Development Matt Sullivan	ms@green-ri.com ;	
Conservation Law Foundation Jamie Rhodes, Esq.	jrhodes@clf.org ;	
Good Energy, L.P. Laura Olton, Esq.	laura@isoenergyadvisors.com ;	
	patrick@goodenergy.com ;	
	rafidah.rahman@goodenergy.com ;	

PUC 2-1

Request:

The following questions pertain to budget billing.

- a. Please provide an example of residential customer (A-16 and A-60) electric bills with budget billing.
- b. What is the criteria for a customer enrolling in a budget billing plan? Is there any instance where a customer is ineligible for a budget plan? If so, please explain.
- c. Please provide a table that shows for each of the last twelve months for which data is available, the number of A-16 and A-60 customers (separately) enrolled in budget billing; the number of active A-16 and A-60 customer accounts in each of the months; and the percentage calculation of enrolled accounts for each month.
- d. Can the Company tell how many residential customers who choose budget billing remain enrolled for a year or more (ignore terminated or closed accounts)? If so, please provide a response for both A-16 and A-60 customers.
- e. Rhode Island Energy reviews budget billing accounts on a quarterly basis.
- i. What is the standard for determining whether a budget payment amount needs to be adjusted as a result of that quarterly review?
- ii. Is there a typical percentage of customers whose budget payment might change as often as quarterly? If so, why is that? If not, how often does a typical customer's budget payment get adjusted?
- f. What is the most frequent customer complaint expressed by budget billing customers?
- g. What analysis would the Company need to conduct to assess the pros and cons of auto-enrolling residential customers into budget billing with an opt-out provision or, alternatively, providing a tiered fixed billing option for customer to opt in? This response should include (but not limited to) things such as customer satisfaction; cash flow; short-term under- and over-collections, etc. (Please note that the intent would be for customers to still see the underlying cost of electricity and their actual usage but providing a predictable payment schedule).
- h. Has the Company considered whether it would be possible to offer a 12-month fixed bill option to customers based on some sort of tiered approach (e.g., if your most recent 12-

The Narragansett Electric Company
d/b/a Rhode Island Energy
RIPUC Docket No. 25-04-EL
In Re: 2025 Annual Retail Rate Filing
Responses to the Commission’s Second Set of Data Requests
Issued March 10, 2025

PUC 2-1, Page 2

month history reflects an average 500-600 kWh usage, your monthly bill will be \$X.XX with a reconciliation at the end; or tiers might be the ranges between usage tiers in the bill impact summaries)? What analysis would need to be completed in order to assess the reasonableness of such an offering? (Please note that the intent would be for customers to still see the underlying cost of electricity and their actual usage, but providing a predictable payment schedule).

- i. Would any of the Company’s responses to subparts g or h change if the response was for gas instead of electric?

Response:

- a. For examples of A-16 and A-60 residential customer electric bills with budget billing, please see Attachment PUC 2-1-1 and Attachment 2-1-2, respectively.
- b. The following criteria are required to be eligible for Budget Bill Plan (“BBP”).

The account must be a Residential Account.

The account must not be delinquent more than \$50.00. If the customer owes an arrearage over \$50.00, they must first enroll in a payment agreement.

- c.

MONTH	RATE	TOTAL CUSTOMERS	TOTAL BUDGET BILL CUSTOMERS	AVERAGE		MONTH	RATE	TOTAL CUSTOMERS	TOTAL BUDGET BILL CUSTOMERS	AVERAGE
Mar-24	A16	427,598	17,535	4.10%		Mar-24	A60	35,018	1,849	5.28%
Apr-24	A16	428,111	19,037	4.45%		Apr-24	A60	35,019	1,898	5.42%
May-24	A16	430,800	18,902	4.39%		May-24	A60	35,009	1,945	5.56%
Jun-24	A16	431,537	18,697	4.33%		Jun-24	A60	34,985	1,933	5.53%
Jul-24	A16	429,567	18,680	4.35%		Jul-24	A60	34,869	1,910	5.48%
Aug-24	A16	429,619	19,318	4.50%		Aug-24	A60	34,780	2,051	5.90%
Sep-24	A16	433,562	20,424	4.71%		Sep-24	A60	34,772	2,284	6.57%
Oct-24	A16	431,971	21,537	4.99%		Oct-24	A60	34,781	2,553	7.34%
Nov-24	A16	430,410	22,535	5.24%		Nov-24	A60	34,634	2,752	7.95%
Dec-24	A16	430,955	23,331	5.41%		Dec-24	A60	34,619	2,857	8.25%
Jan-25	A16	430,826	24,077	5.59%		Jan-25	A60	34,541	2,961	8.57%
Feb-25	A16	430,455	25,074	5.82%		Feb-25	A60	34,464	3,106	9.01%

PUC 2-1, Page 3

d.

MONTH	RATE	TOTAL ENROLLED 12 or MORE MONTHS
March 2024 to Feb 2025	A16	25403
March 2024 to Feb 2025	A60	3153

e. Rhode Island Energy reviews budget billing accounts on a quarterly basis.

i. Rhode Island Energy calculates and bills a levelized, equal monthly amount based on the average of the customer's previous 12 monthly bills. Rhode Island Energy will review and adjust the Budget Billing amount every three months based on the customer's actual electricity use if the newly rolling 12 month average is greater than \$10.00.

ii. The Company is in the process of preparing a response to this subpart of part e. and will supplement its response to this data request as soon as possible.

f. The most frequent customer complaints expressed by those customers enrolled in budget billing are as follows:

- Solar customers are not able to enroll in budget billing due to the complexity of net credits versus amounts owed on a monthly bill basis.
- Customers tend to not favor the "true-up" that is calculated throughout and near the end of their budget billing cycle.
- The inability of being able to change the budget billing allocation both at enrollment and midway through their payment term.
- Customer confusion with amount due versus balance to the Company.

g. through i. The Company is in the process of preparing responses to parts g. through i. of this data request and will submit a supplemental response as soon as possible.



RIE Customer Service: 1-855-743-1101
Monday-Friday: 8:00 AM - 7:00 PM
Electric Emergencies: 1-855-743-1101 (24 x 7)
Website: RIEnergy.com

Page 1

Meter Account

Due Date	Amount Due
4/4/25	\$116.00

Electric Service to:

[Billing Details on Back](#)

You are on Budget Billing. As a result, your Amount Due does not equal your Usage Charges.

Supply **\$66.53**

Rhode Island Energy
1-855-743-1101

Effective Date
2/10/21

Last Resort Service

\$0.16387 The current price when comparing supplier offers.
The above rate is scheduled to change on Apr 01, 2025.

SHOP FOR ELECTRICITY

Visit www.ripuc.ri.gov
Account Number:
Rate: A-16 Residential-Std Ofr
Billing Cycle: 10 Shopping ID:

Usage from Feb 11 - Mar 11

Usage Charges
\$134.42

Delivery **\$67.89**

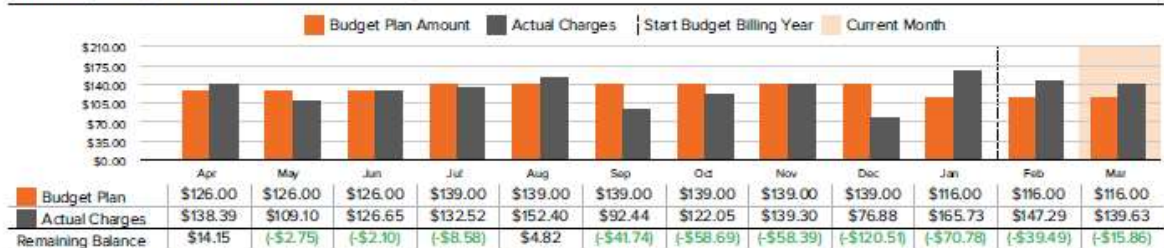
Rhode Island Energy

Budget Plan Summary

To date, you are 9 months into your 12-month Budget Billing Plan and have used \$15.86 less than your monthly Budget Plan Amounts.

Budget Plan Amount: \$116.00
After above payment is made your credit balance will be: -\$15.86
Next Budget Review: June 2025
Budget Plan Year Ends: June 2025

Monthly Budget Plan vs. Actual Charges



About this graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.

Questions/concerns? Contact us by 4/4/25

1-855-743-1101
Feel free to contact us at: RIEnergy.com/contactus
Send correspondence to:
RIE Customer Service
1595 Mendon Road
Cumberland, RI 02864

Sign back of bill stub to enroll in auto bill pay.

Account Number	Due Date	Amount Due
<input type="text"/>	4/4/25	\$116.00

Amount Enclosed:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please make check payable to: RHODE ISLAND ENERGY
PO BOX 371875
PITTSBURGH, PA 15250-7875

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
[REDACTED]	Mar 11	66848	406
	Feb 11	66442	
Days Billed: 28		Avg. kWh/Day: 15	Total Delivered: 406

Date Range	Annual Total Usage	Avg Monthly
Apr 2024 - Mar 2025	5193 kWh	433 kWh

Next meter reading on or about: Apr 9, 2025 Billing Cycle: 10

March



Supply Details

Supply Charges for Feb 11, 2025 - Mar 11, 2025		
	Energy Charge 406 kWh at 0.16387	66.53
Total Rhode Island Energy Charges		\$66.53

For questions on these charges, please contact this supplier at:

1-855-743-1101
 Rhode Island Energy
PO Box 25215
Lehigh Valley, PA
18002-5215

Billing Summary

Previous Balance	\$116.00
Payment Received Mar 7, 2025 - Thank You!	-\$116.00
Balance as of Mar 11, 2025	\$0.00
Budget Plan Amount	\$116.00
Total Supply Charges	\$66.53
Total Delivery Charges	\$67.89
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Gross Earnings Tax	\$5.58
\$134.05 at 0.041667	
Total Other Charges/Adjustments	\$5.21

Amount Due By 4/4/25 **\$116.00**

Account Balance \$116.00

Delivery Details

Rate: A-16 Residential-Std Ofr	
Customer Charge	6.00
RE Growth Program Chg	4.02
LIHEAP Enhancement Chg	0.79
Distribution Energy Chg	406 kWh at 0.06459 26.22
Renewable Energy Dist Chg	406 kWh at 0.02345 9.52
Energy Efficiency Programs	406 kWh at 0.01098 4.45
Transmission Charge	406 kWh at 0.04161 16.89
Total Delivery Charges	\$67.89

Understanding Your Bill

Budget Billing - Most suppliers offer budget billing, which allows you to pay a fixed amount each month. Budget billing averages bills out over 12 months, so each monthly bill will be the same amount until the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use. Residential customers may contact their electric utility and/or supplier and request budget billing at any time.

Ways To Pay

Autopay Please sign the below stub and mail in with your check payment.	Online RIEnergy.com	By mail PO BOX 371875 PITTSBURGH PA 15250-7875	By phone 1-855-743-1101
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Enroll in Automatic Bill Pay

When you enroll in Automatic Bill Pay (ABP), your monthly electric bill payment is automatically deducted from your bank checking account. To enroll, sign and date this form and return your check payment (voided check not required). Money orders, cashier checks, and foreign checks do not qualify for enrollment.

I authorize Rhode Island Energy to automatically deduct from the checking account as shown on my enclosed check, all future payments for the Rhode Island Energy bill account number listed on this payment stub. I will notify Rhode Island Energy if I decide to cancel this authorization.

To enroll in automatic bill payment, _____ Date _____
Checking Account holder sign here.

Note: You can also visit RIEnergy.com/Autopay to enroll in Automatic Bill Pay (ABP) or make changes to your account.

\$116.00



Account Number	Due Date	Amount Due
	4/4/25	\$116.00

General Information

Save time and money! Sign up for paperless billing and receive a \$ 0.37 credit on your monthly bill. Enroll today at RIEnergy.com/PaperlessBill.

Will we be able to reach you during a power outage? During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are not directly linked (for example, cordless phones with answering machines) need electricity to make and receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to RIEnergy.com/myaccount to update your information so that we may be able to reach you with important information during power outages.

For Your Information - Customers can choose to purchase their electric supply from a non-regulated power producer (NPP). RIE will continue to deliver electricity to you, and will respond to service calls, emergencies, and provide storm restoration. To compare offers, the rate for RIE's electric supply, known as Last Resort Service (LRS), is effective .The LRS rate is scheduled to change on . Please note: The electric NPP must submit the enrollment at least 2 business days prior to your next scheduled meter read date, which is Apr 9, 2025. For more information, visit www.ripuc.ri.gov.

Returned Check Fee - There will be \$8.00 Service Fee on all returned checks.

Right To Electric Service; During Serious Illness - If you or anyone presently and normally living in your home is seriously ill, a licensed physician (MD, DO, LP) must complete the serious illness protection form or contact Rhode Island Energy by telephone at 1-855-743-1101. This certification must be received within seven (7) days from the date that your licensed physician initially contacts Rhode Island Energy. You may request a review by the Division of Public Utilities and Carriers if the duration of the serious illness exceeds three (3) weeks from the date of the licensed physician's certification to the Company. Your account will be subject to collection activity, including termination of service, after the period of the serious illness protection unless you arrange for payment of your bill. Please contact our Customer Service Department at 1-855-743-1101.

If You Rely on Life-Sustaining Electrically-Powered Medical Equipment and Have a Financial Hardship - Protection is available for customers who have a serious illness or disability, rely on life-sustaining electrically-powered medical equipment as part of their weekly healthcare regimen, and are facing financial hardship. In addition to the serious illness or disability form, a licensed physician (MD, DO, LP) must complete the life support dependent certification. The duration of the life support protection is as indicated on a properly completed certification from your physician or six (6) months, whichever is sooner. You may request a review by the Division of Public Utilities and Carriers if the duration of the life support dependent condition exceeds six (6) months from the date of the licensed physician's certification to the Company. Your account will be subject to collection activity, including termination of service, after the period of life support dependent protection unless you arrange for payment of your bill. Please contact our Customer Service Department at 1-855-743-1101.

You Have a Child Under 24 Months and a Financial Hardship - If you or anyone presently and normally living in your home has a child under 24 months old, and your service has not been previously shut off for nonpayment before the birth of the child, we will not terminate your electric service, provided you also have a financial hardship. You must send (by mail or facsimile) to Rhode Island Energy a certification in the form of a birth certificate or other verifiable (i.e., hospital or physician) document within seven (7) days of claiming the protection. Please call our Customer Service Department at 1-855-743-1101 immediately if this applies to you.

Understanding Your Bill - Continued

Customer Charge - The cost of providing customer related services such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

Distribution Energy Charge - The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.

LIHEAP Enhancement Charge - This charge is required under R.I. law and will be used to provide funding for a Low-Income Home Energy Assistance Program ("LIHEAP") Enhancement Plan, designed to assist low-income electric and natural gas households with their home energy and heating needs. By law, this charge may not be more than \$10 per year for each electric or natural gas service account.

Renewable Energy (RE) Growth Program - This charge recovers the cost of Renewable Energy Growth Program, established by R.I. law, that supports the development of eligible renewable energy resources.

Supply Charge - The charge to provide electricity and other services to the customer by the supplier. This charge also includes the Renewable Energy Standard Charge which is being collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable energy resources, as required by R.I. General Laws section SS 39-26-1.

Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.

Transmission Charge - This is the cost to build and maintain high voltage lines and related equipment. It is regulated by the Federal Energy Regulatory Commission.

kWh Delivered - The amount of electricity we delivered to you for your use.

Type(s) of Meter Readings:

Actual - Measures your monthly electricity use based on an actual reading.

Energy Efficiency Programs - This charge funds Energy Efficiency Programs required by R.I. law that can help customers lower their energy usage and bills.

Renewable Energy Distribution Charge - The cost of programs required by R.I. law that provide support for the development of renewable energy.



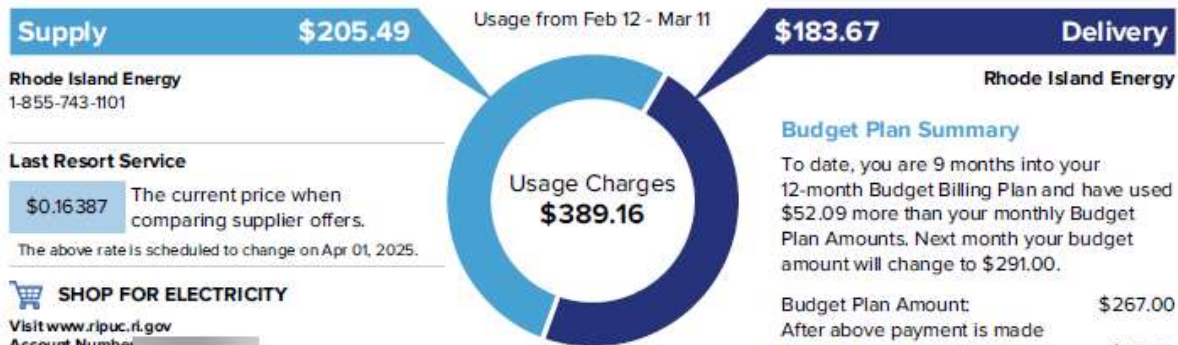
RIE Customer Service: 1-855-743-1101
Monday-Friday: 8:00 AM - 7:00 PM
Electric Emergencies: 1-855-743-1101 (24 x 7)
Website: RIEnergy.com

Page 1

Meter	Account
Auto Pay Date	Amount Due
4/4/25	\$267.00 (Auto Pay)

Electric Service to:

A one-time credit of \$24.45 has been applied to your bill. For a full explanation of this credit, please refer to the Attention notice on Page 2.



Last Resort Service

\$0.16387 The current price when comparing supplier offers.
The above rate is scheduled to change on Apr 01, 2025.

SHOP FOR ELECTRICITY

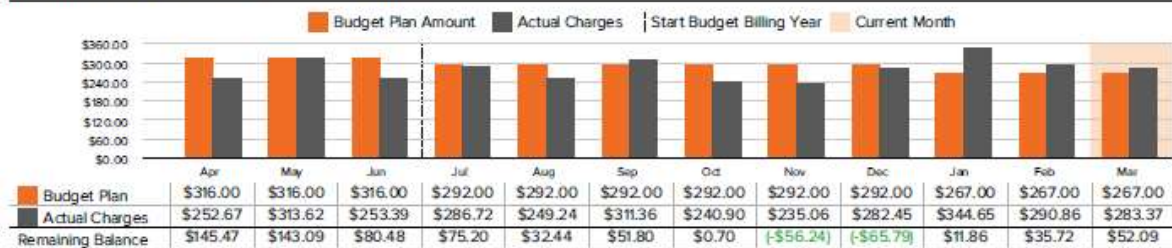
Visit www.ripuc.ri.gov
Account Number: [Redacted]
Rate: A-60 Resl Low Income-Std Ofr
Billing Cycle: 10 Shopping ID: [Redacted]

Budget Plan Summary

To date, you are 9 months into your 12-month Budget Billing Plan and have used \$52.09 more than your monthly Budget Plan Amounts. Next month your budget amount will change to \$291.00.

Budget Plan Amount: \$267.00
After above payment is made remaining balance will be: \$52.09
Next Budget Review: June 2025
Budget Plan Year Ends: June 2025

Monthly Budget Plan vs. Actual Charges



About this graph: A green budget balance means you've used less than your budget. Black means you've used more. Your plan is reviewed every 3 months.

Questions/concerns? Contact us by 4/1/25

1-855-743-1101
Feel free to contact us at: RIEnergy.com/contactus
Send correspondence to:
RIE Customer Service
1595 Mendon Road
Cumberland, RI 02864

Account Number	Auto Pay Date	Amount Due
[Redacted]	4/4/25	Auto Pay

RHODE ISLAND ENERGY
PO BOX 371875
PITTSBURGH, PA 15250-7875

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
[REDACTED]	Mar 11	89210	1254
	Feb 12	87956	
Days Billed: 27		Avg. kWh/Day: 46	Total Delivered: 1254

Date Range	Annual Total Usage	Avg Monthly
Apr 2024 - Mar 2025	16069 kWh	1339 kWh

Next meter reading on or about: Apr 9, 2025 Billing Cycle: 10

March



Supply Details

Supply Charges for Feb 12, 2025 - Mar 11, 2025		
	Energy Charge 1,254 kWh at 0.16387	205.49
Total Rhode Island Energy Charges		\$205.49

For questions on these charges, please contact this supplier at:

1-855-743-1101

Rhode Island Energy
PO Box 25215
Lehigh Valley, PA
18002-5215

Attention

LRS Refund – A credit totaling \$24.45 has been made to your account. This stems from the 2023 LRS reconciliation which shows a refund is due to customers. Customers on the low-income rate will receive monthly bill credits from NOV 2024 - APR 2025. This month's credit was applied to any previous balance owed and any remaining credit is shown above the "other charges" on Page 2 of your bill.

Billing Summary

Previous Balance	\$267.00
Payment Received Mar 10, 2025 - Thank You!	-\$242.55
Balance as of Mar 11, 2025	\$0.00
Budget Plan Amount	\$267.00
Total Supply Charges	\$205.49
Total Delivery Charges	\$183.67
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Low Income Discount \$389.16 at -30%	-\$116.75
Gross Earnings Tax \$272.04 at 0.041667	\$11.33
Total Other Charges/Adjustments	-\$105.79

Automatic Bill Payment on 4/4/25 **\$267.00**

Account Balance **\$267.00**

Delivery Details

Rate: A-60 Resi Low Income-Std Ofr	
Customer Charge	6.00
RE Growth Program Chg	4.02
LIHEAP Enhancement Chg	0.79
Distribution Energy Chg 1,254 kWh at 0.06182	77.51
Renewable Energy Dist Chg 1,254 kWh at 0.02345	29.40
Energy Efficiency Programs 1,254 kWh at 0.01098	13.77
Transmission Charge 1,254 kWh at 0.04161	52.18
Total Delivery Charges	\$183.67

Understanding Your Bill

Budget Billing - Most suppliers offer budget billing, which allows you to pay a fixed amount each month. Budget billing averages bills out over 12 months, so each monthly bill will be the same amount until the total bill is paid. The company may adjust the bill four times a year, up or down, depending on the customer's use. Residential customers may contact their electric utility and/or supplier and request budget billing at any time.

Customer Charge - The cost of providing customer related services such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

Distribution Energy Charge - The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.



Account Number	Auto Pay Date	Amount Due
	4/4/25	Auto Pay

General Information

Save time and money! Sign up for paperless billing and receive a \$ 0.37 credit on your monthly bill. Enroll today at RIEnergy.com/PaperlessBill.

Will we be able to reach you during a power outage? During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are not directly linked (for example, cordless phones with answering machines) need electricity to make and receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to RIEnergy.com/myaccount to update your information so that we may be able to reach you with important information during power outages.

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Returned Check Fee - There will be \$8.00 Service Fee on all returned checks.

Right To Electric Service: During Serious Illness - If you or anyone presently and normally living in your home is seriously ill, a licensed physician (MD, DO, LP) must complete the serious illness protection form or contact Rhode Island Energy by telephone at 1-855-743-1101. This certification must be received within seven (7) days from the date that your licensed physician initially contacts Rhode Island Energy. You may request a review by the Division of Public Utilities and Carriers if the duration of the serious illness exceeds three (3) weeks from the date of the licensed physician's certification to the Company. Your account will be subject to collection activity, including termination of service, after the period of the serious illness protection unless you arrange for payment of your bill. Please contact our Customer Service Department at 1-855-743-1101.

If You Rely on Life-Sustaining Electrically-Powered Medical Equipment and Have a Financial Hardship - Protection is available for customers who have a serious illness or disability, rely on life-sustaining electrically-powered medical equipment as part of their weekly healthcare regimen, and are facing financial hardship. In addition to the serious illness or disability form, a licensed physician (MD, DO, LP) must complete the life support dependent certification. The duration of the life support protection is as indicated on a properly completed certification from your physician or six (6) months, whichever is sooner. You may request a review by the Division of Public Utilities and Carriers if the duration of the life support dependent condition exceeds six (6) months from the date of the licensed physician's certification to the Company. Your account will be subject to collection activity, including termination of service, after the period of life support dependent protection unless you arrange for payment of your bill. Please contact our Customer Service Department at 1-855-743-1101.

You Have a Child Under 24 Months and a Financial Hardship - If you or anyone presently and normally living in your home has a child under 24 months old, and your service has not been previously shut off for nonpayment before the birth of the child, we will not terminate your electric service, provided you also have a financial hardship. You must send (by mail or facsimile) to Rhode Island Energy a certification in the form of a birth certificate or other verifiable (i.e., hospital or physician) document within seven (7) days of claiming the protection. Please call our Customer Service Department at 1-855-743-1101 immediately if this applies to you.

Understanding Your Bill - Continued

LIHEAP Enhancement Charge - This charge is required under R.I. law and will be used to provide funding for a Low-Income Home Energy Assistance Program ("LIHEAP") Enhancement Plan, designed to assist low-income electric and natural gas households with their home energy and heating needs. By law, this charge may not be more than \$10 per year for each electric or natural gas service account.

Renewable Energy (RE) Growth Program - This charge recovers the cost of Renewable Energy Growth Program, established by R.I. law, that supports the development of eligible renewable energy resources.

Supply Charge - The charge to provide electricity and other services to the customer by the supplier. This charge also includes the Renewable Energy Standard Charge which is being collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable energy resources, as required by R.I. General Laws section SS 39-26-1.

Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour. A kilowatt-hour is the equivalent of using ten 100-watt light bulbs for one hour.

Transmission Charge - This is the cost to build and maintain high voltage lines and related equipment. It is regulated by the Federal Energy Regulatory Commission.

kWh Delivered - The amount of electricity we delivered to you for your use.

Type(s) of Meter Readings:
Actual - Measures your monthly electricity use based on an actual reading.

Energy Efficiency Programs - This charge funds Energy Efficiency Programs required by R.I. law that can help customers lower their energy usage and bills.

Renewable Energy Distribution Charge - The cost of programs required by R.I. law that provide support for the development of renewable energy.