

DeLaRosa, Stephanie (PUC)

From: Cathy Perrotti <cathyperrotti@yahoo.com>
Sent: Saturday, February 22, 2025 2:31 PM
To: DeLaRosa, Stephanie (PUC)
Subject: Insanely high electric bill

Follow Up Flag: Flag for follow up
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Hello Stephanie,

There is DEFINATEIY a problem with my electric bill.

On October 15, 2025, my family did a 'forced sale" on my home of 59 years. I was taking care of my 91 year old mother with dementia at our home.

I rented a tiny cabin for myself and had the electric turned on in my name on 10/15/25. The tiny 400sq foot cabin is the size of a hotel suite.

It is all electric heat with 4 tiny rooms each having their own radiator with it's own temperature setting.

My first bill from RI Energy was for a 2 week period. It started service on 10/15/25, but I didn't move in until 11/1/25. The bill was something like 347.00 for really 2 weeks of living there.

The next month electric bill jumped to 570.83. I was shocked! I'm on a fixed income and the utilities are not included with the rent.

So, I purchased all battery operated motion sensor lights, so I do mostly do not use the lights.

I turned off the heat completely in the tiny living room, and put the kitchen on the lowest setting, mostly so the pipes won't freeze in this brutally cold winter.

My beloved Mama passed on November 20 in a nursing home. 🥺

The tiny bathroom is always on a low setting per the owner of the cabin. She also has a back room to the house which can only be accessed by going outside. It houses the washer, dryer, hot water tank, water infiltration system. This room also has to be kept on a low setting per cabin owner.

This other tiny room is where I keep my computer because I work part-time from home. When I'm working, the heat is on low. When I am not working, the heat is completely off and the door is shut. I only work 20 hours a week.

I spend most of my time in my small bedroom. The heat is on low.

Basically, I've lived this winter in the cold and the dark. I am 67 years old.

It should not be like this.

I heard everyone is complaining about their electric bill and that the RI Public Utilities authorized a price increase! This is why I am writing you.

I expected my next bill from RI Energy to be lower because I was using heat sparingly and no lights. It wasn't. It had gone up to 597.94! This is outrageous!

I applied for heating assistance for the first time in my life and was told that I make 300.00 more per month over the limit. They did tell me that I was eligible for a 600.00 one time federal grant. I have not received that yet it has been approved. They were supposed to send it directly to RI Energy on my account, but it is not there.

If I call RI Energy for my balance, I get 3 different answers from 3 different representatives!

I called Senator Whitehouse's office. They called RI Energy on my behalf. But, I feel RI Energy gave them the run-around.

I had RI Energy come out to the cabin and test the meter. He said the meter was fine. I had everything unplugged when he came except my computer. All lights were off. The heat was on low in the bathroom and backroom as ordered by the cabin owner.

The meter man said there was something drawing electricity even though all of this was off! He said that electric heat is very inefficient.

The owner of the cabin came out with RISE. He did a complete check of the house and attributed the high electric bill to the heat and hot water tank.

I'm on a payment plan with RI Energy of 405.00 per month.

My next bill came in. 629.55!

It just. Keeps going up!

This is outrageous! For a tiny 400sq foot cabin? Something is really wrong here. What can you do to help me please?

Cathy Perrotti
9 Locust Grove Ave
Hope, RI 02831
RI Energy Acct# 15058-49115
401-787-1564

[Yahoo Mail: Search, Organize, Conquer \[mail.onelink.me\]](mailto:mail.onelink.me)

DeLaRosa, Stephanie (PUC)

From: Deanna Chapman <heniki@cox.net>
Sent: Friday, February 14, 2025 12:15 PM
To: PublicComments, PUC
Subject: High Electric Bill
Attachments: RI Energy.docx

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Hello,

I am writing to you to let you know that RI Energy has issued some extremely high electric bills over the past couple of months. I am part of a neighborhood group on the computer and there were so many people that were talking about their bills doubling. Mine did as well. I called RI Energy and they tried to blame it the holidays. I live alone, had one small tree that was lit only about 2 weeks time for a couple of hours a night. She also tried to blame it the hot water heater (brand new), cooking around the holidays (gas stove), and lighting. I have all LED bulbs and do not leave lights on unless I am in a room at night. I am attaching my charges from 01/23 to current so you can see that it has never been this high. I get a low-income discount which was good or my last bill would have been over \$600.00. I set up a payment plan to attempt to get this paid but something needs to be done. If I had every TV, light and anything else electric on constantly, I would expect that high a bill.

DeLaRosa, Stephanie (PUC)

From: GALE SULLIVAN <galepsullivan@verizon.net>
Sent: Tuesday, January 28, 2025 11:51 AM
To: PublicComments, PUC
Subject: Extreme electric bill Rhode Island Energy

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Hello,
Please respond. My electric bill increased by \$300.30 in 1 month. It went from \$278. To \$615. This is outrageous.
Many of my neighbors have posted on NextDoor as well their increases.
I can't imagine how many people can afford these increases with no clear notice as to amounts.
Thank you,
Gale Sullivan
Westerly RI

DeLaRosa, Stephanie (PUC)

From: Sheila <sheilaab2000@aol.com>
Sent: Thursday, February 27, 2025 4:31 PM
To: Bianco, Todd (PUC); DeLaRosa, Stephanie (PUC); Caramello, Christopher (PUC); Gerwatowski, Ronald (PUC); Masse, Kristen (PUC); Nault, Alan (PUC); Smith, Theodore (PUC - Contractor)
Subject: RATE INCREASE RI ENERGY

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NO NO NO NO NO NO NO NO NO NO NO...no more increases for this Company! I think they need to **prove to us what their profit is!!** What are they calculating to come up with a delivery fee of \$596!! Yes, that is the fee they charged me this month. Its insanity. My BILL was \$1292!! I have a small 2 bedroom raised ranch. I have been here 25 years and NEVER saw bills like I am seeing since this company took over.

NO MORE INCREASES FOR RI ENERGY!! They should be stopped!

Sheila Bonner
10 Canton ST
Bradford, RI 02808

DeLaRosa, Stephanie (PUC)

From: steve <slancia@symmetryproducts.com>
Sent: Thursday, February 20, 2025 11:55 AM
To: DeLaRosa, Stephanie (PUC)
Subject: Manufacturer in ri

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I am a manufacturing company 45 years in rhode island. My company is getting destroyed by electric rates. I employ 40 people plus. I see no relief. I am considering a move of manufacturing to Georgia. The people that work for me their electric bills are so high they need relief. Who can I complain too. Can we have a hearing so I can come in with my people to get credits on delivery charges from ri energy. This is a joke also my employees get a credit. Advise. My next move is to file a lawsuit before beginning my search for a new location.

Note: I have proof ri energy is using deceptive business practices on my utilities bill for real-estate I owned. Call me asap.

Steve

Steven A Lancia
CEO
LANCE INDUSTRIES INC, SYMMETRY
55 INDUSTRIAL CIRCLE
LINCOLN, R.I.
02865

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DeLaRosa, Stephanie (PUC)

From: Heath Comley <comleylaw@yahoo.com>
Sent: Tuesday, February 11, 2025 12:32 PM
To: PublicComments, PUC
Subject: RI Energy

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My vacation home on Prudence Island is unoccupied and yet the **delivery** charges for the electricity due 12/5/24 was \$53.76; the delivery charge for the bill due 1/2/25 52.44 and in the bill due 2/3/25 it doubled to \$115.25 and the 3/4/25 due bill is up to \$173.23!

My son moved back here from AZ with my grandchildren for political and educational reasons where he ran air conditioning w/o any thought at all and never had a bill that disturbed him. Now he spends his free time berating me and threatening to return to AZ because in Jamestown his last electric bill reached almost \$700.00! Hmm. Also an Island. Curious - must have missed the notice about island property owners getting out to the windmills and plugging in.

And believe me their increases for non-island residents is also suspicious and in our many calls to them after renovating a multi-family house and residing in it the last 18 months, they are consistently unable to answer my how their bills to us don't reconcile. Moreover, their 5 different color ink bills are obviously designed to cost a lot, be impossible to read quickly for accuracy/inaccuracy evidently because they are pressuring everyone to pay with auto deduction from their private checking accounts. The fox is living in the hen house NOW.

HOW HAVE YOU JUSTIFIED WHAT RI ENERGY IS DOING? WHY HAVE WE ALLOWED A FOREIGN COMPANY TO CONTROL OUR UTILITIES? SERIOUSLY - PARDON ME BUT, WTF!

From: Katie Kleyla <katiekleyla@gmail.com>
Sent: Sunday, February 23, 2025 10:33:11 AM
To: Gerwatowski, Ronald (PUC) <Ronald.Gerwatowski@puc.ri.gov>
Subject: Rhode Island Energy

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Good afternoon Mr. Chairman,

I'm curious what the plan is to address the absolutely outrageous utility costs faced by struggling Rhode Islanders. I received a \$600 electric bill this past month and I am literally speechless. I understand the billing process is complicated, however there are several fees that are directly related to Rhode Island legislation. What are the next steps in resolving these issues?

Thank you,
Katie Kleyla-Lombardo
4 Bellevue Avenue
North Providence