



STATE OF RHODE ISLAND

Public Utilities Commission

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Chairman Ronald T. Gerwatowski
Commissioner Abigail Anthony

May 15, 2025

Statement of the Public Utilities Commission Regarding Rhode Island Energy Billing Issues

On Wednesday, May 14, the Public Utilities Commission required Rhode Island Energy to issue a Request for Proposals to obtain the services of an independent consulting firm to assist the Commission in a review, evaluation, and audit of Rhode Island Energy's billing system and related processes. The consulting firm will report directly to the Commission and conduct a comprehensive review that will be completely controlled and supervised by the Commission. We expect that the process will take several months to complete.

The Commission is not suggesting that there is evidence of a widespread problem with all, or even a majority of the bills that the company has been sending to its customers with its new billing system. However, we have seen many circumstances where there have been billing anomalies with a significant number of larger non-residential electric accounts, particularly those that are receiving net metering credits or other renewable credits. This includes, among other non-residential customer accounts, the accounts of numerous state facilities.

While we also have seen anomalies with some residential customer bills that have been brought to our attention – by and large, it appears at this time that the vast majority of electric and gas bills being sent to residential and small commercial customer accounts remain reliable. Nevertheless, the audit will evaluate all aspects of the billing system and processes, including Rhode Island Energy's billing of residential and small commercial customers.

The Commission's directives can be found in Docket No. 25-08-GE at the following links:

- Docket Page: <https://ripuc.ri.gov/Docket-25-08-GE>
- Decisions Document: <https://ripuc.ri.gov/sites/g/files/xkgbur841/files/2025-05/Dkt. 25-08-GE OM Decisions %285-14-25%29.pdf>

A recording of the Commission's Open Meeting on May 14 can be found at:

- <https://video.ibm.com/recorded/134362762>

Any questions should be directed to Todd Bianco, Chief Economic and Policy Analyst at the Commission. His direct line is: 401-780-2106. His email is: todd.bianco@puc.ri.gov