



Rhode Island Energy™

a PPL company

Docket 25-20-GE - Budget Billing Workshop and Request for Public Comments

July 24, 2025



Budget Billing Overview

BUDGET BILLING

- Rhode Island Energy's Budget Billing Plan evens out a customer's payment for service over a twelve-month period.
- There is no fee for this program.
- The customer will pay the same total amount over the course of a year for energy used as if they were not on a budget billing plan.
- It simply makes the payments approximately the same each month.

BUDGET AMOUNT

- The monthly budget amount is one-twelfth of the yearly billed amount.
- For new customers with 6 months usage, the budget amount is estimated using type of residence, heat source and appliances installed.

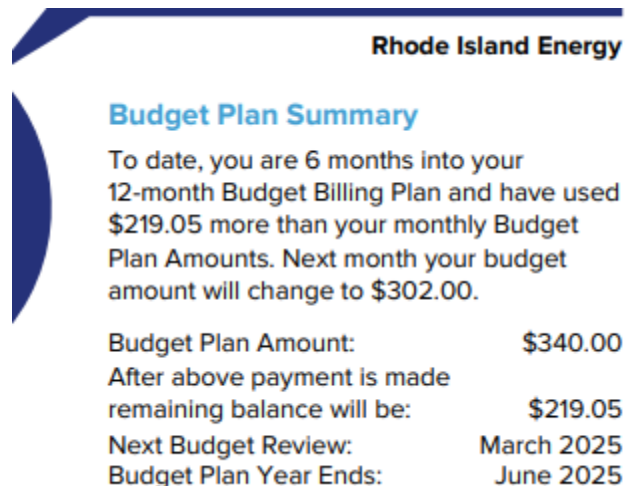
BUDGET SUMMARY

- There will be months during which a customer may pay for more than the customer uses that month and other months when the customer may pay less than the customer uses that month.
- The customer's bill shows the difference between what's been used and what's been billed from the start of the budget year up to and including the current bill.
- The summary will show if the budget is ahead or behind their actual charges to date.

Budget Billing Plan Review

BUDGET REVIEW

- The budget billing plan starts the month the customer joins the plan and is reviewed every 3 months of the budget year.
- If the review shows that the budget amount is not within \$10 of the customer's actual use, the monthly budget amount will be changed, up or down.
- A message on the bill will show the new budget amount one month before the change.



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Budget Plan Summary

To date, you are 6 months into your 12-month Budget Billing Plan and have used \$219.05 more than your monthly Budget Plan Amounts. Next month your budget amount will change to \$302.00.

Budget Plan Amount:	\$340.00
After above payment is made remaining balance will be:	\$219.05
Next Budget Review:	March 2025
Budget Plan Year Ends:	June 2025

Budget Billing Annual Settlement

ANNUAL SETTLEMENT

- The 12th bill settles the budget billing year. The Company will bill the customer the actual usage that month, plus or minus any cumulative difference (what the customer owes the Company or what the Company owes the customer) from the previous 11 months.
- If the customer owes:
 - \$10 or less, the Company will apply that amount to the customer's current bill
 - between \$10 and \$100, the Company will divide that amount into equal parts over the next four months
 - more than \$100 but less than \$300, the Company will divide that amount into equal parts over the next six months
 - more than \$300, the Company will divide that amount into equal parts over the next 12 months.
- The customer may choose a shorter period of time in which to pay the amount owed to the Company.

Budget Billing Participation

Enrolling in Budget Billing:

- Residential and business customers are eligible to enroll in Budget Billing.
- Customers may choose to enroll in Budget Billing
- Enrollment required for certain payment agreement plans
 - Standard and Protected Payment Agreements require a 12-month payment term
- If you have a past-due balance and are working through a payment plan, you may still qualify.

Account Types Ineligible:

- Accounts with an active or pending budget plan
- Inactive accounts
- Forgiveness Program also known as the Arrearage Management Plan (AMP) accounts
- Summary Billing accounts
- Area Lighting accounts
- Accounts with an open DPUC Formal or Informal Complaint
- Accounts without at least 6 months of active electric or gas service
- Accounts where the caller is not an authorized relationship to the customer

Budget Billing Customer Volume



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Rate Class	Electric			Gas		
	Electric Customers	Budget Billing	Percentage	Gas Customers	Budget Billing	Percentage
Large C&I	1,086	28	2.58%	745	0	0.00%
Low Income Residential	36,649	3,893	10.62%	23,550	2,671	11.34%
Medium C&I	7,985	0	0.00%	4,977	30	0.60%
Residential	417,605	28,361	6.79%	228,692	24,732	10.81%
Small C&I	55,348	377	0.68%	19,441	198	1.02%
Total	518,673	32,659		277,405	27,631	

MONTH	RATE	TOTAL CUSTOMERS	TOTAL BUDGET BILL CUSTOMERS	AVERAGE
Mar-24	A16	427,598	17,535	4.10%
Apr-24	A16	428,111	19,037	4.45%
May-24	A16	430,800	18,902	4.39%
Jun-24	A16	431,537	18,697	4.33%
Jul-24	A16	429,567	18,680	4.35%
Aug-24	A16	429,619	19,318	4.50%
Sep-24	A16	433,562	20,424	4.71%
Oct-24	A16	431,971	21,537	4.99%
Nov-24	A16	430,410	22,353	5.24%
Dec-24	A16	430,955	23,331	5.41%
Jan-25	A16	431,486	24,375	5.59%
Feb-25	A16	430,455	25,074	5.82%
Mar-25	A16	421,289	25,463	6.04%
Apr-25	A16	420,083	25,944	6.18%
May-25	A16	419,381	27,149	6.47%
Jun-25	A16	417,605	28,747	6.88%

MONTH	RATE	TOTAL CUSTOMERS	TOTAL BUDGET BILL CUSTOMERS	AVERAGE
Mar-24	A60	35,018	1,849	5.28%
Apr-24	A60	35,019	1,898	5.42%
May-24	A60	35,009	1,945	5.56%
Jun-24	A60	34,985	1,933	5.53%
Jul-24	A60	34,969	1,910	5.48%
Aug-24	A60	34,780	2,051	5.90%
Sep-24	A60	34,772	2,284	6.57%
Oct-24	A60	34,781	2,553	7.34%
Nov-24	A60	34,634	2,752	7.95%
Dec-24	A60	34,619	2,857	8.25%
Jan-25	A60	34,541	2,961	8.97%
Feb-25	A60	34,464	3,106	9.01%
Mar-25	A60	33,570	3,463	10.32%
Apr-25	A60	35,021	3,573	10.20%
May-25	A60	34,766	3,757	10.81%
Jun-25	A60	36,649	3,985	10.87%

Budget Billing Unenrollment Count

Budget Programs ended by Month

Billing Month YYYYMM	Budget Programs Ended
202503	386
202504	487
202505	604
202506	790
202507	689
202508	127

Budget Billing Plans ended for the following reasons:

- Customer move out or end service
- Customer request

Common Customer Questions

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

- Customers tend to not favor the “true-up” that is calculated every three months and near the end of their budget billing cycle.
- The inability 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.
- Renewable Energy Growth Program customers are not recommended to enroll in budget billing due to the complexity of net credits versus amounts owed on a monthly bill basis.
 - Renewable Energy Growth customers enrolled in Budget Billing were not receiving Performance Based Incentive (PBI) credits distributed
 - Balances remain on account as excess credit or used to pay their budget bill



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Appendix

Rate A-16 Basic Residential – Credit Settlement



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Emergencies: 1-855-743-1101 (24 x 7)
RIEnergy.com

Due Date **7/1/25**
Amount Due **\$292.08**

[Billing Details on Back](#)

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



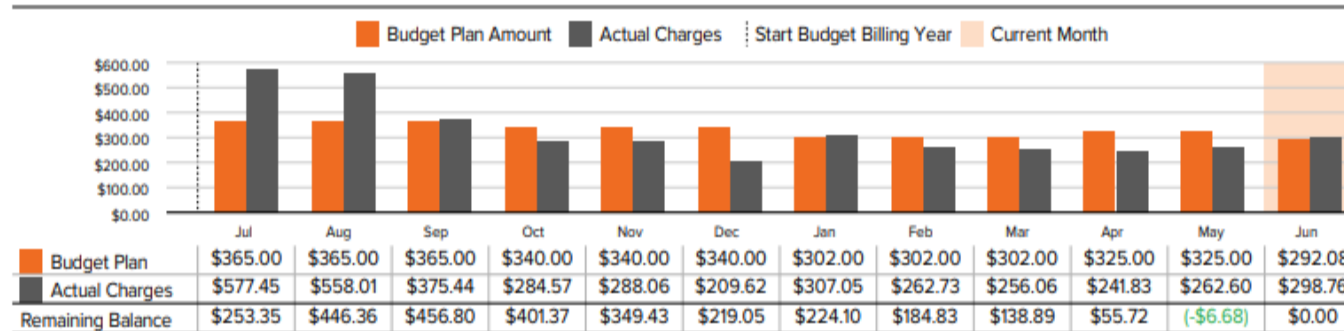
Billing Summary

Previous Balance	\$325.00
Payment Received May 15, 2025 - Thank You!	-\$325.00
Balance as of Jun 5, 2025	\$0.00
Budget Plan as of Last Bill	-\$6.68
Total Supply Charges	\$112.25
Total Delivery Charges	\$174.92
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Gross Earnings Tax	\$11.96
\$286.80 at 0.041667	
Total Other Charges/Adjustments	\$11.59

Amount Due By 7/1/25 \$292.08

Account Balance \$292.08

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.

Delivery Details

Rate: A-16 Residential-Std Ofr

Customer Charge		6.00
RE Growth Program Chg		5.75
LIHEAP Enhancement Chg		0.79
Distribution Energy Chg	1,115 kWh at 0.06578	73.35
Renewable Energy Dist Chg	1,115 kWh at 0.02113	23.56
Energy Efficiency Programs	1,115 kWh at 0.01098	12.24
Transition Charge	1,115 kWh at 0.00001	0.01
Transmission Charge	1,115 kWh at 0.04773	53.22

Total Delivery Charges \$174.92

Rate A-16 Basic Residential – 4 Installments

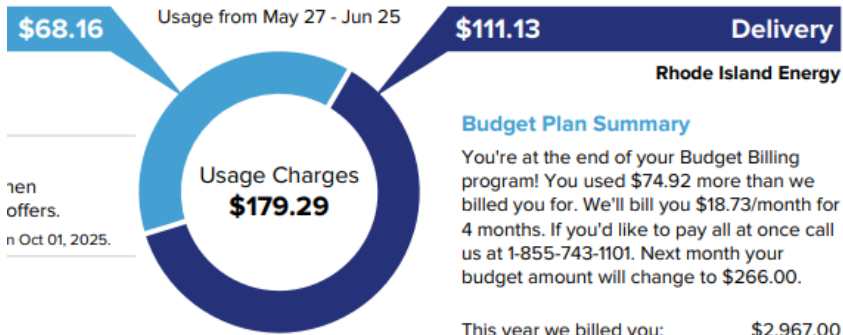


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Emergencies: 1-855-743-1101 (24 x 7)
RIEnergy.com

Due Date	Amount Due
7/21/25	\$415.00

[Billing Details on Back](#)
You are on Budget Billing. As a result, your Amount Due does not equal your Usage Charges.



Budget Plan Summary

You're at the end of your Budget Billing program! You used \$74.92 more than we billed you for. We'll bill you \$18.73/month for 4 months. If you'd like to pay all at once call us at 1-855-743-1101. Next month your budget amount will change to \$266.00.

This year we billed you: \$2,967.00
Amount you used: \$3,041.92
Amount you owe us: \$74.92

Continued on back

Budget Plan Summary - Continued

Future monthly installment: \$18.73
Number of installments: 4 months

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours

Billing Summary

Previous Balance	\$415.00
Payment Received Jun 18, 2025 - Thank You!	-\$415.00
Balance as of Jun 25, 2025	\$0.00
Budget Plan Amount	\$415.00
Total Supply Charges	\$68.16
Total Delivery Charges	\$111.13
Other Charges	
Gross Earnings Tax	\$7.47
\$179.29 at 0.041667	
Total Other Charges	\$7.47

Amount Due By 7/21/25 \$415.00

Account Balance \$415.00

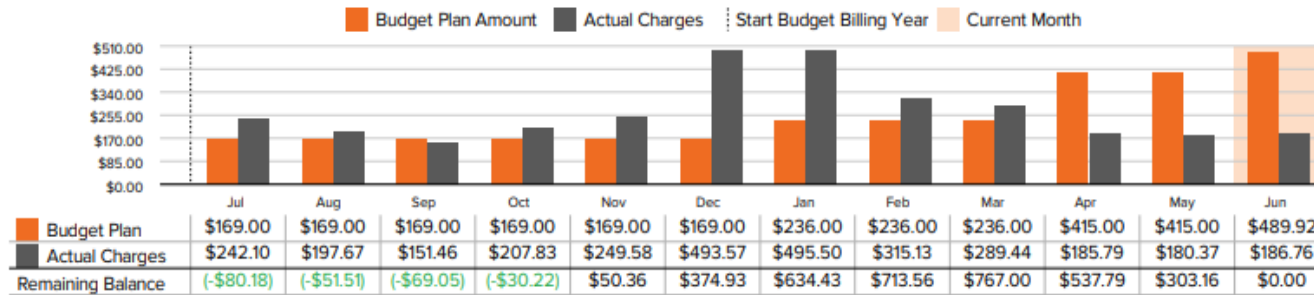
Delivery Details

Rate: A-16 Residential-Std Ofr

Customer Charge	6.00
RE Growth Program Chg	5.75
LIHEAP Enhancement Chg	0.79
Distribution Energy Chg	677 kWh at 0.06578
Renewable Energy Dist Chg	677 kWh at 0.02113
Energy Efficiency Programs	677 kWh at 0.01098
Transition Charge	677 kWh at 0.00001
Transmission Charge	677 kWh at 0.04773

Total Delivery Charges \$111.13

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.

Rate A60 Residential Low-Income – Credit Settlement

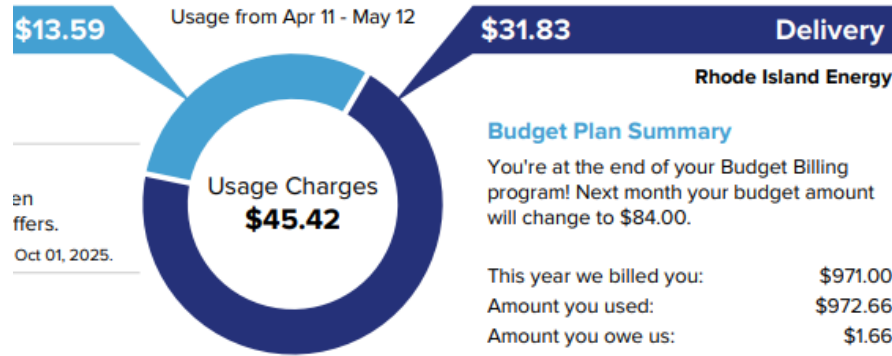


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Emergencies: 1-855-743-1101 (24 x 7)
RIEnergy.com

Due Date	Amount Due
6/5/25	\$34.39

[Billing Details on Back](#)
You are on Budget Billing. As a result, your Amount Due does not equal your Usage Charges.



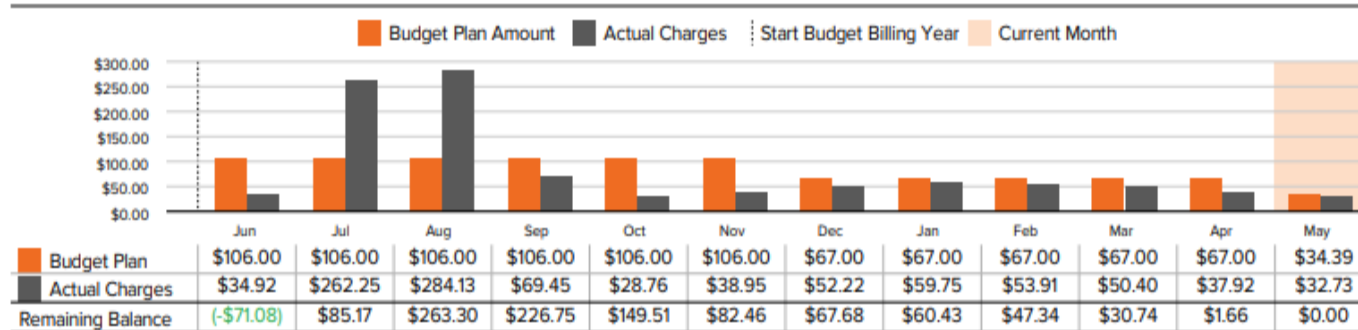
Billing Summary

Previous Balance	\$67.00
Payment Received May 7, 2025 - Thank You!	-\$67.00
Balance as of May 12, 2025	\$0.00
Budget Plan as of Last Bill	\$1.66
Total Supply Charges	\$13.59
Total Delivery Charges	\$31.83
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Low Income Discount \$45.42 at -30%	-\$13.63
Gross Earnings Tax \$31.42 at 0.041667	\$1.31
Total Other Charges/Adjustments	-\$12.69

Amount Due By 6/5/25	\$34.39
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Account Balance **\$34.39**

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.

Delivery Details

Rate: A-60 Resi Low Income-Std Ofr

Customer Charge	6.00	
RE Growth Program Chg	5.75	
LIHEAP Enhancement Chg	0.79	
Distribution Energy Chg	135 kWh at 0.06301	8.50
Renewable Energy Dist Chg	135 kWh at 0.02113	2.86
Energy Efficiency Programs	135 kWh at 0.01098	1.48
Transmission Charge	135 kWh at 0.04773	6.45

Total Delivery Charges \$31.83

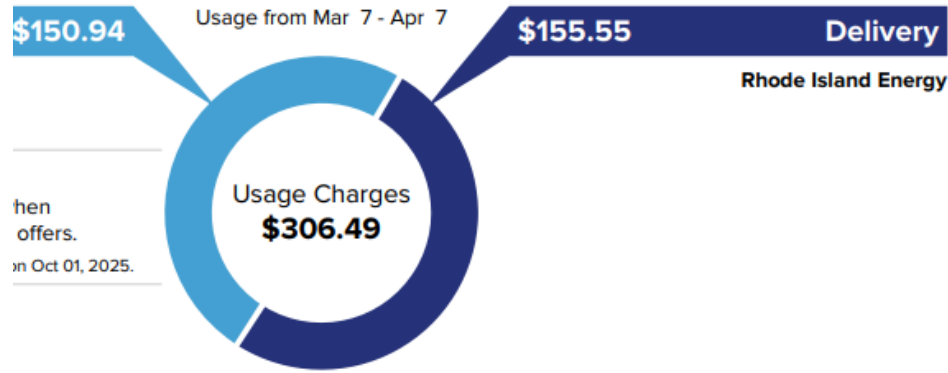
Rate A-16 Payment Agreement -default- Reinstate with Budget - Apr

Emergencies: 1-855-743-1101 (24 x 7)
RIEnergy.com

Due Date	Amount Due
5/1/25	\$390.76

[Billing Details on Back](#)

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



When offers begin in Oct 01, 2025.

Billing Summary

Previous Balance	\$1,322.36
Payment Received - Thank You!	-\$471.68
Balance as of Apr 7, 2025	\$850.68
Total Supply Charges	\$150.94
Total Delivery Charges	\$155.55
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Gross Earnings Tax	\$12.76
\$306.12 at 0.041667	
Payment Plan Installment Amount	\$71.88
Payment Plan Adjustment	-\$850.68
Total Other Charges/Adjustments	-\$766.41

Amount Due By 5/1/25	\$390.76
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Account Balance \$1,169.56

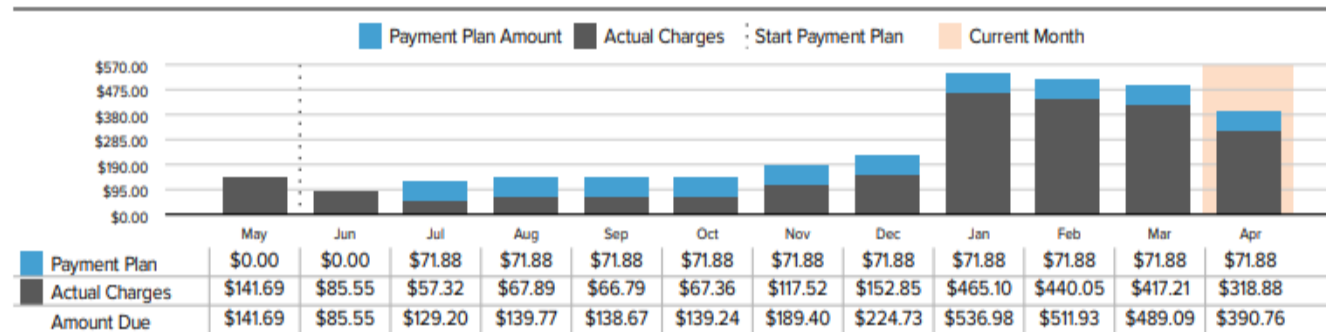
Delivery Details

Rate: A-16 Residential-Std Ofr

Customer Charge	6.00	
RE Growth Program Chg	5.75	
LIHEAP Enhancement Chg	0.79	
Distribution Energy Chg	1,009 kWh at 0.06486	65.43
Renewable Energy Dist Chg	1,009 kWh at 0.02293	23.13
Energy Efficiency Programs	1,009 kWh at 0.01098	11.07
Transmission Charge	1,009 kWh at 0.04299	43.38

Total Delivery Charges \$155.55

Monthly Payment Plan vs. Actual Charges



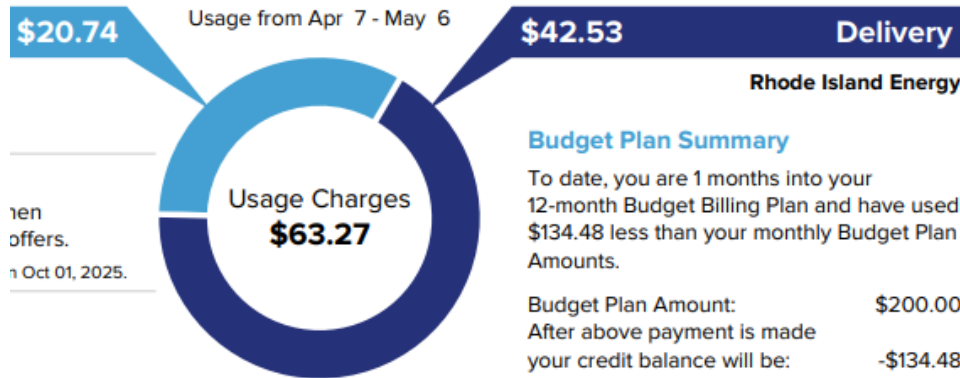
For usage and billing details, visit us online at RIEnergy.com.

Rate A-16 Payment Agreement -default- Reinstate with Budget - May

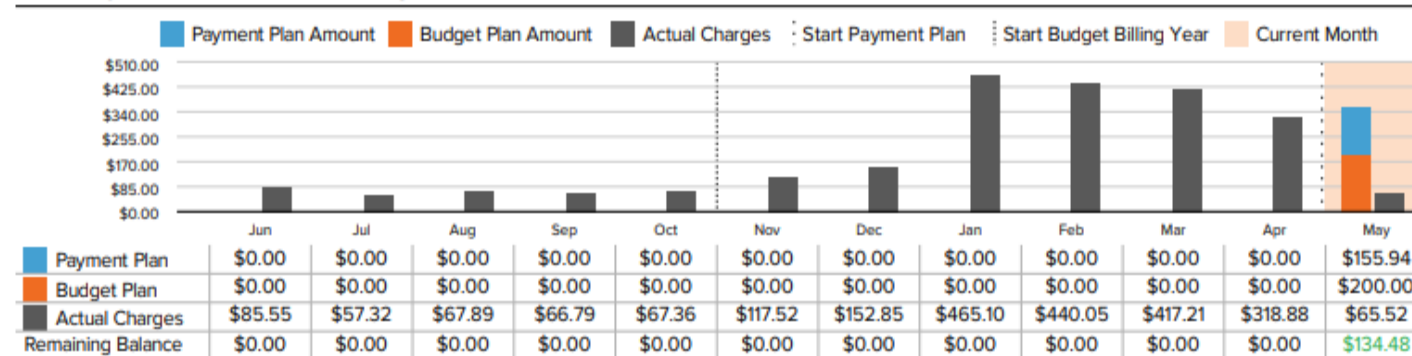
Emergencies: 1-855-743-1101 (24 x 7)
: RIEnergy.com

Due Date	Amount Due
5/30/25	\$901.74

Your balance includes the **\$701.74 down payment due on or before May 28, 2025**. This amount is from your original payment plan.



Monthly 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.

Billing Summary

Previous Balance	\$1,169.56
Balance as of May 6, 2025	\$1,169.56
Budget Plan Amount	\$200.00
Total Supply Charges	\$20.74
Total Delivery Charges	\$42.53
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Gross Earnings Tax	\$2.62
\$62.90 at 0.041667	
Payment Plan Adjustment	-\$467.82
Total Other Charges/Adjustments	-\$465.57

Amount Due By 5/30/25 \$901.74

Account Balance \$1,369.56

Delivery Details

Rate: A-16 Residential-Std Ofr

Customer Charge	6.00	
RE Growth Program Chg	5.75	
LIHEAP Enhancement Chg	0.79	
Distribution Energy Chg	206 kWh at 0.06578	13.54
Renewable Energy Dist Chg	206 kWh at 0.02113	4.35
Energy Efficiency Programs	206 kWh at 0.01098	2.27
Transmission Charge	206 kWh at 0.04773	9.83

Total Delivery Charges \$42.53

Rate A-16 Payment Agreement -default- Reinstate with Budget - Jun



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Emergencies: 1-855-743-1101 (24 x 7)
: RIEnergy.com

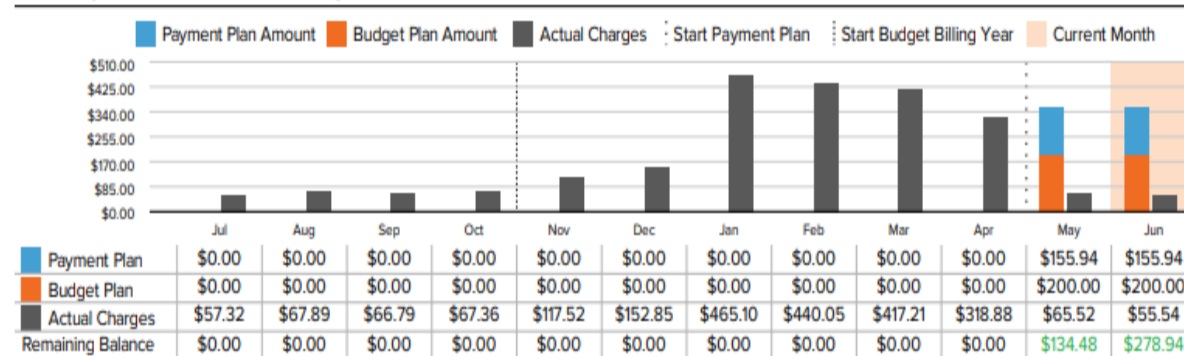
Due Date	Amount Due
7/1/25	\$355.94

[Billing Details on Back](#)

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



Monthly 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.

Billing Summary

Previous Balance	\$1,369.56
Payment Received - Thank You!	-\$1,057.36
Balance as of Jun 5, 2025	\$312.20
Budget Plan Amount	\$200.00
Total Supply Charges	\$16.82
Total Delivery Charges	\$36.87
Other Charges/Adjustments	
Paperless Billing Credit	-\$0.37
Gross Earnings Tax	\$2.22
\$53.32 at 0.041667	
Payment Plan Installment Amount	\$155.94
Payment Plan Adjustment	-\$312.20
Total Other Charges/Adjustments	-\$154.41

Amount Due By 7/1/25	\$355.94
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Account Balance	\$512.20
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Delivery Details

Rate: A-16 Residential-Std Ofr

Customer Charge		6.00
RE Growth Program Chg		5.75
LIHEAP Enhancement Chg		0.79
Distribution Energy Chg	167 kWh at 0.06578	11.00
Renewable Energy Dist Chg	167 kWh at 0.02113	3.53
Energy Efficiency Programs	167 kWh at 0.01098	1.83
Transmission Charge	167 kWh at 0.04773	7.97

Total Delivery Charges	\$36.87
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