

# Important Information Regarding Termination of Utility Service in Rhode Island



Rhode Island Energy™  
a PPL company

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers have established rules and protections governing the termination of residential gas and electric service. These rules and protections also provide payment options for customers with an outstanding balance and for customers whose service has been terminated. As of August 7, 2023, certain protections were changed by court order, including more protection for individuals with financial hardship who rely on life-sustaining electrically-powered medical equipment.

The rules and protections prevent gas and electric utilities from terminating residential service during the utility moratorium period (November 1 through April 15) for nonpayment of an account if the customer is a "protected" customer. To qualify as a "protected" customer, a customer must have provided proof of qualifying for one of the following categories:

- Unemployed and receiving unemployment compensation;
- Elderly – all adult members of household must be age 62 or older;
- Receiving assistance via the Low Income Home Energy Assistance Program (LIHEAP);

or

- Households with a child under 24 months of age and proof of financial hardship who have not previously been shut off for nonpayment.
- Seriously ill – condition of no more than six (6) months in duration that carries a high risk of mortality, negatively impacts quality of life and daily function, and/or is burdensome in symptoms, treatments, or caregiver stress (Licensed Physician (MD, DO, LP), must certify the serious illness and is required to complete serious illness form). Any customer who is seriously ill or becomes seriously ill in the future can submit a physician certificate to request protection from a shutoff of gas or electric service for 21 days and for a longer period if the doctor certifies that the illness will last more than 21 days. Your financial hardship, among other factors, will be considered to support your request if you need to ask for more than 21 days protection from shut off.
- Life support dependent – an individual who suffers from a serious illness or disability and who must rely on life-sustaining electrically-powered medical equipment as part of their weekly healthcare regimen and satisfy the requirements for financial hardship. Based on a certification from a Licenses Physician (MD, DO, LPP), seriously ill or disabled customers who need electrically-powered. medical equipment can be protected from shut off for up to six months.
- Disability – physical or mental impairment that substantially limits one or more major life activities and is not transitory (i.e., actual or expected duration of six (6) months of less) and minor (Along with a notarized affidavit from the customer, a Licensed Physician (MD, DO, LP), Physician Assistant (PA) OR Registered Nurse Practitioner (RNP) is required to complete the disabled form; OR you may provide proof of receiving Social Security Disability Insurance or Supplemental Security Income);

There are two sets of payment plans available to customers, depending on whether a particular customer is a "standard" customer or a "protected" customer. A "standard" customer is a customer not classified in one of the protected categories. A "protected" customer is a residential customer for whom the utility has evidence of one or more of the categories listed above.

For both "standard" and "protected" customers, there are specific steps to the payment plan process requiring the customer to meet certain commitments. The Arrearage Management Program (AMP) is also available to customers who participate in LIHEAP with an account balance of at least \$300 and more than 60 days past due. Disabled customers may also be eligible for individualized payment plans outside of the following step payment structure. The steps are explained below in more detail.

## The terms of each Step of the Standard Customer Payment Plans are as follows:

Step 1A Standard Customer Payment Plan Pre-Termination	<ul style="list-style-type: none"> <li>• No down payment required.</li> <li>• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).</li> <li>• Not available to customers after termination of service or after disenrollment from a previous Step 1A or Step 1B Plan.</li> </ul>
Step 1B Standard Customer Payment Plan Pre-Termination Six Month Option	<ul style="list-style-type: none"> <li>• No down payment required.</li> <li>• Must pay each month the sum of (1/6 of the unpaid balance + the amount due for current usage).</li> <li>• Not available to customers after termination of service or after disenrollment from a previous Step 1A or Step 1B Plan.</li> </ul>
Step 2 Standard Customer Payment Plan Pre-Termination Re-negotiation	<ul style="list-style-type: none"> <li>• No down payment required.</li> <li>• Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).</li> <li>• Not available to customers after termination of service.</li> </ul>
Step 3 Standard Customer Payment Plan Post-Termination	<ul style="list-style-type: none"> <li>• Initial down payment of 60% of the customer's unpaid balance required.</li> <li>• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan).</li> </ul>
Step 4 Post-Termination 100% may be required	<ul style="list-style-type: none"> <li>• A customer may be required to pay up to 100% of the customer's unpaid balance to restore service.</li> </ul>

**The terms of each Step of the Protected Customer Payment Plans are as follows:**

Step 1A Protected Customer Payment Plan Pre-Termination	<ul style="list-style-type: none"> <li>No down payment required.</li> <li>Must pay each month for 12 months the sum of (1/12 of the unpaid balance + the balance due for current usage) or (1/12 of the unpaid balance + 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).</li> <li>Not available after disenrollment from a previous Step 1A, Step 1B, Step 1C or Step 2 Protected Customer Payment Plan.</li> </ul>
Step 1B Protected Customer Payment Plan Post-Termination	<ul style="list-style-type: none"> <li>Initial down payment of 25% required.</li> <li>Must pay each month for 12 months the sum of (1/12 of the unpaid balance + the balance due for current usage) or (1/12 of the unpaid balance + 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).</li> <li>Not available to a customer who has become disenrolled from a Step 1A Payment Plan.</li> </ul>
Step 1C Protected Customer Payment Plan Six Month Option	<p>Pre-Termination</p> <ul style="list-style-type: none"> <li>No down payment required.</li> <li>Must pay each month for six months the sum of (1/6 of the unpaid balance + the amount due for current usage).</li> </ul> <p>Post-Termination</p> <ul style="list-style-type: none"> <li>25% down payment required.</li> <li>Must pay each month for six months the sum of (1/6 of the unpaid balance + the amount due for current usage).</li> </ul>
Step 2 Protected Customer Payment Plan Pre-Termination Re-negotiation	<ul style="list-style-type: none"> <li>No down payment required.</li> <li>Must pay each month for 12 months the sum of (1/12 of the unpaid balance + the balance due for current usage) or (1/12 of the unpaid balance + 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).</li> <li>LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance + 1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/ promise).</li> <li>Only available prior to termination of service.</li> </ul>
Step 3 Protected Customer Payment Plan	<ul style="list-style-type: none"> <li>Initial down payment of 25% of the customer's unpaid balance required.</li> <li>Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).</li> </ul>
Step 4 Protected Customer Payment Plan	<ul style="list-style-type: none"> <li>Initial down payment of 35% of the customer's unpaid balance required.</li> <li>Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).</li> </ul>
Step 5 Protected Customer Payment Plan	<ul style="list-style-type: none"> <li>Initial down payment of 50% of the customer's unpaid balance required.</li> <li>Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).</li> </ul>
Reasonable Payment Plan Based on Individual Case- By-Case Analysis	<ul style="list-style-type: none"> <li>Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances.</li> </ul>

**RULES AND REGULATIONS**

Office of the Division of Public Utilities and Carriers located at 89 Jefferson Boulevard, Warwick, Rhode Island, Monday through Friday, 8:30 AM to 4:00 PM. A copy of the Rules and Regulations may also be obtained via the Internet at <https://rules.sos.ri.gov/regulations/part/810-10-00-1>.

**AVOID SERVICE DISCONNECTION**

If you or someone you know is without natural gas or electric service, or is behind on payments, please call Rhode Island Energy. Rhode Island Energy works with customers individually to establish payment plans, and can also provide customers with a list of energy assistance sources. After a mutually acceptable customer payment is made, a payment plan will be established and utility service can be restored.

**Electric Inquiries: (855) 743-1101**

**Gas Inquiries: (855) 743-1101**

**Electric Outage: (855) 743-1101**

**Gas Leak Emergency: 911 or (800) 640-1595**

**Hearing and Speech Impaired: Dial 711**

Rhode Island Energy Customer Service  
1595 Mendon Road  
Cumberland, RI 02864

RIEnergy.com

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Questa è un'informazione importante,

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.

Пожалуйста, попросите чтобы

вам его перевели.