Breaking down your bill: Myths vs Facts



At Rhode Island Energy (RIE), we understand concerns about high energy bills, especially during extreme weather. Let's clear up common misconceptions.

RIE CONTROLS
ONLY ABOUT
1/3
OF THE BILL





MYTH #1

RIE controls every part of my energy bill.



FACT

RIE has no control over 66% of the average residential bill, which covers supply costs, mandated delivery charges and taxes. We don't profit from supply costs—they're passed to customers at no markup. Factors like fuel markets and state clean energy goals impact prices whether you buy from RIE or another supplier. Additional mandated charges include:

- RE Growth Program & Renewable Energy Distribution Charges—Fund renewable energy programs.
- Low Income Home Energy Assistance Program (LIHEAP)—Helps low-income families afford energy costs.
- Energy Efficiency Programs—Provide rebates and incentives to help customers save energy and lower bills.
- Taxes—State-mandated taxes included in your bill

Only 1/3 of your bill is within RIE's control, covering the construction, maintenance and operation of the energy delivery system.



MYTH #2

RIE is focused on profit.



FACT

RIE's 1,400 employees are dedicated to delivering safe, reliable energy. Less than 2% of your bill goes to profit, helping secure low-cost capital for system improvements like replacing aging infrastructure and strengthening storm resilience.



MYTH #3

There is nothing I can do about my high bills.



FACT

At Rhode Island Energy, we are doing everything we can to control energy costs for you and we offer programs and incentives to help customers reduce energy usage and save money.

We also offer a variety of assistance programs if you need help managing your bill, including:

- Short and Long Term Payment Extensions—More time to pay your bill.
- Forgiveness Program (AMP)—Eliminate past-due balances for paying installments on time.
- Budget Billing—Even out monthly payments.
- Grant programs—Financial aid for customers struggling with energy bills.
- Discount Rate Programs—Income-qualified bill reductions.
- Shutoff Protections Safeguards for vulnerable customers.
- Customer Advocate Support—Personalized assistance.







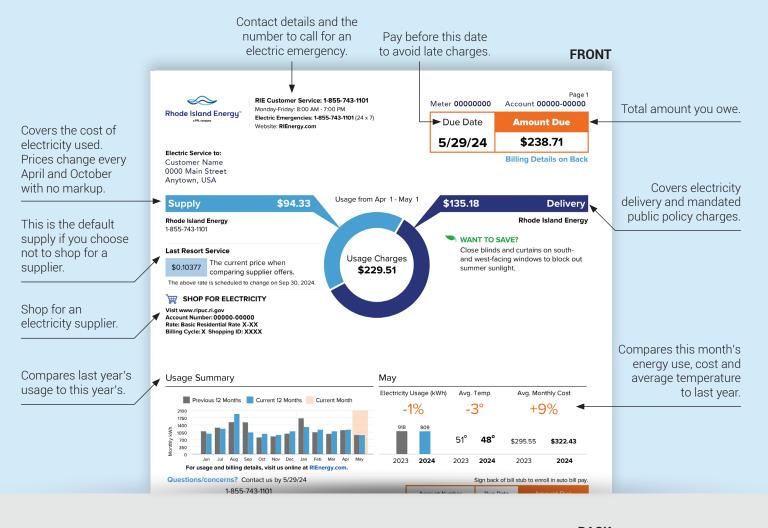
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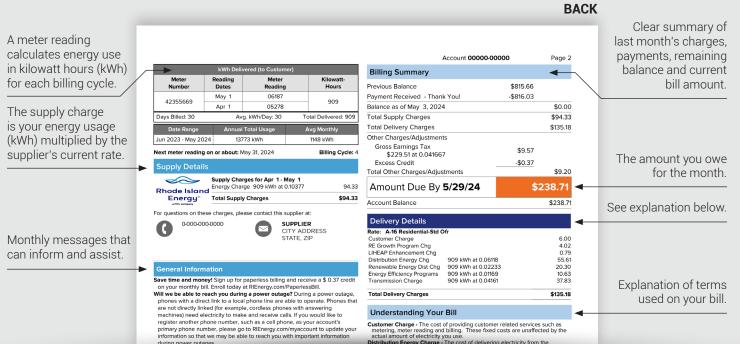


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Bill Explanation







Rhode Island Energy Delivery Charges Explanation

These charges cover costs associated with delivering electricity to your home safely and reliably, including the operation and maintenance of the grid as well as billing, metering and other customer services.

- Customer Charge Fixed cost for metering, reading, and billing, unaffected by usage.
- Distribution Energy Charge Cost of delivering electricity to your home or business.
- Transmission Charge Cost of maintaining high-voltage lines, regulated by the Federal Energy Regulatory Commission.

Public Policy Charges

State-mandated fees supporting energy assistance, efficiency and renewable programs:

- **RE Growth Program Charge** Helps customers who produce their own renewable energy, like solar power, by letting them sell extra electricity back to the grid at a set price.
- LIHEAP Enhancement Charge Funds assistance for low-income households' energy and heating needs.
- Renewable Energy Distribution Charge Covers the cost of net metering, which gives credits to solar and wind energy. It also helps pay for long-term renewable energy contracts.
- Energy Efficiency Programs Funds programs that help customers reduce energy use and costs.