

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



ABOUT
2/3
OF THE BILL IS
OUT OF RIE'S
CONTROL

✗ **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.



Scan to learn more about your bill, energy efficiency programs and bill assistance programs.



En español



En português

Customer bills vary by usage, figures here based on 500kWh/month usage with 2024-25 winter rates.

Bill Explanation

Covers the cost of electricity used. Prices change every April and October with no markup.

This is the default supply if you choose not to shop for a supplier.

Shop for an electricity supplier.

Compares last year's usage to this year's.

Contact details and the number to call for an electric emergency.

Pay before this date to avoid late charges.

FRONT

Total amount you owe.

Covers electricity delivery and mandated public policy charges.

Compares this month's energy use, cost and average temperature to last year.

Rhode Island Energy
a PPL company

RIE Customer Service: 1-855-743-1101
Monday-Friday: 8:00 AM - 7:00 PM
Electric Emergencies: 1-855-743-1101 (24 x 7)
Website: [RIEnergy.com](#)

Electric Service to:
Customer Name
0000 Main Street
Anytown, USA

Supply **\$94.33**

Rhode Island Energy
1-855-743-1101

Last Resort Service
\$0.10377 The current price when comparing supplier offers.
The above rate is scheduled to change on Sep 30, 2024.

SHOP FOR ELECTRICITY
Visit [www.ripuc.ri.gov](#)
Account Number: 00000-00000
Rate: Basic Residential Rate X-XX
Billing Cycle: X Shopping ID: XXXX

Usage Charges **\$229.51**

Usage from Apr 1 - May 1

Delivery **\$135.18**

Rhode Island Energy

WANT TO SAVE?
Close blinds and curtains on south- and west-facing windows to block out summer sunlight.

Due Date **5/29/24**

Amount Due **\$238.71**

[Billing Details on Back](#)

Usage Summary

May

Electricity Usage (kWh) Avg. Temp Avg. Monthly Cost

Previous 12 Months	Current 12 Months	Current Month	2023	2024	2023	2024	2023	2024
918	909		51°	48°	\$295.55	\$322.43		

For usage and billing details, visit us online at [RIEnergy.com](#).

[Questions/concerns?](#) Contact us by 5/29/24
1-855-743-1101

Sign back of bill stub to enroll in auto bill pay.

A meter reading calculates energy use in kilowatt hours (kWh) for each billing cycle.

The supply charge is your energy usage (kWh) multiplied by the supplier's current rate.

Monthly messages that can inform and assist.

BACK

Clear summary of last month's charges, payments, remaining balance and current bill amount.

The amount you owe for the month.

See explanation below.

Explanation of terms used on your bill.

kWh Delivered (to Customer)

Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
42355669	May 1	06187	909
	Apr 1	05278	

Days Billed: 30 Avg. kWh/Day: 30 Total Delivered: 909

Date Range	Annual Total Usage	Avg Monthly
Jun 2023 - May 2024	13773 kWh	1148 kWh

Next meter reading on or about: May 31, 2024 Billing Cycle: 4

Supply Details

Rhode Island Energy
a PPL company

Supply Charges for Apr 1 - May 1
Energy Charge 909 kWh at 0.10377 94.33
Total Supply Charges \$94.33

For questions on these charges, please contact this supplier at:
0-000-000-0000

SUPPLIER
CITY ADDRESS
STATE, ZIP

General Information

Save time and money! Sign up for paperless billing and receive a \$ 0.37 credit on your monthly bill. Enroll today at [RIEnergy.com/PaperlessBill](#).
Will we be able to reach you during a power outage? During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are not directly linked (for example, cordless phones with answering machines) need electricity to make and receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to [RIEnergy.com/myaccount](#) to update your information so that we may be able to reach you with important information during power outages.

Billing Summary

Account 00000-00000 Page 2

Previous Balance	\$815.66
Payment Received - Thank You!	-\$816.03
Balance as of May 3, 2024	\$0.00
Total Supply Charges	\$94.33
Total Delivery Charges	\$135.18
Other Charges/Adjustments	
Gross Earnings Tax	\$9.57
\$229.51 at 0.041667	
Excess Credit	-\$0.37
Total Other Charges/Adjustments	\$9.20
Amount Due By 5/29/24	\$238.71
Account Balance	\$238.71

Delivery Details

Rate: A-16 Residential-Std Ofr

Customer Charge	6.00
RE Growth Program Chg	4.02
LIHEAP Enhancement Chg	0.79
Distribution Energy Chg	909 kWh at 0.06118 55.61
Renewable Energy Dist Chg	909 kWh at 0.02233 20.30
Energy Efficiency Programs	909 kWh at 0.01169 10.63
Transmission Charge	909 kWh at 0.04161 37.83
Total Delivery Charges	\$135.18

Understanding Your Bill

Customer Charge - The cost of providing customer related services such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

Distribution Energy Charge - The cost of delivering electricity from the businesses of the Commonwealth's distribution system to your home or business.

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.