

Rhode Island Energy Customer Assistance Expos In Full Swing

Events allow customers to meet one-on-one with customer advocates from the company and local CAP agencies to provide bill assistance, guidance on energy-saving programs, and other support programs.

PROVIDENCE, RI (*February 22, 2023*) – Rhode Island Energy (RIE) has kicked off a series of Customer Assistance Expos intended to provide customers with personalized information about various energy-efficiency and payment programs, including bill assistance for low-income customers and other initiatives to help them save on their home gas and electric bills. Local Community Action Program (CAP) agencies are also on hand at the events to provide customers information about their respective services.

The first of these customer-focused events took place last month at the Da Vinci Center for Community Progress in Providence, RI. Two more upcoming events are scheduled for late February in Woonsocket and Cumberland.

Among the topics customers can learn about at the expos are:

- Discount rates
- Payment plans
- Forgiveness programs
- Budget and balanced billing
- Protections
- HEAP (Home Energy Assistance Program)
- Energy-efficiency programs
- Good Neighbor Energy Fund
- CAP assistance

The Customer Expos were organized by RIE's Customer Advocate team, who partnered with various state agencies – including CAPP (Community Action Partnership of Providence County), United Way (211 van), LIHEAP (Low-Income Home Energy Assistance Program), Green & Healthy Homes Initiative, Family Services of RI, and RI Food Bank, among others – to provide customers with a convenient “one-stop shop” of resources.

“Many of our customers in attendance at this first expo are from some of the most vulnerable communities – many still recovering from the pandemic – and were seeking bill payment support and other resources that could help reduce their balance,” said Kristin DeSousa, RIE's vice president of customer services. “Our Customer Advocates provided information on critical programs that can help them face the higher winter bills we're all seeing. For many that includes discount rates, federal grant programs, and local emergency relief from the Good Neighbor Energy Fund. Our team can also educate them about weatherization improvements, and other energy-efficiency advancements. Our plan is to reach as many customers that need assistance through these events and help them in *every* way possible.”

Two Customer Assistance Expos are planned for the month of February, with future dates for other communities to come in the months ahead. The next three events are scheduled for:

- Mon., Feb. 27 Woonsocket Public Library; Woonsocket, RI; 2:00 – 6:00 p.m.
- Tues., Feb. 28 Blackstone Valley Prep High School; Cumberland, RI; 5:00 – 8:00 p.m.
- Thurs., Apr. 27 West Warwick Senior Center; West Warwick, RI; 2:00 – 6:00 p.m.

Rhode Island Energy provides advocates at the event who can speak English, Spanish, or Portuguese. For more information on the Customer Assistance Expos and other RIE bill assistance programs, visit rienergy.com/help.

About Rhode Island Energy

Rhode Island Energy provides essential energy services to over 770,000 customers across Rhode Island through

the delivery of electricity or natural gas. Our team is dedicated to helping Rhode Island customers and communities thrive, while supporting the transition to a cleaner energy future. Rhode Island Energy is part of the PPL Corporation (NYSE: PPL) family of companies addressing energy challenges head-on by building smarter, more resilient and more dynamic power grids and advancing sustainable energy solutions. For more information visit www.RIEnergy.com and stay connected on [Twitter](#), [Facebook](#), and [Instagram](#).

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For further information: Ted Kresse, 401.799.7000

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