

Rhode Island Energy Customer Assistance Expos continue throughout 2025; bill assistance and energy savings available to customers

PROVIDENCE, R.I. (September 25, 2025) – Rhode Island Energy (RIE) is continuing its in-person [Customer Assistance Expos](#) across the Ocean State this fall. These events provide customers with direct access to RIE Customer Advocates to assist them with program and payment options to help meet their energy needs.

“With affordability top of mind, we want to make sure our customers have the tools and information they need to take control of their energy bills ahead of this winter,” said Greg Cornett, President of Rhode Island Energy. “These expos provide an important opportunity for customers to meet directly with our dedicated team of Customer Advocates so they can ask account-specific questions and learn more about the various options available to help manage energy costs throughout the year. Our goal is to reach as many customers as we can and help them in every way possible.”

At these events, customers can speak directly to dedicated RIE Customer Advocates to find personalized information about various energy efficiency and payment programs, including bill assistance and other initiatives such as:

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

Local CAP agencies such as 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 will also be available to provide customers with a convenient “one-stop shop” of resources.

In-person events will be held into 2026 and are continuously being added, and a full list of upcoming in-person Customer Assistance Expos is [available online](#).

In addition to these events and several bill help options available to customers, RIE has developed a new, employee-funded assistance program designed to help support its most vulnerable customers this winter. This fund, named Operation Help, will be available to provide winter bill assistance to Rhode Islanders who need it most later this year. The company will also continue its support of the Good Neighbor Energy Fund, also providing heating assistance across the Ocean State.

On top of this, if approved by the Rhode Island Public Utilities Commission, RIE has submitted a proposal to provide electric customers a credit between \$20-\$30 per month, and gas customers a credit between \$40-\$50 per month in January, February, and March of 2026 and 2027. Funding for these credits originates from a commitment made by Rhode Island Energy's parent company, PPL, to make adjustments to rate filings over several decades, resulting in small rate reductions in each filing. To make a more immediate impact, under the approved agreement, bill credits would go to customers during the peak winter months in 2026 and 2027, providing support when customers need it most.

Customers can take advantage of the following programs today:

- Sign up for [Budget Billing](#) and spread your payments evenly across 12 months
- [Explore the benefits of energy efficiency](#) through our **Rebate Programs** or a no-cost [Home Energy Assessment](#)
- Take advantage of [direct support](#) offered through the [Good Neighbor Energy Fund](#), our [Discount Rates](#) program, and [LIHEAP](#)
- Reach out to our [Customer Advocates](#) - these dedicated team members will help you identify the best assistance solutions

For more information on these programs and for additional bill help resources, please visit rienergy.com/toolkit.

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About Rhode Island Energy

Rhode Island Energy provides essential energy services to over 770,000 customers across Rhode Island through the delivery of electricity and natural gas. Our team of more than 1,300 employees 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 [Instagram](#), [LinkedIn](#), [Facebook](#), and [X](#).

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<https://news.pplweb.com/Rhode-Island-Energy-Customer-Assistance-Expos-continue-throughout-2025-bill-assistance-and-energy-savings-available-to-customers>