Rhode Island Energy Prepares for Remnants of Tropical Storm Nicole to Hit Rhode Island

Company has secured additional resources to expedite any potential restoration efforts; encourages customers to stay connected and be prepared for potential outages.

PROVIDENCE, RI *(November 11, 2022)* – Rhode Island Energy is prepared for severe weather expected to hit our service territory tonight and into Saturday morning. The storm is expected to bring strong winds, significant rainfall and the potential for thunderstorms across much of Rhode Island. Current forecasts indicate the storm could cause damage to the electrical system, with heavy winds creating tree damage and possible power outages. RIE is prepared for the storms and will be ready to respond to outages.

“We prepare for storms year-round, so that when the time comes to put our plans into action, we are ready with a safe and efficient response,” said Dave Bonenberger, president of Rhode Island Energy. “We’ve secured additional crews in advance of the storm, and we will be coordinating our response with state agencies and municipalities across Rhode Island to address potential outages.”

RIE’s 1,100 employees will be ready to provide both field-based and back-office emergency response operations across the region. This includes overhead line, forestry, contractors, underground, damage assessment, wires-down, transmission, substation, municipal liasons and call center staff. The Company has also secured close to 400 additional external line and forestry workers to assist with the effort. Crews will be in place and ready to respond throughout the night and through the weekend.

The company has been preparing for the storm throughout the week and is continuing to monitor the potential track. In the meantime, we are offering the following tips and reminders:

Customers Should Stay Connected:

- Report power outages at RIEnergy.com or call 855-743-1102.
- Follow us on Facebook, Twitter and Instagram, where we will post the latest storm and restoration updates.
- Track outages and estimated restoration times online at: www.rienergy.com/RI-Home/outage-central/.
- Sign up for alerts. To stay connected and receive outage updates text REG to RIEOUT (743688).
    - Once registered, to report an outage, text OUT
    - To check the status of your outage, text STAT

Stay Safe:

- If you encounter a downed wire at any time, assume it’s energized and stay away. If you see one, report it immediately to RIE or your local emergency response organization.
- Power problems can sometimes interrupt public water supply systems or disable well pumps, so it’s an especially good idea to keep a supply of bottled drinking water handy, as well as some canned food.
- People who depend on electric-powered life support equipment, such as a respirator, should let us know. To register as a life support customer, call the company’s Customer Service Center at 1-855-743-1101.
- Check on elderly family members, neighbors and others who may need assistance during an outage period.
- Make sure your mobile devices are fully charged.

Electric Safety:

- If you use a generator to supply power during an outage, be sure to operate it outdoors.
- Before operating generators, disconnect from RIE's system by shutting off the main breaker located in the electric service panel. Failure to do this could jeopardize the safety of line crews and the public.
- If you lose power, turn off any appliances that were on when the power went off, but leave one light on so you will know when power is restored.
- Just in case you lose power, it's good to have an emergency kit on hand with food, water, medication, and any pet supplies you may need.
- Remember that candles can start fires. If you lose power, use flashlights instead.
- For your safety and ours, please keep a safe distance from our crews.

Gas Safety:

If you suspect a natural gas leak:

- Get Out - All occupants should leave the house immediately. Do not use the telephone or light switches for any reason.
- Call Us – After leaving the house and reaching a safe environment, call 911. RIE has a 24-hour gas emergency number: 1-800-640-1595.
- Stay Out - Do not return to your home until Rhode Island Energy tells you it is safe. Customers are encouraged to learn more by visiting https://www.rienergy.com/RI-Home/.

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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