

Rhode Island Energy Progresses Restorations Following Historic Winter Storm Hernando

PROVIDENCE, R.I. (February 24, 2026) – Rhode Island Energy (RIE) has restored power to more than 30,000 customers of the over 50,000 impacted following historic snowfall and gusting winds from winter storm Hernando.

The company has deployed over 400 crews and more than 1,400 personnel across the state to assess damage, clean up debris, and restore power amid historically severe blizzard conditions. As of 10:30 a.m. on Tuesday, February 24, approximately 19,000 RIE customers remain without power.



Across Rhode Island, heavy, wet snow accumulations of nearly 33 inches and wind gusts of over 70 mph have knocked down trees, damaged powerlines, and caused substantial damage. Traveling conditions, blocked roads and road closures, snow drifts and massive snow accumulations have created challenging conditions for restoration. RIE is working closely with local officials to clear snow blockages and gain access to critical equipment necessary to restore power.

“Winter Storm Hernando caused widespread damage and challenging restoration conditions across the state, and our crews are in the field since the assessing impacts and restoring service where it is safe to do so,” said Kathy Castro, Vice President of Electric Operations at RIE. “We’ve brought in additional resources from across the region, and we’ll continue working around the clock until every customer is restored.”

As always, the safety of our customers, communities, first responders, and crews is the top priority during any power restoration process. Crews will begin the restoration process when it is deemed safe to conduct work. For example, it is not safe to work in an elevated bucket during periods of increased wind gusts.

Once it is safe for crews to begin restoring power, restoration happens in stages to ensure safety and efficiency. Crews will begin with assessing damage, making downed wires safe, then repairing transmission lines, followed by substations, and neighborhood circuits before restoring individual homes.

This will be a multi-day restoration for some customers, with outages that could last beyond 72 hours in severely impacted areas. RIE has brought in additional crews and external resources from as far as New Jersey and Pennsylvania and will continue to assess resource needs and stay in constant contact with local officials, first responders, and life support customers.

As the restoration process unfolds, RIE will continue to update estimated time of restoration (ETRs) on our [outage map](#) to provide the public with town-level estimates – representing the estimated time the last customer in the community can expect to be restored.

Estimating the time of power restoration is not an exact science. Road closures and access challenges, work volume, the cause of the outage, and the extent of the damage can all affect time estimates. It's also normal for outage numbers and ETRs to fluctuate. The numbers can go up and down as an ongoing storm causes new outages or as we de-energize lines to make conditions safe for repairs and restoration. Additionally, there could be new outages that occur that are separate from storm-related outages.

The following graphic illustrates RIE’s storm restoration process:



RIE offers the following tips and reminders:

Customers Should Stay Connected:

- Report power outages or check your outage status at RIEnergy.com/outage or call our Contact Center at 1-855-743-1101
- Use your mobile device to report an outage by **texting OUTAGE to 743674** and **text STATUS to 743674** to check on the status of your outage
- Follow us on Facebook, X, and Instagram to stay connected with the latest storm and restoration updates
- Find restoration updates and view outages in your area by checking the [RIE Outage Map](#)
- Learn more about [the restoration process](#)

Downed Powerline Safety:

- Never touch downed power lines and always assume that any fallen lines are live electric wires. If you see one, report it immediately to RIE or your local emergency response organization.
- Stay at least 30 feet away (at least two full pole spans) from all downed wires and keep others from going near them. Never attempt to clear debris, perform maintenance, or try to move downed power lines.
- Never touch a person or an object that is in contact with a downed line, as electricity can pass through to you.
- Take caution when approaching fallen trees, which could have power lines caught in them.
- Remember that water can conduct electricity. If you see a line down in a puddle or flooded area, avoid contact with the water to prevent risk of shock.
- Make safety your top priority when you see a downed wire. **Call 911 or RIE at 1-855-743-1101** to report it immediately and keep yourself and others away from the scene.

Stay Safe:

- Power problems can sometimes interrupt public water supply systems or disable well pumps, so it's an excellent 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 RIE know. To register as a life support customer, call the company's Contact Center at **1-855-743-1101**
- Check on elderly family members, neighbors, and others who may need assistance during an outage
- If the power is out, use flashlights or other battery-powered lights - do not use candles, which can pose a fire hazard
- Please use caution when driving near emergency responders and crews restoring power

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 the RIE 24-hour gas emergency number for Rhode Island: **1-800-640-1595**
- **Stay Out** - Do not return to your home until RIE tells you it is safe

Snow and Ice Build Up Safety:

- **Keep appliance vents and chimneys clear** - Blocked exhaust or air-intake vents can cause carbon monoxide to build up indoors. Make sure vents are free of snow and ice, and ensure carbon monoxide detectors are working properly.
- **Check meters and regulators** - Meters, pressure regulators, and other outdoor gas equipment have small vents that must stay unobstructed. Blockages can create unsafe conditions.
- **Remove snow and ice carefully** - Use your hands or a broom—not a shovel—to gently clear snow and ice from meters, regulators, and exposed piping. If you are clearing snow or icicles from a roof, take special precautions. Shovels can easily cause damage to equipment.

Additionally, RIE understands that during this period of extreme cold and increased energy usage, affordability is top of mind. Customers are encouraged to explore [RIEnergy.com/toolkit](https://www.rienergy.com/toolkit) and take advantage of the various programs and services to help save energy, manage bills, and access financial assistance.

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](https://www.rienergy.com) and stay connected on [Instagram](#), [LinkedIn](#), [Facebook](#), and [X](#).

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