Rhode Island Energy Provides Update on Storm Restoration Efforts and Safety Reminders

PROVIDENCE, R.I. (*December 19, 2025)* – Rhode Island Energy (RIE) crews have been working around the clock to restore power following the severe wind and rain that impacted the region. As of this evening, approximately 8,500 customers remain without power after a total of 45,000 customers were impacted by the storm.

Strong winds are expected to persist overnight, which may result in additional outages. Customers should be prepared for the possibility that single or isolated outages could extend into Sunday as crews address more complex repairs impacting larger numbers of customers. Crews will continue working through the night and over the weekend until all customers are restored. With colder temperatures moving in, restoring service quickly is especially important for customer comfort and safety.

“Our teams are committed to restoring power as quickly and safely as possible,” said Greg Cornett, President of Rhode Island Energy. “Your safety and comfort are our top priorities, and we won’t stop until the job is done.”

RIE Reminds Customers to Stay Connected:

- Report power outages at **RIEnergy.com/outage** or call RIE’s Contact Center at 1-855-743-1101
- Use a mobile device to report an outage by **texting OUTAGE to 743674** and **text STATUS to 743674** to check on the status of an outage
- Follow RIE 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 and pets 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.
- 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 it is safe.

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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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