

Rhode Island Energy Shares Tips to Help Customers Protect Themselves against Utility Scams

PROVIDENCE, R.I. (March 24, 2026) – Rhode Island Energy (RIE) is encouraging customers to remain vigilant and protect their personal information amid an increase in reported scam attempts across the state. Customers should always avoid sharing personal or financial information with anyone they cannot confirm as an official representative of RIE.

While RIE encourages customers to explore all available energy supply options, it is important to verify any energy supplier solicitation before signing a contract or providing personal information. [Customers can find a list of authorized energy suppliers in Rhode Island on the RIE website.](#)

“We’re seeing an increase in sophisticated scams that attempt to pressure customers into making quick payments or handing over personal information,” said Kristin DeSousa, Vice President of Customer Services at Rhode Island Energy. “We want every Rhode Islander to know that they should never feel rushed or threatened. If something doesn’t feel right when you get an unsolicited call, stop the conversation and contact us directly. Our team is here to help make sure customers stay safe.”

How Customers Can Verify Legitimate RIE Contact

- Collections representatives may visit a home or business, but **only after multiple attempts** by letter and phone have been made regarding an overdue account.
- If your account is current, RIE will never demand payment or threaten service shutoff.
- Field technicians may visit to check equipment or install smart meters, but only after the company has contacted the customer in advance.
- Never share your account number. Customers can ask the caller or visitor to provide the last five digits of their account number — legitimate employees will have this information.
- If the caller doesn’t know your account number, has questions about your account balance, and you doubt the caller is a RIE representative, hang up immediately and report the call to RIE at [1-855-743-1101](tel:1-855-743-1101).
- All RIE employees and contractors carry photo IDs, and customers should request to see them.

Common Scam Tactics

The company has observed several recurring patterns in recent scam attempts:

- **Caller ID spoofing:** Scammers falsify caller ID to appear as “Rhode Island Energy,” falsely claiming service will be shut off unless immediate payment is made, or stating a customer is owed a refund.
- **Text message phishing:** Fraudulent texts may appear to come from RIE. The company only sends text messages to customers who initiate communication first at RIEMSG (743674) to report an outage, obtain their account balance, or request a status update on an outage.
- **Email phishing:** Scammers use realistic-looking emails to trick customers into clicking on malicious links or sharing personal information.
- **Door-to-door impersonators:** Individuals may pretend to be utility workers asking for payment or attempting to “inspect equipment.” RIE never makes unscheduled visits and will not request payment at the door.

What Customers Should Do if They Suspect a Scam

If customers believe a scam attempt is being made, they should:

- Hang up immediately on suspicious calls and report the call to RIE at [1-855-743-1101](tel:1-855-743-1101).
- Avoid clicking on unexpected email or text links.
- Never share personal, banking, or account information.
- Report suspected scams directly to Rhode Island Energy.
- If an unauthorized person is trying to enter your home or property, contact local law enforcement.
- If you suspect you’ve been scammed, immediately contact your local law enforcement and the Attorney General’s office, and [file a report](#) with the Federal Trade Commission (FTC).

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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