

Rhode Island Energy Urges Customers to Keep Natural Gas Equipment Clear During Extreme Cold

PROVIDENCE, R.I. (February 6, 2026)— As Rhode Island continues to face the coldest stretch of weather in nearly a decade, Rhode Island Energy (RIE) is urging customers to take simple steps to stay safe. Snow and ice buildup around natural gas meters, regulators, and appliance vents can create hazardous conditions and disrupt the safe operation of gas equipment.

Heavy snow and ice can damage meters and exposed piping, block vents, or interfere with equipment that must remain clear to operate properly. Ice, icicles, and heavy snow falling from roofs can also damage equipment, preventing safe and proper operation.

RIE is asking all customers to be mindful when removing snow and to regularly inspect gas equipment areas.

What Customers Should Do

1. 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.

2. Check meters and regulators.

Meters, pressure regulators, and other outdoor gas equipment have small vents that must stay unobstructed. Blockages can create unsafe conditions.

3. 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.

4. Leave immediately if you smell gas.

If you detect a gas odor, evacuate right away with everyone in the building, including pets. Do not use anything that could create a spark—such as matches, lighters, flashlights, garage door openers, e-cigarettes, or vape pens. From a safe location, call **911** or **RIE's gas emergency line at 800-640-1595**.

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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