Rhode Island Energy encourages customers to plan ahead for colder weather



PROVIDENCE, R.I. (*October 29, 2025*) – As colder weather settles in across the Ocean State, Rhode Island Energy (RIE) is encouraging customers to plan ahead for this winter season by taking advantage of energy efficiency programs, bill help solutions, energy saving tips, and more.

“Our top priority is making sure every customer feels supported, especially as colder weather approaches,” said Kristin DeSousa, Vice President of Customer Service at RIE. “We’re committed to helping Rhode Islanders take control of their energy use and find solutions that fit their unique needs. Whether it’s through personalized assistance, energy-saving tips, or financial support programs, we’re here to help our customers stay comfortable and confident about their energy choices this winter.”

Rhode Island Energy customers have access to several programs designed to help reduce energy use and lower energy costs, manage their energy bills and payments, and help them secure available energy assistance. Programs include but are not limited to:

- **Budget Billing** spreads out payments evenly across 12 months and reassess average energy use every 3 months to make bills more consistent and predictable
- **Discount Rate** where qualifying income-eligible customers may receive a discounted rate on their RIE bills.
- Low-Income Home Energy Assistance Program (LIHEAP) provides financial relief to eligible households to help them pay their winter heating bills, ensuring they can keep their homes safe and warm during the colder months. LIHEAP is administered by the Rhode Island Department of Human Services, and applications are accepted through local **Community Action Program (CAP) agencies** from September through May each year.
- **Energy efficiency rebates and incentives** on home appliances, smart thermostats, and more.
- Request an appointment for a **No-cost Home Energy Assessment** to reveal the top energy-saving opportunities in your home quickly and conveniently. Rhode Island Energy will provide customers with an Energy Specialist to assess current energy usage, develop a plan to make their home more energy-efficient, and identify available rebates and incentives.
- The **Good Neighbor Energy Fund** (GNEF) which is offered to customers who are undergoing a temporary financial crisis but may not qualify for LIHEAP. Customers may visit the GNEF site to **apply for help today**.
- Attend an in-person **Customer Assistance Expo** to connect with an RIE **Customer Advocate** who can help customers identify the best assistance solutions.

For more information on these programs and for additional bill help resources, customers are encouraged to visit **rienergy.com/toolkit**.

Customers can also save at home by taking action with some simple **energy-saving tips:**

- Perform regular heating system maintenance. Have a professional complete an annual preseason tune-up to keep your system at peak performance
- Change filters monthly especially during heavy use months to improve air quality and reduce energy use
- Add caulk or weatherstripping to seal leaks around doors and windows
- Consider installing a programmable or smart thermostat to adjust to your habits and changing weather.

- Turn off lights, appliances, and electronics when not in use

In addition, RIE has suspended service shutoffs for all protected customers, including federal employees, federal contractors, and active-duty military impacted by government shutdowns, ensuring continued access to essential energy services during times of uncertainty. Federal employees, federal contractors, and active-duty military personnel can sign up for assistance and learn more online.

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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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