

Rhode Island Energy notifies customers about important changes coming on August 19

PROVIDENCE, RI (July 9, 2024) – Rhode Island Energy has notified customers about important changes that will require their attention beginning August 19. The upcoming changes will include:

- a new website
- a new bill design
- a new phone number
- a new text number
- a new password
- updated billing processing

“This is a significant milestone as we complete our transition from National Grid, and we want to be sure customers understand how these changes will affect them and that they have all the information they need,” said Greg Cornett, president of Rhode Island Energy. “As these changes will require one-time actions by many of our stakeholders, we are proactively reaching out to our customers, vendors and partners and letting them know what they need to do. And, if there is any confusion, we’re here to help with an expanded, local customer service team.”

New website

When Rhode Island Energy’s new website launches on August 19, it will provide customers with a more streamlined experience. Customers will be able to quickly see where they can make a payment, report an outage or stop and start service. The website offers the ability to manage communication preference for account, billing and storm-related notifications.

New bill design and contact numbers

A modified bill design provides customers with visual enhancements and more information. Charges are broken out distinctly and the payment amount and due dates are more prominent—all with the convenience of one number to call (1-855-743-1101). A new text number—743674 (RIEMSG)—can also be used to report outages.

New password and updated billing processing

There will be some updates that customers should plan for when the new website launches on August 19, including the need to reset the account password and create an online profile to conduct online transactions through credit/debit card payments.

Commercial customers will no longer have a separate business/commercial tab on the new website, so the payment process interfaces will now be similar to a residential customer.

Before, during and after the rollout process, Rhode Island Energy will actively engage with customers impacted by these changes to help them understand next steps. Additionally, comprehensive communications will be deployed across a variety of channels and formats including mail, advertising, webinars and website to ensure all Rhode Island Energy customers are notified of the August 19 rollout.

“While there will be some changes customers need to be aware of, the important things at Rhode Island Energy will stay the same,” Cornett said. “We will continue to be a customer-focused organization. Our 1,300 local team members will continue to deliver safe and reliable natural gas and electric service throughout Rhode Island, and our dedication to giving back to the communities we serve, through many volunteer opportunities and financial giving, will also continue.

Customers with additional questions can reach out to Rhode Island Energy’s local Contact Center by calling 1-855-743-1101. The Contact Center will be staffed with English and Spanish-speaking representatives during this transition and open daily from 8 a.m. to 7 p.m.

About Rhode Island Energy

Rhode Island Energy provides essential energy services to over 770,000 customers across Rhode Island through the delivery of electricity or 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 [Twitter](#), [Facebook](#), and [Instagram](#).

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