

Paperless and e-billing changes coming August 19

Starting August 19, Rhode Island Energy is making a number of changes, including a new website, bill design updates and changes to our payment processes. Some of these changes will impact Paperless Billing customers.

Changes to PDFs and online profiles

Going forward, you will still receive an email with a link to access your bill online, however, you will no longer receive a downloadable PDF of your bill. To view a PDF of your bill, you will need to log into your **RIEnergy.com** online profile. (Note that you will need to reset your password when logging into the new website for the first time.)

If you do not currently have an online profile and you would like to continue to access your bill, you will need to create an online profile at **RIEnergy.com** to view your bill online.

If you currently have an online profile, but have not enrolled in Paperless Billing, we will automatically ask you if you'd like to enroll when you log in.

Additional information if you pay through your bank's website

Your enrollment in the E-Pay program will continue, and you will still be able to see your total amount due and make payments through your bank's website. However, you will now have to log into your **RIEnergy.com** online profile to view your bill.

You will also need to verify your enrollment in Paperless Billing on or after August 19 if you would like to continue receiving paperless statements.

Additional information if you use the doxo mobile app

Starting August 15, you will no longer be able to pay your Rhode Island Energy bills through the *doxo* mobile app.

To continue making payments digitally, you will need to create an online profile, which will also allow you to enroll in Paperless Billing, if desired. There are other payment methods available such as Automatic Bill Payment or pay online.

To see a full overview of what's changing starting August 19, visit RIEnergy.com/changes.



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