

or six (6) months, whichever is sooner. You may request a review by the Division of Public Utilities and Carriers if the duration of the life support dependent condition exceeds six (6) months from the date of the licensed physician's certification to the Company. Your account will be subject to collection activity, including termination of service, after the period of life support dependent protection unless you arrange for payment of your bill. Please contact our Credit Department at **1-855-743-1104**.

### **Termination of Service to Elderly or Handicapped Persons**

If all residents in your household are 62 years of age or older or if any resident in your household has a physical or mental impairment that substantially limits one or more major life activities with an actual or expected duration of more than six (6) months, the Company will not terminate your service for failure to pay the past due bill without written approval from the Division of Public Utilities and Carriers. If you cannot pay your bill all at once, you may be able to work out a payment plan with the Company. The Elderly or Disabled Forms that must be filled out are available from the Company and on the Rhode Island Energy website at [rienergy.com](http://rienergy.com). The Forms also enable you to participate in "Third Party Notification," which allows you to designate another person to whom the Company will send notices pertaining to termination of service. If you have any questions or want further information, call the Credit Department at **1-855-743-1104**.

### **If You Have a Child Under 24 Months and a Financial Hardship**

If you or anyone presently and normally living in your house has a child under 24 months old, and your service has not been previously shut off for nonpayment before the birth of the child, we will not terminate your service, provided you also have a financial hardship. You must send (by mail or facsimile) to Rhode Island Energy a certification in the form of a birth certificate or other verifiable (i.e., hospital or physician) document within seven (7) days of claiming the protection. Please call our Credit Department at **1-855-743-1104** immediately if this applies to you.



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## **Explanation of General Billing Terms**

### **KWH**

Kilowatt-hour, a basic unit of electricity used.

### **Off-Peak**

Period of time when the need or demand for electricity on the distribution system is low, such as late evenings, weekends and holidays.

### **Peak**

Period of time when the need or demand for electricity on the distribution system is high, normally during the day, Monday through Friday, excluding holidays.

### **Estimated Bill**

A bill which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when we are unable to read your meter.

### **Meter Constant**

A number by which the usage on certain meters must be multiplied to obtain the total usage.

### **Demand Charge**

The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

### **Gross Earnings**

A tax imposed by Rhode Island general law. Calculated as follows: (Total Delivery Charges + Energy Charges - Misc. Charges) divided

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## Delivery Service Charges are comprised of the following components:

### **LIHEAP Enhancement Charge**

This monthly charge is billed to all customers as required by R.I. law. The amounts collected through this charge will be used to provide funding for the Low-Income Home Energy Assistance Program ("LIHEAP") Enhancement Plan, created to supplement the Federal LIHEAP funding received by eligible Rhode Island Energy customers. LIHEAP assists low-income households primarily in meeting their home energy needs.

### **Customer Charge**

The cost of providing customer related services such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

### **Renewable Energy Growth Program Charge**

This charge recovers the cost of the Renewable Energy Growth Program, established by R.I. law, that supports the development of eligible renewable energy resources.

### **Distribution Service**

The cost of delivering electricity from the beginning of the Company's distribution system to your home or business.

### **Transmission Charge**

This is the cost to build and maintain high voltage lines and related equipment. It is regulated by the Federal Energy Regulatory Commission.

### **Transition Charge**

Company payments to its wholesale suppliers for terminating its wholesale arrangements.

### **Energy Efficiency Programs**

This charge funds energy efficiency programs in accordance with R.I. law that can help customers lower their energy usage and bills.

### **Renewable Energy Distribution Charge**

The cost of programs required by R.I. law that provide support for the development of renewable energy.

## Supply Service Charges are comprised of:

### **Energy Charge**

The charge to provide electricity and other services to the customer by the supplier. This charge also includes the Renewable Energy Standard Charge which is being collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable energy resources, as required by R.I. General Laws Section 39-26-1.

## For Residential Customers:

### **Right to Dispute Your Bill and to an Impartial Hearing**

If you believe your bill is inaccurate or for any reason payment may be withheld, you should first contact our Customer Service Department at **1-855-743-1101**. If a mutually satisfactory settlement of this matter cannot be made, you have the right to submit this matter to: Reviewing Officer, Division of Public Utilities and Carriers, 89 Jefferson Blvd, Warwick, Rhode Island 02888, Telephone: **401-780-9700**. Rhode Island Energy will not disconnect your service pending proceedings before a reviewing officer appointed by the Division Administrator.

### **Right To Electric Service During Serious Illness**

If you or anyone presently and normally living in your home is seriously ill, a licensed physician (MD, DO, LP) must complete the serious illness protection form or contact Rhode Island Energy by telephone at **1-855-743-1101**. This certification must be received within seven (7) days from the date that your licensed physician initially contacts Rhode Island Energy. You may request a review by the Division of Public Utilities and Carriers if the duration of the serious illness exceeds three (3) weeks from the date of the licensed physician's certification to the Company. Your account will be subject to collection activity, including termination of service, after the period of the serious illness protection unless you arrange for payment of your bill. Please contact our Credit Department at **1-855-743-1104**.

### **If You Rely on Life-Sustaining Electrically-Powered Medical Equipment and Have a Financial Hardship**

Protection is available for customers who have a serious illness or disability, rely on life-sustaining electrically powered medical equipment as part of their weekly healthcare regimen, and are facing financial hardship. In addition to the serious illness or disability form, a licensed physician (MD, DO, LP) must complete the life support dependent certification. The duration of the life support protection is as indicated on a properly completed certification from your physician