

# CURRENTS



## Empowering our communities

In the heart of the Ocean State, Rhode Island Energy isn't just about powering homes and businesses; it's about empowering communities and shaping futures. From local clean-up initiatives to educational programs, we're weaving ourselves into the fabric of the community. This past Fall, our Empowering Communities Volunteer Campaign saw hundreds of employees donating over 750 hours, supporting dozens of events across the state. We partnered with organizations such as Connecting for Children and Families, the Jonnycake Center, Save The Bay, Junior Achievement, Operation Stand Down RI and the RI Community Food Bank, to name a few.

From organizing food drives to participating in habitat restoration projects, we actively engage in volunteer efforts that address pressing local needs. Through partnerships with local schools, we support STEM education, emphasizing the significance of innovation and sustainability. Additionally, our dedication to environmental stewardship goes beyond our core business, as evidenced by our support for clean-up events that safeguard the state's natural beauty and advocate for eco-friendly practices. Learn more about how we give back in powerful ways by visiting our blog at [weare.rienergy.com/stories](http://weare.rienergy.com/stories).



## Resources to help with heating

If you are having trouble paying your heating bills, there are resources that can help. LIHEAP is a federal grant program that helps income-eligible Rhode Islanders pay their energy bills. The Good Neighbor Energy Fund (GNEF) is another resource for customers who are undergoing a temporary financial crisis but may not qualify for LIHEAP. In addition to electricity and natural gas, GNEF also covers these energy sources: oil, propane, wood, or wood by-products and kerosene. For more

details, visit our Customer Assistance Toolkit at [RIEnergy.com/Toolkit](http://RIEnergy.com/Toolkit), which has information on LIHEAP and GNEF in addition to budget billing programs, ways to get bill assistance, how to save energy, and a listing of upcoming in-person customer advocate expos and customer pop-up locations.



## Carbon monoxide risk increases in winter months

Carbon monoxide poisoning can occur at any time of the year. But for good reason, it's more common during the cold weather, as we spend more time in enclosed spaces. Causes could include a malfunctioning heating unit or fuel-burning appliance, or a blocked chimney, among other issues. Watch for these symptoms and take action: Headache, fatigue, shortness of breath, or nausea and dizziness. If you suspect carbon monoxide poisoning, go outside immediately and call 911 or our gas emergency number, 1-800-640-1595.

## Cold temps mean more energy use. We have options to help with your bills this winter.

YOUR OPTIONS	AN OVERVIEW TO GET YOU STARTED	WHAT DO I DO NEXT
<b>Schedule a home energy assessment</b>	Sign up for a free, in-person home energy assessment. You can save up to 50% off approved insulation and air sealing (up to \$4,000).	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and search " <b>Home Energy Assessment</b> " for more details. Call <b>1-888-633-7947</b> to schedule an assessment.
<b>Use our online energy assessment tool</b>	Get personalized tips and savings recommendations for your home with our online energy assessment tool.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and search " <b>Online Home Energy Assessment.</b> "
<b>Take advantage of our rebate programs</b>	We offer rebates on high-efficiency gas and electric heating equipment.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and click " <b>Rebate Programs</b> " for a listing of eligible rebates and more details.
<b>Check out our discount rates</b>	Do you receive public assistance, such as Medicaid, SSI, or SNAP benefits? You may qualify for a discount on your energy bill, too!	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and click " <b>Bill Help</b> " for more details and to apply online.
<b>Spread out your costs</b>	Take the guesswork out of bills with our budget billing plan. It smooths out your payments and makes them more predictable.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and click " <b>Bill Help</b> " for more detail and to enroll online.
<b>Need more time to pay</b>	See if you're eligible to split payments into installments.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and search " <b>More Time to Pay</b> " for details.
<b>Apply for HEAP</b>	You may qualify for additional support through the Home Energy Assistance Program (HEAP), administered by the R.I. Dept. of Human Services.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and click " <b>Bill Help</b> " to see if you qualify and next steps.
<b>Good Neighbor Energy Fund</b>	If you're having a temporary financial crisis, but may not qualify for HEAP, the Good Neighbor Energy Fund can help.	To apply, visit <a href="https://unitedwayri.org/gnef">unitedwayri.org/gnef</a> .
<b>Shut off protection</b>	If you are unable to pay your bill due to financial hardship, you may qualify for protection.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and search " <b>Shut Off Protection</b> " for details and eligibility.
<b>Customer advocates</b>	At Rhode Island Energy, our Customer Advocates will help you identify solutions that are right for you.	Visit <a href="https://RIEnergy.com">RIEnergy.com</a> and search " <b>Customer Advocate Support</b> " to find out how to contact a Customer Advocate.
<b>Shop around for lower supply prices</b>	You can shop around for different suppliers and compare rates.	To compare supplier rates visit, <a href="https://ri.gov/app/dpuc/empowerri">ri.gov/app/dpuc/empowerri</a> <i>Always be sure to read the fine print and beware of variable rates that start low and increase with the price of energy.</i>
<b>Give us a call.</b>	Don't have a computer or need to talk with someone about your bill help options.	Electric customers call 1-855-743-1104 Gas customers call 1-855-743-1103