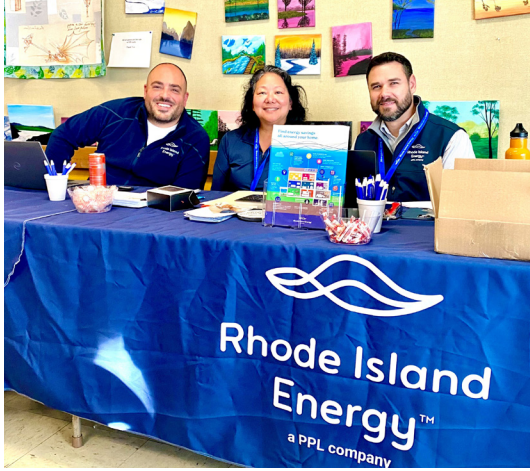


CURRENTS



Customer Assistance Expos

Our Customer Assistance Expos are back! Since January we've hosted three Expos and the next one is in April at the West Warwick Senior Center. These Expos are a great opportunity for customers who need help to sit down with one of our Customer Advocates and review all the payment assistance programs that are available. We're also joined by other state agencies that can provide critical assistance. We want to help and answer all your questions. For future dates and locations follow us on one of our social channels or visit RIEnergy.com and search 'Expo' to see upcoming dates.

Spring cleaning tips for energy efficiency.

Cleaning and organizing appliances and electronics can save money.

Spring cleaning isn't just the perfect time to tidy up, get organized and get ready for summer. It's also a great way to improve your home's energy efficiency. Yes, really! Cleaning and organizing can positively impact the performance of electronics and appliances of all kinds — and that can have a real effect on your energy bills. Let's look at ways to clean up devices throughout the house.

Electronics

- Use smart power strips to reduce “vampire power” loads. Vampire power is energy drained from the wall by your appliances even when they are in sleep mode or turned off. A “smart strip” can automatically cut power to devices you're not using.
- Plug groups of electronics that you use at the same time — like your TV and gaming console — into the same smart strip. You can pick a strip that turns off automatically at a certain time or

one that turns off everything when you power down a key appliance.

Use these spring cleaning techniques to improve your home's energy efficiency.



Organize Electronic Devices



Clean Refrigerator



Schedule HVAC Maintenance

Refrigerator

- Check the door seal. Sticky foods can prevent the fridge door from sealing. Wipe it clean with warm soapy water.
- Clean your condenser coil. Dust can collect on the coil, making it work harder and longer—while raising your energy bill. You can clean it yourself with an inexpensive coil cleaning brush, or hire someone to do it for you.

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You have questions. We have answers.

What is happening with the price of energy this spring?

The price of electricity will come back down this spring. When those new rates take effect on April 1, the lower supply prices will be passed on to our customers with no markup.

Did Rhode Island Energy make more money because energy prices spiked this winter?

No. Rhode Island Energy does not make a profit from rising energy prices. When we negotiate with energy suppliers every six months, we pass that negotiated rate to the customer with no markup or added fees.

Does Rhode Island Energy make AND deliver electricity?

We **DO NOT generate (make) electricity.** We purchase energy from a variety of suppliers and this energy is used to make electricity. This charge is listed on your electric bill under the "Supply Services" heading.

We **DO deliver the electricity** over transmission and distribution lines to residents and businesses. This charge is detailed under the "Delivery Services" heading on



your electric bill. It covers distribution poles and wires, customer service and more.

Who does Rhode Island Energy buy their energy from to create electricity?

We purchase from a combination of energy generators to include hydroelectric dams, nuclear, solar, wind just to name a few. However, currently the largest suppliers are natural gas generators that supply 52% of the energy that we use to produce electricity. That is why the rise in natural gas prices had a major impact on winter electricity prices.

How did Rhode Island Energy winter electric rates compare to other utilities in New England?

Rhode Island Energy's Last Resort Service winter supply rate was one of the lowest in New England, especially compared to some rates seen in Connecticut, New Hampshire and Massachusetts.



Spring cleaning tips for energy efficiency.

(continued)

HVAC system

- Your heating and cooling system uses more energy than anything else in your home. Routine maintenance, like replacing or cleaning air filters, can lower your cooling system's energy consumption by up to 15%. And spring is the perfect season to call your HVAC professional for a yearly inspection and cleaning.

As always, stay safe and follow all appliance and electronics instruction manuals. If you're unsure about how to best clean an appliance, don't be afraid to call a professional.



Turn your inefficient fridge into a little extra cash.

Recycle your old, energy-wasting fridge or freezer with us, and we'll give you a \$50 reward. It's a great way to put a little extra money in your pocket, while doing something big for your energy bill and the environment. The process is easy. We provide no-cost pickup and hauling. Simply visit rienergy.com/rirecycle or call us at 1-877-889-4762 to schedule your appointment.