

# CURRENTS



## South County Habitat for Humanity's Zero Energy Ready homes

Our team was thrilled to attend the South County Habitat for Humanity (SCHH) Home Dedication on Cardinal Lane in Hopkinton earlier this year. This project is a seven-home single-family development and is the largest project in SCHH's 34-year history.

With a \$20,000 grant from the PPL Foundation, as well as new build incentives offered through our energy efficiency programs, the first three homes have been built to meet Department of Energy Zero Energy Ready requirements, a major achievement for the organization and a great way for residents to reduce their energy bills. For more details, read the entire story on [our blog](#).

## Electric Rates: Your Key Questions Answered

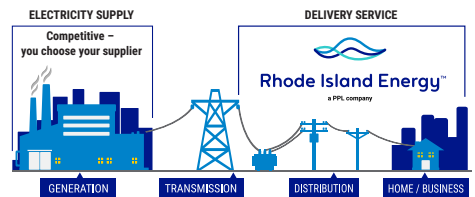
**Does Rhode Island Energy make more money because energy prices go up in the winter?**

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?**

No. There is a common misconception that we generate or make electricity. This is not true.

**We purchase electricity from a variety of suppliers at the lowest possible price** and as required by law, we pass this cost along to customers without any markup. This charge is listed on your electric bill under the "Supply Services" heading and is known as the **Last Resort Service supply rate**.



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.

Go to [RIEnergy.com/toolkit](https://RIEnergy.com/toolkit) for a video that we created to help our customers understand energy costs.

## Lower Energy Rates Are On The Way

Electricity supply rates are adjusted twice a year for those residential customers using our Last Resort Service price. Rates usually go up in the winter times when we are using less electricity in our homes and come down in the Spring for the summer rate season, when customers are more likely to use higher amounts of electricity to cool their homes. In January, we filed our summer rates with the Rhode Island Public Utilities Commission. When those new rates take effect on April 1, the lower supply prices will be passed on to our customers with no markup.

## Supporting You Through Tough Times: Let's Manage Your Energy Bills Together

If you're having a hard time keeping up with your energy bills, we want to help you power through these challenging times.

Visit one of our upcoming Customer Assistance Expos or Customer Outreach Pop-ups and talk to a representative in person.

OUR NEXT EXPO IS

Thursday, March 21, from 2:00 – 6:00 PM  
at Newport Public Library, 300 Spring Street,  
Newport, RI and our Pop-ups happen every  
week in different cities across the state.

- **Manage your bill:** From making your bill more predictable to discounted rates to requesting more time to pay, we can help you choose the options that are right for you.
- **Get help paying your bill:** If you need help paying your bill, we're here for you. We have programs and payment agreements to help every family, regardless of your income.
- **Manage your energy use:** From no-cost and low-cost energy-saving tips to tools, programs, and rebates on energy-efficient products, we can help you conserve and save.

To get all the details, visit our website at [RIEnergy.com/Toolkit](http://RIEnergy.com/Toolkit).

## Do You Know Where Your Gas Pipes Are?

Call 811  
Before  
You Dig



### When Should I Contact Dig Safe?

Even small, shallow jobs are a risk if you don't know where utilities are buried. Contact Dig Safe any time you dig, for any type of project.

- Landscaping
- Retaining Wall
- Dog Fence
- Basketball Hoop
- Root Removal
- Fencing
- Clothesline
- Swing Set
- Planting
- Patio
- Walkway
- Irrigation
- Mailbox
- Driveway



## Spring Cleaning Can Save You Money on Your Energy Bill

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.

### 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.

### 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.