# Breaking down your bill: Myths vs Facts



At Rhode Island Energy (RIE), we understand concerns about high energy bills, especially during extreme weather. Let's clear up common misconceptions.



#### **MYTH #1** RIE controls every part of my energy bill.

#### FACT

RIE has no control over 66% of the average residential bill, which covers supply costs, mandated delivery charges and taxes. We don't profit from supply costs—they're passed to customers at no markup. Factors like fuel markets and state clean energy goals impact prices whether you buy from RIE or another supplier. Additional mandated charges include:

- RE Growth Program & Renewable Energy Distribution Charges—Fund renewable energy programs.
- Low Income Home Energy Assistance Program (LIHEAP)-Helps low-income families afford energy costs.
- Energy Efficiency Programs-Provide rebates and incentives to help customers save energy and lower bills.
- Taxes—State-mandated taxes included in your bill

Only 1/3 of your bill is within RIE's control, covering the construction, maintenance and operation of the energy delivery system.

#### MYTH #2 RIE is focused on profit.

#### FACT

RIE's 1,400 employees are dedicated to delivering safe, reliable energy. Less than 2% of your bill goes to profit, helping secure low-cost capital for system improvements like replacing aging infrastructure and strengthening storm resilience.

## MYTH #3

### There is nothing I can do about my high bills.

### FACT

At Rhode Island Energy, we are doing everything we can to control energy costs for you and we offer programs and incentives to help customers reduce energy usage and save money.

We also offer a variety of assistance programs if you need help managing your bill, including:

- Short and Long Term Payment Extensions-More time to pay your bill.
- Forgiveness Program (AMP)-Eliminate past-due balances for paying installments on time.
- Budget Billing-Even out monthly payments.
- Grant programs—Financial aid for customers struggling with energy bills.
- Discount Rate Programs-Income-qualified bill reductions.
- Shutoff Protections—Safeguards for vulnerable customers.
- Customer Advocate Support—Personalized assistance.



Scan to learn more about your bill, energy efficiency programs and bill assistance programs.

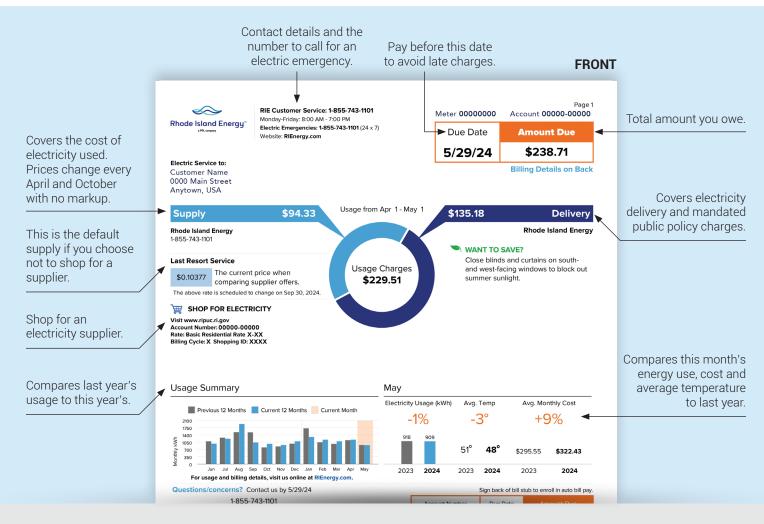




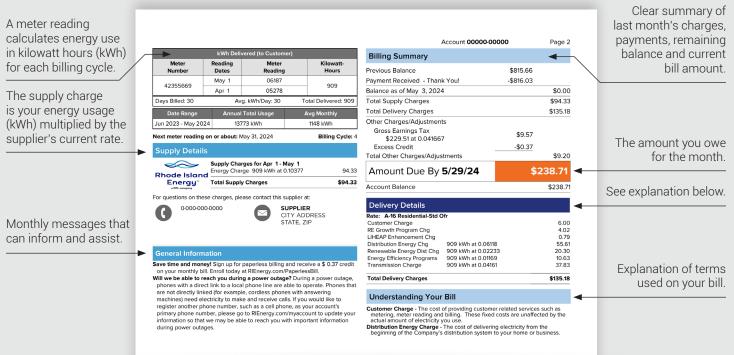
Customer bills vary by usage, figures here based on 500kWh/month usage with 2024-25 winter rates.

# **Bill Explanation**





BACK



#### **Public Policy Charges**

State and federally mandated fees supporting energy assistance, efficiency and renewable programs:

- LIHEAP Enhancement Charge Funds assistance for lowincome households' energy and heating needs.
- Renewable Energy (RE) Growth Program Supports the development of renewable energy resources.
- Energy Efficiency Programs Funds programs that help customers reduce energy use and costs.



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#### **Rhode Island Energy Delivery Charges Breakdown**

State and federally mandated fees supporting energy assistance, efficiency and renewable programs:

- **Delivery & Transmission Charges** Covers building, maintaining and operating the energy system.
- Customer Charge Fixed cost for metering, reading, and billing, unaffected by usage.
- Distribution Energy Charge Cost of delivering electricity to your home or business.
- **Transmission Charge** Cost of maintaining high-voltage lines, regulated by the Federal Energy Regulatory Commission.