Rhode Island Energy™
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Enhanced Electric Discount Rate: Frequently Asked Questions

What is the Enhanced Electric Discount Rate?

Rhode Island Energy's (RIE) Enhanced Electric Discount Rate program is designed to provide more targeted bill assistance to customers with the greatest financial need. The program builds upon the current Electric Discount Rate program by introducing five discount levels based on household income.

How is the Enhanced Electric Discount Rate different from the current Electric Discount Rate program?

Today, customers enrolled in the current Electric Discount Rate generally receive either a 25% or 30% discount on their total electric bill. Under the enhanced program, eligible customers will receive one of five discount levels based on gross household income as a percentage of the Federal Poverty Level (FPL): 10%, 38%, 56%, 66% or 75% off their total electric bills.

Who qualifies for the Enhanced Electric Discount Rate?

Customers who participate in a qualifying assistance program and meet the applicable income requirements may qualify for the Enhanced Electric Discount Rate.

Qualifying programs include:

- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Rhode Island Works (RIW)
- General Public Assistance (GPA)

How is a discount determined?

A customer's discount level is based on household income and household size. Since the Rhode Island Department of Human Services (DHS) administers LIHEAP, SNAP, RIW, and GPA, DHS can calculate the appropriate discount level and, with the permission of the customers, share that information with RIE. We will then send a letter confirming enrollment and the discount level. **The chart below** outlines the income eligibility requirements based on household size.

Why is RIE making this change?

The Enhanced Electric Discount Rate was created to provide greater assistance to customers with the greatest financial need while maintaining a fair and sustainable program structure. The goal is to reduce the energy burden for customers with the greatest financial needs and better align discounts with household income levels.

	Household Income				
Household Size	**75% Discount (0%–50% FPL)**	**66% Discount (>50%–75% FPL)**	**56% Discount (>75%–100% FPL)**	**38% Discount (>100%–150% FPL)**	**10% Discount (>150% FPL)**
1	Up to $7,980	$7,981–$11,970	$11,971–$15,960	$15,961–$23,940	Above $23,940
2	Up to $10,820	$10,821–$16,230	$16,231–$21,640	$21,641–$32,460	Above $32,460
3	Up to $13,660	$13,661–$20,490	$20,491–$27,320	$27,321–$40,980	Above $40,980
4	Up to $16,500	$16,501–$24,750	$24,751–$33,000	$33,001–$49,500	Above $49,500
5	Up to $19,340	$19,341–$29,010	$29,011–$38,680	$38,681–$58,020	Above $58,020
6	Up to $22,180	$22,181–$33,270	$33,271–$44,360	$44,361–$66,540	Above $66,540
7	Up to $25,020	$25,021–$37,530	$37,531–$50,040	$50,041–$75,060	Above $75,060
8	Up to $27,860	$27,861–$41,790	$41,791–$55,720	$55,721–$83,580	Above $83,580



Does the Enhanced Electric Discount Rate apply to both electric and gas service?

No. The Enhanced Electric Discount Rate applies only to electric service. The existing Gas Discount Rate is not changing.

When does the Enhanced Electric Discount Rate begin?

The Enhanced Electric Discount Rate will begin in early 2027. Current Electric Discount Rate customers will automatically transition to the new program at that time.

What if I am enrolled in the current Electric Discount Rate?

Customers currently enrolled in the Electric Discount Rate will automatically be transitioned to the Enhanced Electric Discount Rate. Customers will be notified of their assigned discount level and any additional actions or verification requirements, if needed.

Will my discount change under the new program?

Because discounts are based on household income, customers may be assigned different discount tiers. Some customers may receive a higher discount than they receive today, while others may receive a different level of assistance based on program criteria.

How do I find out if I qualify?

Customers must participate in a qualifying assistance program and meet the applicable eligibility requirements. For help confirming eligibility or obtaining documentation, customers can contact DHS at **855-697-4347**. Eligibility information and discount rate details are available at RIEnergy.com/DiscountRate.

Do I need to apply every year?

Yes. Eligibility for the Enhanced Electric Discount Rate must be recertified annually. We'll send you a letter when it's time to renew your eligibility and provide information about any required documentation.

Where can I find additional bill help and support?

We offer a range of programs and services to help support customers:

- **Sign up for** Budget Billing and spread payments evenly across 12 months
- Explore the benefits of energy efficiency through rebate programs or a no-cost Home Energy Assessment
- **Take advantage of** direct support offered through the Good Neighbor Energy Fund, Operation Help, and LIHEAP
- **Reach out to** Customer Advocates - these dedicated team members help customers identify the best assistance solutions

For more information on these programs and for additional bill help resources, please visit RIEnergy.com/Toolkit.

Where can I find more information?

- Customers can visit RIEnergy.com/DiscountRate for more information on the enhanced program
- Speak with a Customer Service Representative at 855-743-1101
- Connect with a Customer Advocate for one-on-one support via email at ConsumerAdvocatesRI@RIEnergy.com

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