

Which Protection is Right for You?

WHAT ARE PROTECTION PROGRAMS?

These programs provide eligible residential customers with additional safeguards and payment options based on their individual circumstances. While they may help prevent service disconnection or provide other assistance, customers still remain responsible for paying for their electric and gas service.



DISABILITY PROTECTION



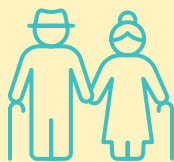
May Help If: You or a household member has a long-term physical or mental impairment that limits one or more major life activities.



What You'll Need: A disability certification form completed by a medical professional or proof of SSDI/SSI benefits.



Protection Period: 12 months, with the opportunity to renew if eligible.



ELDERLY PROTECTION



May Help If: Everyone living in the household is age 62 or older.



What You'll Need: Proof that all household residents are age 62 or older.



Protection Period: 12 months, with annual recertification.



FINANCIAL HARDSHIP PROTECTION



May Help If: Your household meets income eligibility requirements and you need access to an enhanced payment plan.



What You'll Need: Proof of income or other required financial documentation.



Protection Period: 12 months, with annual recertification.



INFANT PROTECTION



May Help If: A child under age 2 lives in your home and your household qualifies for financial hardship protection.



What You'll Need: Proof of the child's age and financial hardship documentation.



Protection Period: Until the child turns age 2.



LIFE-SUSTAINING EQUIPMENT PROTECTION



May Help If: You or a household member rely on life-sustaining medical equipment as part of your healthcare treatment.



What You'll Need: Medical certification, financial hardship documentation, and additional required forms.



Protection Period: 6 months, with possible extensions if approved.



SERIOUS ILLNESS PROTECTION



May Help If: You or a household member is experiencing a serious short-term medical condition that significantly affects health, daily activities, or treatment needs.



What You'll Need: A form completed by a medical professional.



Protection Period: Initial 21-day protection with possible extensions.

Need Help Applying?

Visit RIEnergy.com/Protections to review available protections, eligibility requirements, and application instructions.



Explain each protection program



Help determine which protections may apply to your household



Tell you which forms you'll need



Answer questions about documentation and eligibility



NEED ADDITIONAL ASSISTANCE?

Call Rhode Island Energy Customer Service at **855-743-1101**.



Rhode Island Energy

a PPL company



Frequently Asked Questions

Will I automatically receive protection?

No. All protections require you to apply and provide supporting documentation before eligibility can be determined. Protections are governed by rules and regulations set by the RI Public Utilities Commission.

What documents might I need?

Depending on the protection program, you may be asked to provide:

- Medical documentation from a healthcare provider
- Proof of disability or SSI/SSDI benefits
- Proof of age
- Proof of household income or financial hardship
- Documentation related to life-sustaining medical equipment

Do protections need to be renewed?

Some protections require periodic recertification to remain active. Rhode Island Energy will notify customers when recertification is required.

Can I qualify for more than one protection?

Yes. Some customers may qualify for multiple protection programs depending on their individual circumstances. Certain protections, such as Life-Sustaining Equipment and Infant Protection, also require financial hardship eligibility and additional documentation.

Does Financial Hardship Protection stop service disconnection?

Financial Hardship Protection may provide additional protections and payment plan options. However, financial hardship alone does not provide year-round protection from service termination. Different rules apply during the winter moratorium period.

Additional Support May Be Available

If you're having difficulty paying your energy bill, Rhode Island Energy may be able to connect you with:

- ✓ Payment agreements
- ✓ Discount Rate programs
- ✓ Energy assistance programs
- ✓ Community resources



VISIT [RIENERGY.COM/PROTECTIONS](https://rienergy.com/protections)

to review available protections, eligibility requirements, and application instructions.



Rhode Island Energy®

a PPL company



En Español



Em Português