



**Rhode Island Energy™**

a PPL company

**NATURAL GAS BILL**

RIEnergy.com

CUSTOMER SERVICE

**1-855-RIE-1101**

CREDIT DEPARTMENT

**1-855-RIE-1104**

GAS EMERGENCIES

**1-800-640-1595**

POWER OUTAGE OR DOWNED LINE

**1-855-RIE-1102**

CORRESPONDENCE ADDRESS

**PO Box 960**

**Northborough, MA 01532-0960**

PAYMENT ADDRESS

**PO BOX 371361**

**PITTSBURGH, PA 15250-7361**

DATE BILL ISSUED

**May 20, 2024**

SERVICE FOR  
CITIZENS BANK  
100 FRENCHTOWN RD APT ALL,  
GAS  
NORTH KINGSTOWN RI 02852

BILLING PERIOD

Apr 18, 2024 to May 17, 2024

ACCOUNT NUMBER

68121-68000

PLEASE PAY BY

Jun 13, 2024

PAGE 1 of 3

AMOUNT DUE

**\$ 38.70**

**ACCOUNT BALANCE**

Previous Balance	90.16
Payment Received on MAY 10 (ACH) <i>THANK YOU</i>	- 90.16
Current Charges	+ 38.70

**Amount Due ▶ \$ 38.70**

*To avoid late payment charges of 1.25%, your payment must be received by your due date.*

**SUMMARY OF CURRENT CHARGES**

	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ ADJUSTMENTS	TOTAL
Gas Service	33.21	4.69		37.90
Other Charges/Adjustments			0.80	0.80
<b>Total Current Charges</b>	<b>\$ 33.21</b>	<b>\$ 4.69</b>	<b>\$ 0.80</b>	<b>\$ 38.70</b>



**What is the Energy Efficiency Charge on my bill?** This charge funds Energy Efficiency programs that can help consumers lower their energy usage and bills, improve comfort in their homes or businesses, and lower pollutants and carbon emissions in our communities. To learn how to take advantage of these programs and your eligibility, please call 1-866-903-2811 or visit [rienrgy.com/ri-ee](http://rienrgy.com/ri-ee).



**WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?:** During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are **not** directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to [RIEnergy.com/myaccount](http://RIEnergy.com/myaccount) to update your information so that we may be able to reach you with important information during power outages.

**Gas Usage History**

Month	Therms	Month	Therms
May 23	02	Dec 23	29
Jun 23	00	Jan 24	70
Jul 23	00	Feb 24	84
Aug 23	00	Mar 24	60
Sep 23	00	Apr 24	37
Oct 23	00	May 24	07
Nov 23	08		

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



**Rhode Island Energy™**

a PPL company

PO Box 960  
Northborough MA 01532

CITIZENS BANK  
N.KINGSTOWN HUNT RIVER  
2006321  
P.O. BOX 182011  
COLUMBUS OH 43218

021999

RHODE ISLAND ENERGY  
PO BOX 371361  
PITTSBURGH, PA 15250-7361

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
<b>68121-68000</b>	<b>Jun 13, 2024</b>	<b>\$ 38.70</b>

ENTER AMOUNT ENCLOSED

\$

*Write account number on check and make payable to Rhode Island Energy*

000003870 68121680002000003870165



a PPL company

SERVICE FOR  
CITIZENS BANK  
100 FRENCHTOWN RD APT ALL,  
GAS  
NORTH KINGSTOWN RI 02852

BILLING PERIOD  
Apr 18, 2024 to May 17, 2024

ACCOUNT NUMBER	<b>PLEASE PAY BY</b>
68121-68000	Jun 13, 2024

PAGE 2 of 3

**AMOUNT DUE**

**\$ 38.70**

## Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:

**Acct No:** 68121-68000      **Cycle:** 15, CITI

**Choosing an Energy Supplier** You can choose who supplies your energy. No matter which energy supplier you choose, Rhode Island Energy will continue to deliver energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and storm restoration. Rhode Island Energy is dedicated to creating an open energy market that lets you choose from a variety of competitive energy suppliers, who may offer different pricing options. For information on authorized energy suppliers and how to choose, please visit us online at [RIEnergy.com/energychoice](http://RIEnergy.com/energychoice)

### DETAIL OF CURRENT CHARGES

## ***Delivery Services***

Service Period	No. of days	Current Reading	-	Previous Reading	=	Measured CCF	x	Therm Factor	=	Therms Used
Apr 18 - May 17	29	6921 <i>Actual</i>		6914 <i>Actual</i>		7		1.027		7,189

METER NUMBER 00258112 NEXT SCHEDULED READ DATE ON OR ABOUT Jun 20

RATE C&amp;I Small

Customer Charge				25.00
LIHEAP Enhancement Chg				0.79
Peak Distribution Charge	0.5232	x	2.975 Therms	1.56
Off Peak Distribution Charge	0.4619	x	4.214 Therms	1.95
Distribution Adj Chg	0.4715	x	7.189 Therms	3.41
Energy Efficiency Pgrms	0.0695	x	7.189 Therms	0.50
<b>Total Delivery Services</b>				<b>\$ 33.21</b>

## Supply Services

**SUPPLIER** Rhode Island Energy

Cost of Gas	0.6523 x	7.189 Therms	4.69
<b>Total Supply Services</b>			<b>\$ 4.69</b>

### Other Charges/Adjustments

Paperless Billing Credit		-0.37
Gross Earnings Tax	0.0309278 x 37.53	1.17
<b>Total Other Charges/Adjustments</b>		<b>\$ 0.80</b>



# Rhode Island Energy™

a PPL company

RIEnergy.com

## EXPLANATION OF TERMS

Rhode Island Energy uses the automated meter reading "Quickread" van to read meters every month in the Providence, RI area. If you receive a bill based on an estimated read, it will be adjusted by the next actual meter reading. Estimated bills are calculated on the history of your account and/or averaging factor.

## GAS USED

**CCF** Basic measurement of the volume of gas used. One CCF equals one hundred cubic feet.

## DELIVERY CHARGES

### Customer Charge

A portion of the Company's cost to serve you with such items as mailing, system maintenance and record keeping and is not related to the quantity of gas used.

### Demand Charge

Medium rate and larger rate business customers receive a demand charge which is based on the customer's maximum average daily quantity (MADQ) and is a fixed rate determined by the demand the customer places on the gas distribution system.

### Distribution Charge - Step Charges

In each season, residential heating and small business rates are calculated using two consumption "steps." Step 1 and Step 2 appear when there is Peak/Off peak Season Cross Over and/or Price Change during the billing cycle.

### Therm Factor

Converts your usage from CCF into Therms which is a measure of the heating value of the gas you used.

### Therm

To calculate therms, multiply the CCF used by the Therm Factor.

### Distribution Adjustment Charge (DAC)

is adjusted annually and is used to recover costs and/or share savings related to various services and customer programs. For example, system pressure balancing, earnings sharing, etc.

### Cost of Gas

is based on the gas used. The rate is usually adjusted annually to reflect the Company's actual cost to purchase gas on behalf of the customers.

## OTHER

### GET

Stands for State of Rhode Island Gross Earnings Tax.

### Budget Billing Plan

A monthly payment plan that spreads your annual gas costs more evenly throughout the year. This program is free to all residential customers.

### Liheap Charge

This charge is required under Rhode Island law and will be used to provide funding for a Low-Income Home Energy Assistance Program ("LIHEAP") Enhancement Plan, designed to assist low-income electric and natural gas households with their home energy and heating needs. By law, this charge may not be more than \$10 per year for each electric or natural gas service account.

### Returned Check Charge

Each unpaid check returned to Rhode Island Energy will result in a charge of \$15.

### PROTECTION AGAINST SHUT-OFF\*

**Natural gas service will not be shut off if:**

- . you have made a recent acceptable payment, or
- . you have entered into an acceptable payment agreement, or
- . you have registered with us that all permanent members of your household are 62 or older AND you have entered into an acceptable payment agreement, or
- . you have registered with us, by written notice from a registered physician, that a permanent member of your household is handicapped or seriously ill AND you have entered into an acceptable payment agreement.

**Natural gas service will not be shut off during Winter Moratorium (November 1 through April 15) if:**

- . you meet any of the above guidelines, or
- . you have registered with us as eligible for heating assistance, or
- . you have registered with us that the principal wage earner in your household is unemployed as verified by a Department of Employment Security (DES) photo ID card or other verification from DES, or
- . your unpaid gas bill does not exceed the amount stated by the RIPUC.

## SPECIAL CONDITIONS PREVENT TERMINATION OF SERVICE IF YOU HAVE A CHILD UNDER 24 MONTHS OLD AND A FINANCIAL HARDSHIP.

If you or anyone presently and normally living in your house has a child under 24 months old, we will not terminate your gas service, provided you also have a financial hardship. Please call our Customer Contact Center at 1-800-870-1664 immediately if this applies to you.

## Residential Consumer Rights

You have the right to dispute your bill. You may place a request to have the bill investigated by calling our Customer Service Department at 1-800-870-1664. If you do not agree with the findings of the Company, you may appeal to the Division of Public Utilities and Carriers, Consumer Section at the address listed below.

If you have a problem paying your bill, our Customer Service Representatives will be happy to speak with you about our payment agreement options. If a mutually satisfactory payment agreement cannot be worked out, you may appeal to the Division of Public Utilities and Carriers Consumer Section at the address listed below.

## Division of Public Utilities and Carriers Consumer Section

89 Jefferson Boulevard  
Warwick, Rhode Island 02888  
Toll-Free in RI (401) 780-9700

The State of Rhode Island, through the Low Income Home Energy Assistance Program (LIHEAP) provides eligible customers with assistance in paying their energy bills. The program operates from October - March. Customers who believe they may qualify for such assistance should contact the State of Rhode Island Energy Resource Office at (401) 574-9100 and/or their local Community Action Program agency.

Visit our website for a listing of all our Payment Agents.

Website - RIEnergy.com

Address all inquiries to:

300 Erie Boulevard West  
Syracuse, NY 13202-4201  
Attention: Customer Contact Center C-3

Please translate immediately.

Por favor, hágala traducir inmediatamente.

Traduzir imediatamente.

Traduire immédiatement.