








## Providence Community Electricity Frequently Asked Questions

- 1. What is Providence Community Electricity and why are we doing this?** Providence Community Electricity is our City's new electricity supply program designed to provide residents competitive rates and options in renewable energy. This program was approved by the Providence City Council in July 2020 and six other Rhode Island communities are participating in the same program.
- 2. When did it start?** Residents and businesses who were enrolled in RI Energy's supply service were automatically enrolled in Providence Community Electricity in May 2023.
- 3. Do I have to participate?** Customers may opt-out at any time, without penalty. To opt out, do either of the following:

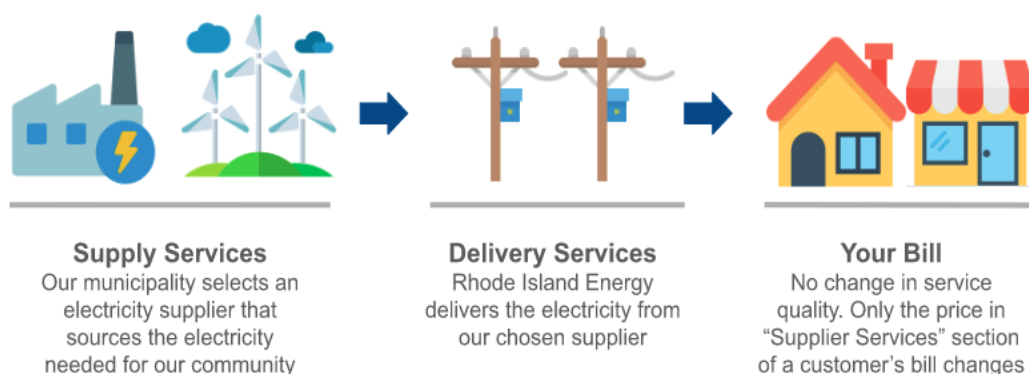
Call Providence's supplier,  
NextEra Energy Services Rhode  
Island, LLC, at [\(888\) 387-1084](tel:8883871084)

Submit the opt-out form at  
[Electricity.ProvidenceRI.gov](https://Electricity.ProvidenceRI.gov)

- 4. Will this program cost more or less than what I have now?** The goal of Providence Community Electricity is to provide a stable and cost competitive supply rate compared to RI Energy's rate. While Providence Community Electricity will be less expensive than the utility-offered service at launch, savings compared to the utility rate cannot be guaranteed in every contract period going forward. That said, Good Energy – the City's consulting partner for this program – has secured savings for its approximately 50 active clients in Massachusetts over the course of each of those programs. Remember, if you are dissatisfied with Providence Community Electricity's performance, you may always opt out at any time, without penalty.

Providence Community Electricity – Program Options and Rates at Launch				RI Energy Supply Rate
				
Providence Standard (for automatic enrollment)	Providence Basic	Providence 50	Providence 100	Rhode Island Energy Last Resort Service Residential
9.361 c/kWh Residential	9.151 c/kWh Residential	10.222 c/kWh Residential	12.321 c/kWh Residential	10.341 c/kWh
Adds 5% voluntary renewable energy (RI New RECs)	No additional renewable energy	Adds voluntary renewable energy (RI New RECs) to total 50%	Adds voluntary renewable energy (RI New RECs) to total 100%	No additional renewable energy
May 2023 to November 2023				April 2023 to September 2023

5. **Why is this an automatic enrollment program?** In July 2020, the Providence City Council permitted automatic enrollment to give the City enough buying power to negotiate favorable rates for the community.
6. **What if I've already chosen my own non-utility electricity supplier?** Anyone that has proactively chosen their own electricity supplier was not automatically enrolled in the program.
7. **If I wasn't automatically enrolled, can I still join?** Yes. You can opt-in to the program by calling the supplier at (888) 387-1084 or using the program website (Electricity.ProvidenceRI.gov). Please note, if you already have a non-utility supplier, that supplier may assess a cancellation fee if you choose to switch to the City's program.
8. **What changes if someone participates in Providence Community Electricity?**



There are two parts to a Rhode Island Energy electricity bill – (1) Supply Services and (2) Delivery Services. Enrolling in Providence Community Electricity only changes the Supply Services part. Rhode Island Energy will continue to provide all Delivery Services, which includes responding to power outages.

9. **Will I get another bill?** No, there will still only be one electricity bill per month, sent by Rhode Island Energy.
10. **What about Low-Income discounts or budget billing?** Customers in the Low-Income Rate Class (A60) will continue to receive their current percentage discount on the entire electricity bill. Budget billing customers also will continue to receive budget billing for their entire bill.
11. **What about solar and net metering?** Customers that receive solar electricity benefits from net metering credits and/or Renewable Energy Growth program payments will continue to receive those benefits.