Rhode Island Energy
PO Box 25215
Lehigh Valley, PA 18002-5215
Phone 855-743-1101 Fax 401-955-6617

GEORGE WILEY CENTER
32 EAST AVE
PAWTUCKET, RI 02860

June 25, 2026

Bill Account Number: 28273-79020

Dear GEORGE WILEY CENTER:

It is our understanding there is a person residing in your household who is under the age of two (2) years. Your account may be eligible for protection against possible termination if you also have a financial hardship.

Infant and Hardship Protection: The Rhode Island Public Utilities Commission's regulations provide specific protections to infant and hardship customers. A residential customer qualifies for this protection when the public utility has evidence that a customer is living in a residence where there is domiciled a person under the age of two (2) years and there is a financial hardship.

To qualify for the "infant and hardship" protection, you must provide a copy of the birth certificate or other verifiable documentation (e.g., hospital or physician) to validate the person domiciled is under the age of two (2) years AND the Financial Hardship Form attached along with valid proof of financial hardship for all adult members in the household (e.g., tax returns or 3 months of pay stubs, SSDI/SSI award letter within the past year). Once approved, Rhode Island Energy will not terminate service to infant and hardship protected customers while the protection is still valid and active on the account.

We will notify you in writing whether your completed information was either accepted or rejected. Failure to pay current bills or make an arrangement on past-due balances will subject you to collections activity.

If you have any questions or need further assistance, please call Customer Service at 1-855-743-1101 or visit us on our website at RIEnergy.com.

Sincerely,

Rhode Island Energy
Customer Service

7390497 : 000

This is an important message. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immediatement.

Đây là một thông báo quan trọng.
Xin vui lòng dịch thông báo này.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Questa è un'informazione importante.
Si prega di tradurla.

Rhode Island Energy™
a PPL company

Financial Hardship Statement

If you are claiming Financial Hardship under the Rules and Regulations Governing the Termination of Residential Electric, Gas and Water Utility Services, please answer the following questions and return this form within seven (7) days for an initial application and within forty (40) days if this is a renewal. **DO NOT ENCLOSE THIS STATEMENT WITH YOUR BILL PAYMENT.**

Please complete the information on both sides of this form and return it to Rhode Island Energy using one of the following methods.

Email: AccountProtections@RIEnergy.com

Fax: 401-955-6617

Mail: Rhode Island Energy
PO Box 25215
Lehigh Valley, PA 18002-5215

Account Holder's Name	**Date** **Account Number**
Service Address	

Income Information - Source of Gross Income

Work: ❑ Yes ❑ No	Amount per week: $_____ Amount per month: $_____
SSI (entire household): ❑ Yes ❑ No	Amount per month: $_____
Welfare: AFDC: ❑ Yes ❑ No	Amount semi-month: $_____
GPA: ❑ Yes ❑ No	Amount per week: $_____
Other (please specify): ❑ Yes ❑ No	
Total Number in the Household: _____	Number in the Household Aged 62 or Over: _____ Number in the Household Disabled: _____

Business Use

Rhode Island Energy™
a PPL company

I, the undersigned do hereby certify the information provided is complete and, the truth, to the best of my knowledge.

Signature: _____ Date: _____

Business Use

RESIDENTIAL CUSTOMER RIGHTS

YOU MAY AVOID TERMINATION:
Your utility service will not be terminated, on or before the termination date listed on the front of this letter, if satisfactory arrangements are made to pay this balance. As a first step, you must call our Customer Service Department at 1-855-743-1101.

If a satisfactory arrangement cannot be agreed upon, you have the right to submit this matter to the Reviewing Officer of the DPUC at 401-780-9700. If you are unable to reach a satisfactory arrangement over the telephone, you have the right to a hearing, which you must request, on whether the termination is justified. Rhode Island Energy will not disconnect your service pending proceedings before a reviewing officer appointed by the Administrator of the DPUC.

PROTECTION AGAINST TERMINATION:
The Public Utilities Commission has Rules and Regulations that provide protection from termination of service for the seriously ill, disabled, and households in which all residents are at least 62 years of age. Please contact our Customer Service Department to determine eligibility. Life Support Dependent individuals with a financial hardship may also be protected from termination of service. Please call Customer Service to determine eligibility.

Under certain circumstances, a customer may be protected from termination of service during the period between 12:01 AM November 1st and 11:59 PM May 1st. Please call our Customer Service Department at 1-855-743-1101 to determine eligibility.

If you or anyone currently and normally living in your house has a child under two (2) years old and your service has not been previously shut off for nonpayment before the birth of the child, we will not terminate service provided you also have a financial hardship. Please call our Customer Service Department to determine eligibility.

LOW INCOME HEATING ASSISTANCE PROGRAM (LIHEAP)
LIHEAP provides eligible customers with public energy assistance aid. Customers who may qualify should contact their local Community Action Program.

RULES AND REGULATIONS
A copy of the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service is available for review at the office of the Division of Public Utilities and Carriers located at 89 Jefferson Boulevard, Warwick, Rhode Island, Monday through Friday, 8:30 AM to 3:30 PM. A copy of the Rules and Regulations may also be obtained via the internet at www.ripuc.org.

This page intentionally left blank