

Empower RI

FAQ



Q: What is the website for Empower RI?

A: www.ri.gov/EmpowerRI

Q: Will I be charged a fee by National Grid for switching to an alternate electricity supplier?

A: No. In 2015, Lt. Governor McKee intervened with the Public Utilities Commission to eliminate this fee known as the “billing adjustment.” Before it was eliminated, this fee cost National Grid customer’s \$1.5 million in a single year.

Q: After I switch to an alternate energy supplier, do I have to call National Grid to transfer my home/businesses to the new company?

A: No. Once you switch your supplier on Empower RI, your new supplier will take care of the transition for you. No further action on your part is necessary.

Q: Will there be a lapse in my service when I switch from National Grid to an alternate energy supplier?

A: No. The transition from National Grid to the alternate supplier is a seamless switch that will not result in a loss of power or service.

Q: If I switch to an alternate supplier, who will service my home or business during an electrical outage or other emergency?

A: Even if you switch to an alternate supplier, National Grid is still responsible for servicing your home or business in the case of an outage. When you switch your supplier to a different company, National Grid is still responsible for the delivery of the electricity through the power lines.

Q: How do I know the offers on Empower RI are legitimate?

A: All suppliers and their offers on Empower RI have been vetted by the Division of Public Utilities and Carriers to ensure they are legitimate and safe.



Q: What is the Division of Public Utilities' vetting process for Empower RI?

A: First, suppliers must be registered non-regulated power producers. They then must agree to the Division's terms and conditions for the site. Read the terms and conditions here: www.bit.ly/2wH7lwc

Q: If National Grid is buying my electricity from me through a solar regrowth program, can I still use an alternate electricity supplier?

A: Yes. If you are net-metering, that is an arrangement with National Grid. Your power supply is a separate issue and you are free to shop.

Q: Have there been any complaints or investigations launched by the DPUC relating to Empower RI?

A: There have been no complaints made to the DPUC relating to Empower RI. The DPUC has not had to investigate any suppliers regarding transactions on Empower RI.

Q: Can alternate energy suppliers from Empower RI increase my rate at any time without telling me?

A: No. All suppliers on Empower RI offer **FIXED** rates only. They cannot be randomly increased without you knowing.

Some offers on Empower RI offer tiered rates that start low and increase after a period of time or vice versa. **Suppliers offering this type of contract are required to disclose the initial rate, how long it lasts and what the rate will be after that time. The company may not deviate from these fixed terms.** To check for tiered rates, please click "plan details" beneath each offer on the Empower RI website.

Q: Do websites like Empower RI exist in other states?

A: Yes, other states do offer their ratepayers a free public marketplace to shop their electricity. Examples: Ohio: www.energychoice.ohio.gov Pennsylvania: www.papowerswitch.com

Q: What happens when my contract with an alternate supplier ends?

A: The alternate energy supplier is required to contact you 30 days before the end of your contract to alert you that the term is coming to an end. At that point, you have a few options:

- Sign on for a new contract with the same alternate energy supplier. They will let you know what their new rate/plan is before the end of your original contract.
- Visit www.ri.gov/EmpowerRI and pick a new plan with a different alternate energy supplier.
- Return to National Grid as your energy supplier.

Additional Questions?

Call Lt. Governor Dan McKee's Office
(401) 222-2371